

Board of Directors in Public

Item 2.3

Subject: Safeguarding Annual Report 2023/2024

Date of Meeting: 30th July 2024

Prepared by: Angela McKenna Lead Nurse, Safeguarding Adults & Children

Presented by: Joan Mathews, Director of Nursing

BAF Reference	Impact on BAF
BAF 1	To provide assurance on the legislation surrounding safeguarding of adults and children

Level of assurance (please tick one) <i>To be used when the content of the report provides evidence of assurance</i>					
<input checked="" type="checkbox"/>	Acceptable assurance Controls are suitably designed, with evidence of them being consistently applied and effective in practice	<input type="checkbox"/>	Partial assurance Controls are still maturing – evidence shows that further action is required to improve their effectiveness	<input type="checkbox"/>	Low assurance Evidence indicates poor effectiveness of controls

1. Executive Summary

Liverpool Heart and Chest Hospital (LHCH) has a statutory responsibility for ensuring that the services provided have safe and effective systems in place which safeguard adults, children, and young people at risk of abuse, neglect, and harm. We follow the six safeguarding principles, which are: Empowerment; Protection; Proportionality; Prevention; Partnership; and Accountability.

The 2023/2024 annual report provides the Trust Board with:

- An overview of safeguarding within the Trust
- Assurance that the Trust is meeting its statutory obligations and the required national safeguarding standards that are applicable to LHCH

The Board of Directors can take assurance that LHCH is compliant with all Safeguarding policies and procedures.

2. Background

Safeguarding children, young people and adults cannot be done in isolation; it is only truly effective when we work collaboratively and restoratively with our partner agencies to protect all those at risk of harm, abuse, or neglect. This collaborative approach is embedded across the Trust in safeguarding practice that balances the rights and choices of an individual, with the Trust duties to act in their best interest to protect the patient, the public and the organisation from harm in line with legislation and guidance.

LHCH has a duty to ensure robust systems are in place to appropriately safeguard those who require it. This includes adults, children and young adults who may be at risk from abuse harm or neglect including self-neglect. We use a 'Making Safeguarding personal' and 'Think Family' approach.

3.

Key achievements and outcomes 2023/2024	Safeguarding priorities 2024/2025
<ul style="list-style-type: none">• We have continued to support our patients and their families with appropriate Safeguarding escalation to external providers when required, ensuring we use a 'Making Safeguarding Personal' approach and ensuring the person has a voice with a balance of choice, control, and safety.• We are proactive with our referral and have a 24-hour response time for non-urgent referrals with urgent referrals being assessed during working hours on the day, we go above and beyond to ensure staff and patients feel supported.• We have successfully Strengthened the Safeguarding team structure which enable us to deliver our statutory and legal responsibilities and lead on a strategic level to ensure we are managing the challenges in society and the pressures within healthcare settings.• We have maintained Up-to-date, functional policies and procedures	<ul style="list-style-type: none">• The Trust will launch a Safeguarding Strategy in Q3 which will set out our vision for Safeguarding including our promise to our patients & families and the plan put in place to help protect vulnerable adults in our care. This means protecting their rights to live in safety, free from abuse and neglect. This also means ensuring that staff within the organisations work together to prevent any risk of abuse or neglect or to stop them from occurring.• We are planning a Safeguarding event in line with national safeguarding adults' day in November for Trust staff.• Ensure there is a Trauma informed approach used during Safeguarding reviews and it is included in all education packages used within the trust.• It is a requirement for our quarterly Knowsley Place KPI's to ensure Children in care is delivered as part of Mandatory level 1 & 2 Children's Safeguarding as per the intercollegiate

<p>and good governance via the Safeguarding Steering Group.</p> <ul style="list-style-type: none"> • We have added emphasis on protecting our adults who lack capacity and ensuring legal frameworks and best interest principles are used with family involvement. 	<p>document. Children in Care has been added to Mandatory training packages from April 1st by skills for health our external provider.</p> <p>Therefore, we need to ensure our staff are trained. We have a training trajectory now in place to help deliver this target over the next 4 quarters.</p> <ul style="list-style-type: none"> • The Safeguarding team structure has changed the new members are the Operational nurse, the designated Doctor, and the PA, we need to ensure we develop our team and take advantage of opportunities for training and experiences. • The Safeguarding audit programme is an essential part of the Trust external KPI's, improvement work is required to ensure we are delivering a quality improvement process which seeks to improve patient care by effective audit. • A review of all education packages is required to ensure they are updated and relevant when delivering teaching internally. • The role and responsibilities of the level 3 trained staff called Safeguarding Ambassadors will be reviewed during the year, we will look to enhance it in the clinical areas and departments to ensure we are proactive in championing Safeguarding for our patients and their families. • We plan to Source external Mental Capacity Act training for our medical colleagues and clinical staff.
--	--

Safeguarding Team Structure

The Safeguarding Team is fully established, comprising of:

- Named Doctor for Safeguarding Adults and Children - Dr Julia Jones

- Lead Nurse Safeguarding Adults & Children - Angela McKenna
- Support Nurse Safeguarding - Princey Santhosh
- PA Safeguarding - Dawn Tully

The weekend Ward Manager and out of hours Hospital Coordinators provide cover for Safeguarding, ensuring we have a 24/7 approach to concerns/referrals.

Governance Structure

The Lead Nurse for Safeguarding represents the Trust at local Safeguarding Adult and Children's health subgroups for Liverpool and Knowsley and the MCA forum., Our commissioning standards and quarterly KPI's moved to Knowsley Place ICB in July 2023. Safeguarding action plans and audits will be monitored via individual provider business and/or supervision and quarterly KPI submission.

The Safeguarding Steering Group meets bi-monthly and is chaired by the Trust's Safeguarding Lead Nurse. There is ongoing work to improve attendance at these meetings and ensure all papers are shared widely within the Trust.

Mental Capacity Act

The Mental Capacity Act (MCA) is designed to protect and empower people who may lack mental capacity to make their own decisions about their care or treatment. This act applies to people aged 16 and over. Examples of people who may lack capacity include those with dementia, a severe learning disability, a brain injury, a mental health illness, a stroke or unconsciousness, caused by an anaesthetic or sudden accident.

The Safeguarding team have put increased emphasis in empowering and educating staff to complete mental capacity assessments for inpatient and outpatient settings. Staff feel confident to undertake these assessments and they are embedded in most areas with some new staff still requiring some education and support. The safeguarding team facilitate best interest meetings, by using a multi-disciplinary approach, which includes patients' family members and next of kin.

Demand has risen for mental capacity assessments in the Trust, one example to evidence this would be the patients with hypoxic brain injuries from Out of hours cardiac arrest where decisions are often needed about their treatment, care, and discharge destination, alongside this the amount of best interest meetings has also risen.

Deprivation of Liberty Safeguards (DoLS) Liberty Protection Safeguards (LPS)

During 2023/2024 a total of 150 DoLS applications have been made by either the Safeguarding Team or clinical teams in the ward/department areas across the Trust. There are 26 different local authorities across the catchment area where the applications have been made to.

- 27 applications were sent to the patient's local authority and urgent applications were issued. In the 27 cases no response or decision was received from the Local Authorities. When a DoLS urgent application expires, and the patient still lacks mental capacity for their treatment and care, if the restrictions required still meet the required threshold for a

DoLS application the patients were treated within best interest principles, In this instance a follow up email is sent to the local authority to inform them of the patient's condition.

- 0 applications were rejected by the Local Authorities.
- In 150 applications completed, the applications were reviewed, and the patients were assessed by the safeguarding team, 123 applications were not sent.

This was due to several reasons,

- ❖ The patient's confusion had settled prior to review,
- ❖ The patient met the criteria for a critical care patient and was to be managed under the best interest principles and would be reviewed again once they were ready to be transferred to the ward,
- ❖ The patient was discharged/transferred to another care setting.
- ❖ The patient care was met under End-of-Life care needs/the patient had died

There remains a significant delay in LA's undertaking DoLS authorisations the team review the applications and escalate to the local authority if a mental health doctor and best interest's assessor needs to review urgently or if there has been a delay to their assessment.

MCA and DoLS Mandatory training is currently at 96.4 % across the Trust and this meets the Trust safeguarding training requirements as set by the Trust ICB KPI requirements.

Safeguarding – Policies

All 19 Safeguarding policies have been updated and ratified via the Safeguarding Steering group during 2023/2024

Safeguarding Audit Plan

To ensure the Trust considers best practice in its Safeguarding processes, Knowsley Place ICB require submission of a Safeguarding audit plan (Table 1) to enable achievement of the quarterly KPI's. The team have begun the yearly audit plan, with the support of the audit team. The audit paper and results are presented at Safeguarding Steering group and action plans are agreed. Progress is monitored through this group until all actions are complete.

Table 1

Audit Topic	Trust Lead (s)	Internal or External Audit	Division /Trust Wide	Reporting to Assurance Committee / Providing data for	Timescale			
					Q1	Q 2	Q 3	Q 4
Admission for Children/Young Adults Requiring Treatment	Lead Nurse Safeguarding Adults & Children	Internal	Trust Wide	Safeguarding Steering Group				✓
Quality checks of Mental Capacity assessment documentation.	Lead Nurse Safeguarding Adults & Children	Internal	Trust Wide	Safeguarding Steering Group		✓		
Compliance with use of hand control mittens policy/procedure	Lead Nurse Safeguarding Adults & Children	Internal	Trust Wide	Safeguarding Steering Group				✓
Mental Capacity Assessments and Consent	Lead Nurse Safeguarding Adults & Children	Internal	Trust Wide	Safeguarding Steering Group	✓			
Review the quality of Safeguarding referrals in EPR	Lead Nurse Safeguarding Adults & Children	Internal	Trust Wide	Safeguarding Steering Group			✓	
Compliance with Deprivation of Liberty Safeguarding Legislation & Documentation	Lead Nurse Safeguarding Adults & Children	Internal	Trust Wide	Safeguarding Steering Group		✓		

Training and Education

4.1 Training figures for April 2023/March 2024

During the reporting period LHCH worked towards achieving compliance for all levels of Safeguarding Children's and Adults training. We have a Safeguarding Training needs analysis (TNA) which is submitted as part of LHCH KPI's.

Each Division is responsible for monitoring and maintaining training compliance for their staff groups. Training compliance is readily accessible for individual staff and managers to view by the electronic reporting system. LHCH compliance for April 2023- March 2024 is outlined in Table 2.

Table 2

			Percentage YTD
STA_1	Level 1 Adult Safeguarding Training for all staff (Intercollegiate document Adult Safeguarding: Roles and Competencies for Health Care Staff 2018)	Percentage of staff who have had training within the past year in line with Trust TNA	96%
STA_2	Level 2 Adult Safeguarding Training - eligible cohort of staff (Intercollegiate document Adult Safeguarding: Roles and Competencies for Health Care Staff 2018)	Percentage of staff requiring training who have completed training within the past year in line with Trust TNA	97%
STA_3	Level 3 Adult Safeguarding Training - eligible cohort of staff (Intercollegiate document Adult Safeguarding: Roles and Competencies for Health Care Staff 2018)	Percentage of staff requiring training who have completed training within the past year in line with Trust TNA	100%
STA_4	Level 4 Adult Safeguarding Training - for all relevant staff (Intercollegiate document Adult Safeguarding: Roles and Competencies for Health Care Staff 2018)	Percentage of overall identified cohort of staff who have had training within the past year.	100%
SCT_1	Level 1 Children Training for all staff (Intercollegiate document Safeguarding Children and Young People: Roles and Competencies for Healthcare Staff 2019) (Intercollegiate document Looked after Children: roles and competencies of healthcare staff 2020)	Percentage of staff who have had training within the past year in line with Trust TNA	96%

STC_2	Level 2 Children Training for all relevant staff (Intercollegiate document Safeguarding Children and Young People: Roles and Competencies for Healthcare Staff 2019) (Intercollegiate document Looked after Children: roles and competencies of healthcare staff 2020)	Percentage of staff requiring training who have completed the training within the past year in line with Trust TNA	97%
STC_3	Level 3 children Training for all relevant staff (Intercollegiate document Safeguarding Children and Young People: Roles and Competencies for Healthcare Staff 2019)	Percentage of staff requiring training who have completed the training within the last year in line with Trust TNA	100%
STC_4	Level 4 Children Training for all relevant staff (Intercollegiate document Safeguarding Children and Young People: Roles and Competencies for Healthcare Staff 2019)	Percentage of Staff requiring training who have completed the training within the last year in line with Trust TNA	100%

Prevent training.

NHS organisations are required to provide awareness raising sessions for staff about PREVENT which aims to stop terrorism or support terrorist acts from people who have been radicalised.

It is recognised that vulnerable individuals may be targeted for recruitment into violent extremism, and this is therefore a safeguarding issue in the context of the wider responsibility of all agencies to safeguard and promote welfare.

The training target set by NHS England re: Workshop to Raise Awareness of Prevent (WRAP) is 89% which is a national target for WRAP (level 3) training. Knowsley Pace have set a target of 90%.

The Trust remains compliant with delivery of this training.

STS_1	Prevent Strategy/Awareness Training	Percentage of overall Staff who have received Prevent Awareness training in the last year	97%
STS_2	Prevent Strategy/Health Wrap Training	Percentage of overall identified cohort of staff who have received Prevent Wrap training in the last year	89.%

Communications continue to raise awareness of the requirement for eligible staff to complete the training.

Monitoring & Analysis of Safeguarding Data

During 1st April 2023 - 31st March 2024 there were a total of 707 Safeguarding contacts made to the team via EPR only, not including verbal, telephone, and email referrals. Safeguarding cases appear to be becoming more complex and multi-disciplinary working with our colleagues in the Trust for example the mental health team, social workers, psychology, OT is essential to ensure we are gaining the best possible outcomes for our patients and their families.

Year	Number of contacts
1st April 2022 - 31st March 2023	814
1st April 2023 - 31st March 2024	707

The most common referrals are for confusion/delirium, DoLs/MCA, Learning Disabilities/Autism and Mental health problems including suicidal ideation these patients are also referred to and reviewed by the LHCH Mental Health liaison team.

Improvement work has been completed throughout the year to ensure the referrals we receive are appropriate Safeguarding referrals to ensure most effective use of our resources which is evidenced in a decrease in our EPR contacts.

The Safeguarding team also support staff referrals and signpost staff to Health & Wellbeing, HR, Psychology staff support or external agencies such as food banks.

Requests for information

The Safeguarding team receive many requests for information, these come into our secure email inbox and have strict deadlines for completion, these requests may form part of Serious adult reviews (SARS) or a Child death review (CDR) the requests involve the team checking to see if persons named are known to LHCH and what services and input they received including from Community services.

The learning from serious case reviews is shared widely and locally we share a case study at every safeguarding steering group we then risk assess our policies and procedures to look for improvements and good practice to adopt.

Learning Disabilities and/or Autism

Patients with a Learning Disability and /or Autism receive outstanding care at Liverpool Heart & Chest Hospital (LHCH) The Safeguarding team are integral to this. Care is tailored to their individual needs. Were able, prior planning takes place and all reasonable adjustments are initiated on admission, liaising with families and other agencies is vitally important for us to ensure our patients have a positive experience during their journey with us.

The Mental Capacity Act is utilised so our patients with a Learning Disability and /or Autism get the support they need to make decisions, and if unable to decide at LHCH we use the Best Interest framework to ensure the best outcome for the patient.

We have the knowledge and skills to care for neuro diverse patients, it is important our patients have a voice, and we meet their needs. Their experience is important to us. We need to fulfil and protect their wellbeing and human rights.

Priorities for 2024/2025

The priority for the Trust is to create a culture of continuous improvement in Safeguarding, with empowerment of staff, that is both patient and family centered and safety focused. The safeguarding team will continue to:

- Listen to patients, their families, and staff using a 'Making Safeguarding Personal' approach which ensures all people have a voice and we represent their wishes and beliefs in their best interests.
- Work with our stakeholders, working collaboratively with LHCH teams and external providers to provide timely effective interventions to adults and children, who may be at risk of harm, abuse, or neglect.
- To continue to empower and educate our staff to feel confident when managing Safeguarding concerns/disclosures so they can competently refer on and support our patients and their families, creating a culture of ensuring 'Safeguarding is everyone's business'.

4. Conclusion

Whilst Safeguarding, Prevent, Mental Capacity and Mental Health agendas continue to be a challenging area for all health agencies and multi-agency partners, the Trust continues to actively respond and contribute to regional and national developments. This annual report demonstrates that safeguarding vulnerable people remains a significant priority for the Trust and offers assurance that the annual work KPI programme has been delivered.

The number of referrals has dropped slightly possibly due to improvement work completed around referrals however there is an increase in demand for Safeguarding advice over the past year as well as much more complex cases requiring onward referral, support and an MDT approach.

5. Recommendations

The Board of Directors is to receive assurance that appropriate safeguards are in place to protect adults and children in LHCH in line with national and local directives, and legislation related to safeguarding adults and children at risk.

Associated Reading Materials

- Clinical Governance and Adult Safeguarding - An Integrated Process (2010) Department of Health <http://www.gov.uk>
- Deprivation of Liberty Safeguards (2009) <http://www.gov.uk>
- Essential Standards of Quality and Safety (2015) Care Quality Commission <http://www.cqc>
- Looked after Children: roles and competencies of healthcare staff, Intercollegiate Document (Dec 2020)
- Mental Capacity Act (2005) <http://www.legislation.gov.uk/uk>
- Monitoring the use of the Mental Capacity Act Deprivation of Liberty Safeguards in 2013/14 (2015) Care Quality Commission <http://www.cqc>
- NHS London UK Core Skills Training Framework (2013) Subject 9 Safeguarding Adults <http://www.skillsforhealth.org.uk/developing-your-organisations-talent/uk-wide-core-skills-training--framework/>
- “No Secrets” (2000) Guidance Department of Health and Home Office
- Safeguarding Vulnerable Groups Act (2006) www.legislation.gov.uk/ukpga/2006
- Responding to Need Guidance and Levels of Need Framework, Early help Assessment Tool, Liverpool Safeguarding Children’s Board (July 2016)
- The Care Act (2014) <http://www.dh.gov.uk>
- The Ombudsman Report, Six Lives” (2009) <http://www.dh.gov.uk>
- The National Framework for Reporting and Learning from Serious Incidents Requiring Investigation (2010) National Patient Safety Agency <http://www.npsa.nhs.uk>
- The Short Guide to Working with People in Circumstances of Complex Self-Neglect - Self-Neglect Toolkit – Merseyside Safeguarding Adults Board (April 2019)
- The Safeguarding Adults: A National Framework of Standards for Good Practice and Outcomes in Adult Protection Work (2005). The Association of Directors of Adult Social Services <http://www.adass.org.uk>
- Domestic Violence and abuse: how health services, social care and the organisations they work with can respond effectively” NICE PH 50 (February 2014)
- “Safeguarding Children and Young People Roles and Competencies for Health Care Staff” Intercollegiate Document 3rd Edition (March 2014)