

Board of Directors

Item 3.3

**board
paper**

Subject: Savile Allegations – review of processes relating to vulnerable people
Date of meeting: 26th May 2015
Prepared by: Joanne Shaw ADNS and Safeguarding Lead
Presented by: Sue Pemberton, Director of Nursing and Quality

Data Quality Rating	BAF Ref	Impact on BAF Risk Rating?
Silver	1,2	None

1. Introduction

This report has been prepared as a response to the recommendation from the Department of Health that all Trusts should review their arrangements and practices relating to vulnerable people, particularly in relation to: safeguarding; access to patients (including that afforded to volunteers or celebrities); listening to and acting on patient concerns in response to the recent media coverage of the allegations of abuse involving Jimmy Savile.

2. Background

The NHS Chief Executive has requested that that Trusts review their working arrangements and practices relating to vulnerable people, particularly in relation to safeguarding. This includes:

- Access to patients (including that afforded volunteers or celebrities); and listening to and acting on patient concerns. The government intends to issue guidance in the near future.
- Following these allegations the Secretary of State has appointed Kate Lampard, a Barrister and Vice Chair of NHS South of England, to provide assurance that the Department of Health and the relevant NHS organisations are following robust process aimed at protecting the interests of patients. NHS wide procedures will be reviewed to assess whether they need tightening. When this work has concluded LHCH will review any relevant learning in light of recommendations made.

- The Children's Act (2004) is of particular importance and clearly states what is expected of NHS Trusts. Notably there is a statutory responsibility under section 11 for NHS Trusts to make arrangements to safeguard and promote the welfare of children. The Liverpool Safeguarding Adults Board Policy and Procedures also serves the same purpose in relation to safeguarding.

3. Standards of Practice within the Trust relating to vulnerable people

Policies

A number of policies to safeguard children and vulnerable adults have been developed within the Trust that instruct and give guidance to the members of staff and volunteers, who have contact with children and adults. These policies include

- Safeguarding Children and Child Protection policy
- Chaperone policy,
- Volunteers policy,
- Patient Information Production policy,
- Complaints Management policy

The Trust does not have a policy for the management of Very Important People (VIP's) or people who require enhanced security and management arrangements however, this type of policy is usually concerned with protecting the VIP's confidentiality and privacy. This has, however, been added into the adult safeguarding policy. Which states:

“Celebrity visitors who are present in the organisation must be chaperoned at all times and are not permitted to return to visit individual patients without prior agreement from the patient, or the patient's Next of Kin, if the patient is under 16yrs, if the patient is a vulnerable adult or lacks capacity.

It is the responsibility of the person arranging the initial visit to ensure that the visitor is chaperoned at all times. It is the responsibility of the Nurse in Charge to ensure that any requests for return visits from celebrities are correctly documented within the patient records and reported to the Named Nurse for Safeguarding prior to the visit taking. Celebrities that apply to become volunteers in the Trust will be subject to the same level of check and recruitment process as all volunteers in accordance with this policy”.

All policies that relate to accessing patients/clients is guidance relating

to staff, agency and volunteers; they do not directly give instruction about celebrities which may wish to volunteer to work with our patients. There is no clear guidance on behaviour expected from celebrities when undertaking work/duties within the organisation or when representing the organisation. There is no current assurance that guarantees that all such visits are organised with reference to security.

Safeguarding Lead

Within the Trust we have a dedicated lead for safeguarding adults and children. The role is to provide support and advice to staff. All job descriptions within the Trust need to contain a sentence on safeguarding. This links into a multiagency approach to safeguarding which needs to include audit of safeguarding adults and children's processes within the Trust.

Training

Training for safeguarding is prioritised via the Trust's Mandatory and Statutory training programme as an E- learning package and all members of staff are expected to complete, the training figures are monitored by Directorates. Our current compliance rates are good.

Recruitment

The practice of the Trust has been that DBS checks are carried out on Foundation Trust Governors who visit the wards but not on Foundation Trust members.

All volunteers within the Trust undergo DBS clearance before being given access to patient areas. All official visitors and celebrities should request permission to visit the Trust via the Executive Office and are to be escorted at all times whilst on the Trust premises.

Listening to and acting on Patients Concerns

The Trust has a complaints management policy and the complaints received are one form of feedback from our patients and the public and this is encouraged by the Trust. The policy, although robust, does not specifically deal with complaints about a celebrity. The patient and family support team receive concerns via feedback on its services and staff and there is a robust process in place to deal with the issues raised and reporting of these. The Trust has a formal complaints process; all complaints and concerns are fully investigated and responded to by the Directorates. Any allegations against staff, visitors or volunteers are investigated, responses given and appropriate action taken. Complaints including those of a potentially criminal nature, are always referred to the police for investigation.

4. Summary

The Trust has systems and processes in place to protect vulnerable adults and children, even if they do not relate specifically to celebrities. Access to patients is tightly controlled via policies and the awareness of staff. All external visitors to the Trust are escorted when on the premises when they are made known to Trust staff. The Trust has expert advice from the safeguarding team lead and partner agencies.

5 Recommendations

- Refresh all procedural documents to include guidance regarding visitors /volunteers in patient areas.
- Add to the current information within the adult safeguarding policy and insert the same information into the safeguarding children's policy in relation to how to deal with complaints or concerns about a celebrity from staff or patients. This will include outlining that the complaints policy will be followed and any complaint against a celebrity will be managed via this process.
- Include in both safeguarding policies the need to ensure the process to receive feedback from user groups included.
- The Savile presentation to be sent to all staff to raise awareness of the recommendations and other communication forums. and shared at Team brief.
- To continue to increase compliance levels with training requirements.
- To ensure all job descriptions include Safeguarding responsibilities outlined within them
- Continue to communicate to all staff the speak out safely campaign.

The Board of Directors are asked to receive the assurance on the current policies and procedures in place to safeguarding adults and children and to support the above recommendations.