

Protecting  
adults from  
abuse and  
neglect



# ANNUAL REPORT 2016/17

Lambeth Safeguarding Adults Board

## WHAT DOES “SAFEGUARDING ADULTS” MEAN?



The Care Act 2014 says that local authorities, like Lambeth Council, must protect the people that live or spend time in their area from abuse and neglect.

## WHAT DOES ABUSE AND NEGLECT MEAN?



Abuse is hurting someone or treating them badly, like hitting them or calling them names.

Some of the types of abuse are: Physical, Sexual, Psychological, and financial.



Neglect is when someone who needs help is not being cared for properly by the people who are supposed to be looking after them.

## WHO IS AN ADULT AT RISK?



Anyone 18 years and older who needs care and support.

They may be ill, frail or have a disability.

They can't protect themselves from harm.

## WHERE DOES ABUSE AND NEGLECT HAPPEN?

Abuse can happen anywhere.

It could be:



- In a hospital
- In a care home
- In a person's own home
- Or out in the community



## WHO CAN YOU TALK TO IF YOU HAVE CONCERNS?



If there is an emergency you should always call 999

If it is not an emergency, you can:

- Call Adult Social Care on 020 7926 5555.

If you are calling after 5pm or on weekends, you must call 'After Hours' on 020 7926 5555

- Email Adult Social Care [adultsocialcare@lambeth.gov.uk](mailto:adultsocialcare@lambeth.gov.uk)
- Call 101 to report non-emergency crime to the police.



You can also speak to:

- Your GP or Nurse
- A voluntary or community organisation
- RESPOND by calling 080 8808 700
- Action against Elder Abuse by calling 080 8808 8141

## WHAT HAPPENS ONCE A SAFEGUARDING CONCERN IS RAISED?



First, a social worker or another professional who knows the person well will talk to them to try and understand what has happened, and where they need help.

They might also talk to other people, such as the person's friends or family.



If a crime has been committed, the police may investigate what has happened.



Those working on the enquiry will make sure that no one else is at risk of harm.

They will do their best to reach a good outcome for everyone involved.

## WHAT IS THE LAMBETH SAFEGUARDING ADULTS BOARD?



The Lambeth Safeguarding Adults Board brings together professionals who work with adults at risk so that they can work together to support and protect them.

The Board has members from Fire Services, Ambulance Services, Police, Hospitals and Voluntary organisations who work together to protect people from harm.



**The Board is led by Siân Walker, our independent chair.**



## WHAT HAS BEEN HAPPENING IN LAMBETH IN THE LAST YEAR?

The report outlines how many times we have been told about abuse or bad treatment and shows that:



- The number of safeguarding adults concerns has gone up.



- Most safeguarding concerns happen in people's own homes.



- The report shows that most people who have been through the safeguarding process feel that they see the changes that they want.

## WHAT DO WE KNOW ABOUT THE PEOPLE WHO HAVE EXPERIENCED ABUSE OR NEGLECT?



- Most safeguarding concerns involve a person who is aged 65 and over.



- There are more safeguarding concerns for women than for men.



- There are some differences when we compare the ethnicity of people who suffer abuse and neglect with the wider population. The Board aims to work on this next year.



## WHAT HAS THE BOARD DONE IN THE LAST YEAR?



- The Board has launched a new website, where you can find lots of information about safeguarding adults.



- Members of the Board have worked together to improve the way that we work with adults at risk of abuse and neglect.



- The Community Reference Group held a community event to raise awareness of the Mental Capacity Act.



- The Board also set up a group of people to make sure that professionals in Lambeth understand the Mental Capacity Act



- The Board agreed a policy which makes it easier for professionals working with adults at risk to understand how they can prevent abuse and neglect, and how to respond to concerns.



- Board Members have worked together to improve responses to Deprivation of Liberty Safeguards.

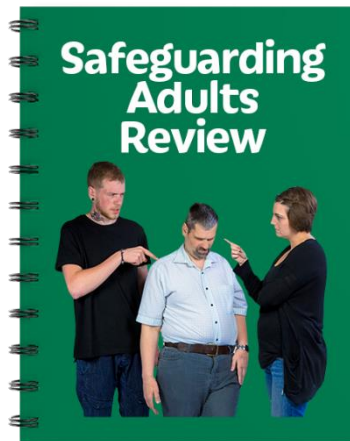
Deprivation of Liberty Safeguards are used to protect the rights of people who are unable to make certain decisions for themselves and make sure that their freedom is not unfairly taken away.



- The Multi-Agency Safeguarding Hub (MASH) was also established in October 2016. This makes it easier to share information and respond to concerns.

# SAFEGUARDING ADULTS REVIEWS

## WHAT IS A SAFEGUARDING ADULTS REVIEW?



A Safeguarding Adults Review takes place when an adult at risk passes away or comes to serious harm, and it is felt that professionals around them should have done more to protect them.

This year, the Safeguarding Adults Review for a man known as Mr D was completed.

## WHAT HAPPENED TO MR D?



Mr D lived in Lambeth. The London Ambulance Service were called to his home where they found that Mr D was very unwell.

The home Mr D was living in was dirty and had no heating or running water. Sadly, Mr D was so unwell that he passed away.

## WHAT DID THE REVIEW FIND?



The Safeguarding Adults Review looked at how much involvement professionals had had with Mr D, and whether they could have done anything to prevent his death.

The review found that Mr D has not had much involvement with professionals and so there was not anything that could have been done to prevent his death.

The review did however make some suggestions about how services could improve to help people like Mr D in the future.

## WHAT DID THE BOARD DO ABOUT THIS?



The Board came up with an action plan to make sure that members were able to learn lessons from the case of Mr D and make any needed changes.

## WHAT DOES THE BOARD PLAN TO DO NEXT YEAR?

Next year, the Board aims to work on three main areas:



### Representation

This is about making sure that everyone is able to access the help of a safeguarding enquiry, no matter their background.

It is also about making the Board more representative of the communities in Lambeth.



### Promotion, Communication and Involvement

This is about making sure that people understand issues relating to adult safeguarding and are able to respond to concerns.



### Prevention

This is about making sure we do all we can to stop abuse and neglect.