



Lambeth Safeguarding Adults Board

Annual Report
2020-21



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Introduction from the Independent Chair

This is the fifth Annual Report which I have pleasure to introduce to you, in my role as the Independent Chair of the Lambeth Safeguarding Adults Board (LSAB). This will also be my last Annual Report as I conclude my (almost) 6 years in this role. This has been an incredibly difficult year for everyone in the grip of the Covid-19 pandemic. In writing this introduction I know that everyone will stand together to remember those people, family, friends and colleagues whom we have lost and who have suffered in the last year.

The LSAB and its partners must demonstrate how they ensure that people with care and support needs are protected from abuse and neglect. We do this by scrutiny of performance data; understanding the facts and evidence of all those safeguarding concerns raised with adult social care and indeed all those concerns where more work has been required in the form of an enquiry to make sure the person or persons can be protected and supported to be safe.

We ask each of our partners to provide information about their approaches to safeguarding. The LSAB has continued delivering throughout the Pandemic for the whole year, and as a partnership, we have been working virtually, holding online meetings and seeking the assurance we need from all our partners about their continued work to safeguard and protect adults with care and support needs. This included successfully delivering some 'virtual' online learning events for those staff who work in all the partner agencies. These learning events were very well received by all those who attended.

I want to offer huge appreciation to those who have supported the LSAB in the last year and in particular I would like to mention a few people:

- Mala Karasu (Gus & St Thomas' NHS Trust) – who chairs the Performance & Quality Sub-Group
- Detective Superintendent Ian Keating (Metropolitan Police Service, Central South BCU) – who has chaired the Safeguarding Adults Review Sub-Group
- David Rowley (Lambeth NHS Clinical Commissioning Group) who has chaired the Mental Capacity Act Sub-Group



- Catherine Pearson (Healthwatch) and the team of people who support the Community Reference Sub-Group
- Janna Kay (Safeguarding Adults Lead) and Ceri Gordon (Adult Safeguarding Support Officer) - the Lambeth Board Team within Lambeth Adult Social Care

This report sets out what we have achieved against our strategic plan in the year leading up to the end of March 2021. It is brought to you as part of our duty under the Care Act 2014 which requires each Safeguarding Adults Board (SAB) to publish an annual report.

As ever, we have ensured that our strategy is easy to grasp and understand and can be described simply as ensuring that all partners to the Board focus on Making Safeguarding Personal, Working Together and Prevention.

We have not published an ‘Safeguarding Adult Reviews’ (SARs) in this year but a SAR has been commissioned, known as SAR G and this will be completed in 2021 with a summary included in next year’s annual report . We have taken the opportunity in this report to instead look back on the impact of previous SARs, in light of the recently published National Analysis of SARs.

It has been my absolute pleasure to work with partners and colleagues in Lambeth – I feel we have developed an effective partnership where we are open and reflective. We continue to scrutinise all safeguarding activity with the aim of driving continuous improvement across all our organisations. We have begun the journey of working really effectively with the communities we serve and I am happy to be handing over the Chair’s role to my successor Anu Singh, whom I know will build on our achievements in the years to come.



Siân Walker,
Independent Chair of the Lambeth Safeguarding Adults Board

Safeguarding adults is about protecting someone's right to live in safety, free from abuse and neglect. It is also about preventing the abuse of adults who might be unable to protect themselves because of their disabilities or care needs.



We all have a role to play
#Safeguarding Adults

How to raise an adult safeguarding concern:

If you are concerned about a person who is over the age of 18 years of age, they have care and support needs, and you feel they are being abused or at risk of abuse from another person, you should seek help for them.



[Report concerns using the online form](#) - this is the quickest and most secure way to report concerns. The person telling us about the possible abuse or neglect can remain anonymous.



In an emergency dial 999. If the person is not in danger now dial 101.



If you're not sure what to do, or need some advice, there are people who can help. You can talk to your GP or nurse, a social worker, a police officer or your key worker. They will help you to respond to the concerns.

About us

The Lambeth Safeguarding Adults Board (Lambeth SAB) is a statutory board that co-ordinates safeguarding adults work in Lambeth. The Board has an Independent Chair and is a multi-agency partnership that includes a [range of organisations](#).

We want to ensure that all residents and people who work with adults at risk in Lambeth know about safeguarding adults and know how to respond should they come across a concern. We do this by promoting and maintaining cohesive partnership working to safeguard adults at risk from harm.

The Board is not responsible for delivery of services, though those who plan and make decisions about services locally have representation at the Board and give the Board regular assurance on how their services respond to and protect adults at risk of abuse or neglect.

Our budget:

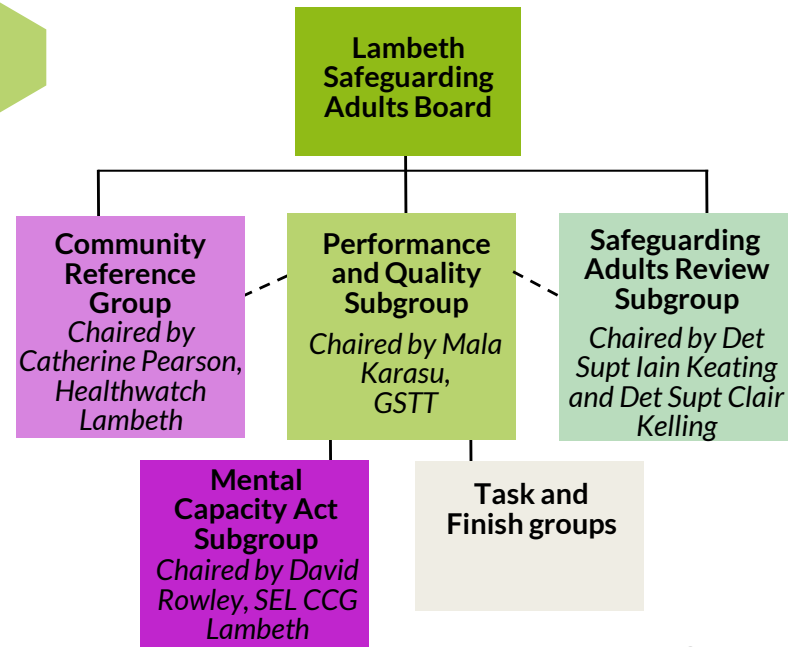
The Lambeth SAB does not have a working budget.

Each year we receive partner contributions from:

- Mayor's Office for Policing and Crime (MOPAC): £5000
- London Fire Brigade: £500

The majority of this funding is spent on Safeguarding Adults Reviews (page 18).

Lambeth Adult Social Care funds the roles that facilitate the work of the Lambeth SAB. This includes the Independent Chair, Adult Safeguarding Support Officer and Adult Safeguarding Lead who coordinate the work of the Board and its subgroups.



The local picture

According to the [2016 State of the Borough report](#), nearly a third of a million people live in the London borough of Lambeth and it is one of the most densely populated local authorities in England and Wales. Lambeth has several distinctive neighbourhoods including Waterloo, Brixton, Clapham, Streatham and Norwood.

The borough has a diverse and changing population with 3 in 5 describing their ethnicity as other than White British, and around 150 different languages being spoken by families in the borough. Lambeth's largest non-white ethnic group is black African (11.5%), followed by black Caribbean (9.8%).

Estimates also suggest that Lambeth has one of the largest Lesbian Gay Bisexual and Transgender (LGBT) populations in London.

About 37,000 people in Lambeth have their day-to-day activities limited by a long term illness or disability. About 60% of people with a limiting health condition are aged over 50.

A third of working age people and a quarter of people of retirement age in Lambeth are living in poverty. Lambeth is ranked as the 9th most deprived borough in London ([as of 2017](#)).



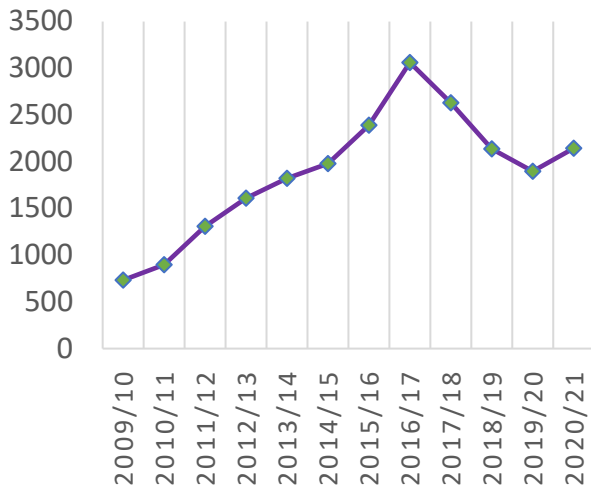
Impact of Covid-19 on Lambeth residents:

The 2020 Lambeth Residents Covid Pulse survey (carried out May/June 2020) found that those from mixed/multiple ethnic background were more likely to be involved in caring for at risk family or friends. White British residents were likely to be supporting neighbours.

25% of those surveyed said that they were out of work as a result of the pandemic. Black, Asian and minority ethnic residents were more likely to say that their situation had changed and report reduced income because of the lockdown. Half of residents felt that their household is now worse off financially with over one in ten (11%) struggling to cope. Those with a disability or long-term health condition are more likely to be struggling.

White British residents are more likely than Black, Asian and Minority citizens to rate their health as excellent or very good (49% vs. 42%).

Local adult safeguarding activity



2020-21 saw a 13% increase on the number of adult safeguarding concerns raised in the previous year. This follows several years of continuing decreases. Unlike in other local authorities, Lambeth did not see any decrease in the volume of referrals being received at the start of the Covid-19 lockdown period. Referral levels increased significantly over Covid-19 however largely related to welfare concerns.

1



Neglect and acts of omission remains the most reported category of abuse, accounting for 38% of safeguarding concerns in 2020-21. This is despite this category of abuse seeing decreases from previous years (42% in 2019-20).

2



Other prominent forms of abuse include physical abuse (21%) and financial abuse (20%).

3



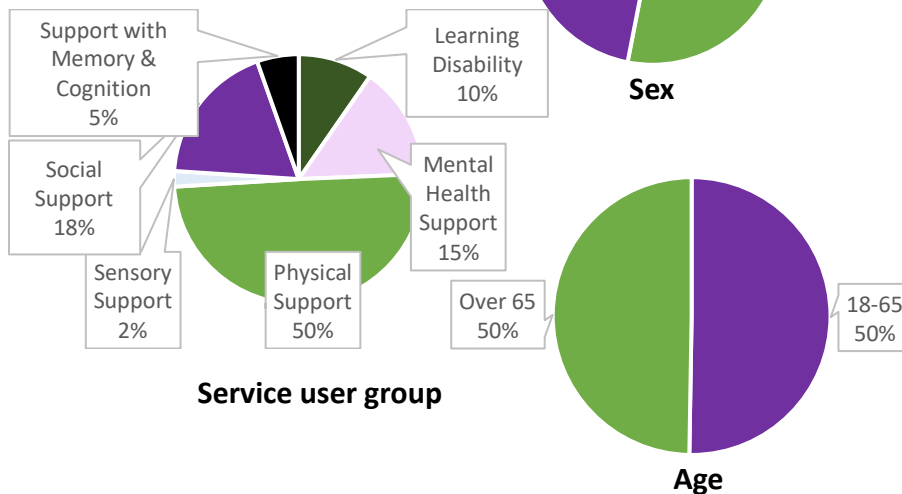
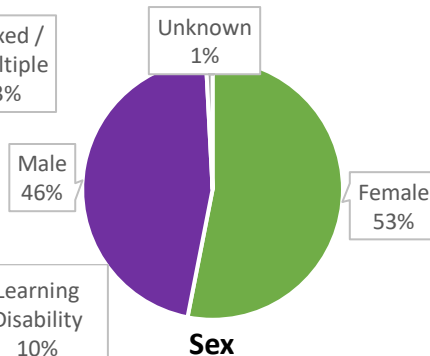
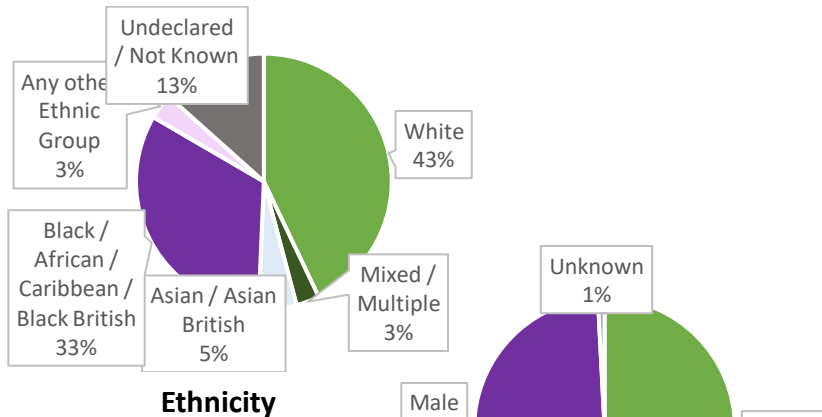
58% of all alleged abuse or neglect in 2020-21 took place within the person's own home. This is in keeping with previous years and national trends. These concerns may relate to domestic abuse as well as concerns about domiciliary care providers.

Most alleged sources of risk are known to the person, being friends of family (38%) or a service provider (34%).



2020-21 saw a significant increase in the number of safeguarding concerns relating to self-neglect which featured in 17% of adult safeguarding concerns. There was also a 57% increase in psychological abuse (domestic abuse) – highlighting the impact of covid-19 on relationships and increased pressures on families caring for loved ones.

Equalities data



Data relating to ethnicity is generally reflective of the Lambeth population (see page 7). Whilst these figures are in line with what we might expect, there is still more to do in terms of reaching out to different Lambeth communities to improve responses.

Historically, those over 65 have accounted for majority of safeguarding concerns. This difference appears to have narrowed this year and the LSAB continues to consider any additional work that may be required with younger adults at risk.

Data relating to primary support need shows that half of all safeguarding concerns received in 2020/21 related to individuals whose primary support was in relation to physical health. Last year, we identified the need to ensure that those with mental health support needs have equal levels of adult safeguarding responses and that they are able to make their voice heard. The LSAB continues to prioritise this area of work in 2021-22.

What we set out to achieve:

Each year, the Lambeth SAB must publish its strategic plan outlining how it will meet its main objectives.

In February 2020, the Lambeth SAB agreed a new three-year strategic plan which identified our priorities and objectives for the next three years. An accompanying workplan was developed to give us a focus on **strengthening connections** in 2020/21.

We also chose to review our strategy in April 2020 in light of the huge impact Covid-19 has had. Though the Coronavirus Act 2020 does not affect the duties to safeguard adults at risk as laid out in the Care Act 2014, we have all had to change the way in which we work, and this has created new challenges in safeguarding adults at risk. In addition to reviewing previously identified objectives, we also thought about specific issues which may now need to be a focus. Our stated aims in 2020/21 are set out below. To read the full strategy, visit the Lambeth SAB website.



Working Together: *Professionals, residents and service users will feel more confident by being better informed and engaged.*

- Identify areas for collaboration and joint working with our strategic partners
- Build relationships with key external organisations and neighbouring Safeguarding Adults Boards.
- Continue to expand our network and identify ways to increase meaningful engagement.



Making Safeguarding Personal (MSP): *Adults will feel listened to and have choice and control through the safeguarding journey.*

- Members to undertake an audit exercise to better understand how MSP is applied in Lambeth and identify areas for improvement.
- Use feedback from people who use services to identify and promote best practice.
- Improving representation from Black and other minority groups at the Lambeth SAB; better understanding of minority groups' experiences of adult safeguarding.



Prevention: *Adults will be supported to feel safe. Professionals and residents will be able to recognise risk and know how to respond.*

- Explore new methods to share key learning and deliver multi-agency training and set out clear method on how we will measure the impact on practice.
- Identifying learning and recommendations from the impact of Covid-19 on adult safeguarding.
- Embed multi-agency complex needs flowchart.



Measuring progress: Working Together

Aim: Identify areas for collaboration and joint working with our strategic partners

The unexpected onset of a global pandemic meant that strategic partners had to find more efficient ways of joint working. Examples of this included that Lambeth SAB members enabled access to one another's systems to facilitate information sharing and developed protocols to support new ways of virtual working.

Transitional Safeguarding is a term that refers to the risks and specific vulnerabilities of adolescents transitioning into young adulthood. This year the Lambeth SAB and Children's Safeguarding Partnership initiated a piece of work to map existing services for this cohort. A joint working group with the Safer Lambeth Partnership will now take this work further.

Aim: Build relationships with key external organisations and neighbouring Safeguarding Adults Boards

In the past year Lambeth SAB has led in establishing regular meetings between South East London SAB Chairs, including Southwark, Lewisham, Bromley, Greenwich and Bexley. These meetings have allowed us to identify areas of shared working and collaboration moving forward.

We have also identified external organisations with whom we would like to build better relationships, including financial organisations and further education within Lambeth. These are organisations we aim to work more closely with in 2021/22.

Aim: Continue to expand our network and identify ways to increase meaningful engagement

During National Safeguarding Adults Week in November 2020 (see page 15) the Community Reference Group and Integrate Lambeth hosted an online adult safeguarding event that reached out to and was well attended by Lambeth's voluntary and community sector.

To improve community engagement and prioritise the Equalities agenda the Associate Director for Community Health and Engagement was asked to join the Lambeth SAB. This means that the SAB work can be better aligned with the Equalities Group connected to the 'Lambeth Together' (partnership).



Measuring progress: Making Safeguarding Personal (MSP)

Aim: Improving BAME representation at the Lambeth SAB; better understanding BAME experiences of adult safeguarding.

The LSAB put better systems in place to enable equalities data to be captured and reported on as part of regular reporting schedule to the Board.

This will improve understanding of and responses to equalities issues in relation to adult abuse/neglect in Lambeth

It will enable more effective identification of under-represented groups, so that proactive action can be taken to ensure they are afforded the same protection and support.

Aim: Members to undertaken audit exercise to better understand how MSP is applied in Lambeth and identify areas for improvement.

The LSAB had originally intended to gather this information at the start of the year. This had to be placed on hold to prioritise other urgent safeguarding responses required in light of Covid-19.

This will be prioritised as part of next years reporting schedule.

Aim: Use feedback from service users to identify and promote best practice.

The Community Reference Group undertook a project in 2021 to uncover perceptions of adult safeguarding in Lambeth. Their feedback has reinforced some key messages for practice which are outlined in a [full report](#) detailing the responses we received.

What is Making Safeguarding Personal (MSP)?

MSP emphasises a personalised, simplified approach to adult safeguarding, which prioritises the individual's wishes and empowers them, wherever possible, to feel they have choice and control. The outcomes must be about improving quality of life, wellbeing and safety for the individual themselves.



Measuring progress: Prevention and early action

Aim: Explore new methods to share key learning and deliver multi-agency training, and set clear methodology on how we will measure impact on practice.

We delivered on plans for another series of masterclasses organised in collaboration with Lambeth Together and the Lambeth Safeguarding Children Partnership. Originally scheduled for March 2020, these were delivered virtually in September 2020. These sessions were recorded and are now available as a resource via the LSAB website.

We have also thought creatively about how to share learning from SARs, a Team Talking points resource and animation based on the learning from SAR Martin.

We have also published a new multi-agency training framework to ensure that health and social care professionals in any agency, know what adult safeguarding training they should be completing and where they can access this for free.

Aim: Embed multi-agency complex case framework.

This work was initiated by Bromley SAB and Lambeth SAB joined with this as it is designed to address learning from SARs.

We have included the first version of the flowchart in our new multi-agency self-neglect guidance and tried this out with a range of partners. These trials have provided valuable feedback which has been used to draft accompanying guidance.

Now that we have a final document, we need to focus on embedding the framework in operational practice.

Aim: Identifying learning and recommendations from the impact of Covid-19 on adult safeguarding

The Board has also taken part in the national 'Insight Data Project', allowing us to pick up on trends and emerging patterns locally and see how this compare across London. For more information on our response to Covid-19, see page 14.

Key documents

We have agreed new documents to support operational practice, including new framework for managing allegations against persons in position of trust, and new multi-agency guidance for working with self-neglect.

[These documents can be found on the LSAB website.](#)

Additional responses to Covid-19

Importance of SAB networks

Maintaining the strength of the existing SAB networks was essential during C-19 as a means of enabling effective responses to new types of safeguarding issues. Board and subgroup meeting spaces were used to discuss matters arising as a result of the Covid-19 pandemic and to identify what actions were needed to support the response.

Mental Capacity Act Guidance

The Mental Capacity Act Subgroup developed a [range of resources to support frontline practice](#), including guidance on carrying out assessments amid Covid-19 restrictions, and simple guidance on antigen testing and vaccination for those who may lack capacity.

The Community Reference Group also supported this work by creating a [guide for service users and families](#) on how the Mental Capacity Act applies to vaccination, alongside an [easy-read guide](#).

Information and support

The [LSAB website](#) was maintained to ensure it was a central source of information. Data has shown an increase in traffic to the website during the first lockdown and a dedicated page was created to list key resources and areas of risk. We also used the LSAB e-bulletin to draw attention to new resources and important guidance.

Guide for volunteers

To support the Lambeth volunteer pool, members of the Community Reference Group created a simple [guide for volunteers](#). Collaborating with the Lambeth Safeguarding Children Partnership, this looked at safeguarding both adults and children. An additional guidance document was created to support community volunteers who were handling money to support their vulnerable neighbours.



National Safeguarding Adults Week - November 2020

National Safeguarding Adults Week took place from 16th to 22nd November. A programme of training and events was delivered during this week to raise awareness and improve confidence in key areas of adult safeguarding across the partnership.

Each day of the week focused on a new theme, and there were daily bulletins, social media activity and events to support learning in these areas

Daily bulletins

Each day of National Safeguarding Adults Week we focused on a different theme

- [Making Safeguarding Personal](#)
- [Mental Capacity](#)
- [Modern Slavery](#)
- [Financial Abuse](#)
- [Self-neglect](#)

We created briefings on these topics which were shared via daily bulletins. Each briefing linked to sources of information and learning opportunities. Each briefing is available to download from the LSAB website.



Learning from a Safeguarding Adults Review - SAR Martin

Using the tool developed by Performance and Quality subgroup, this session invited participants to think about the key learning from SAR Martin.

Responding to Modern Slavery

This hour workshop was aimed at senior practitioners and safeguarding leads. Participants were given the opportunity to share case examples and talk about the challenges in responding to this complex area of work.

National Safeguarding Adults Week - November 2020

Safeguarding in Our Community

This was a well attended virtual event with participants from a wide range of different community groups. This session acted as an introduction to adult safeguarding, with a particular focus on responses to self-neglect and financial abuse. There was also a call to action for attendees to become Community Adult Safeguarding Champions for their organisation and to join the LSB's Community Reference Group.

At the end of the session

95% **93%**

said they felt they had learnt something from attending the event

said they felt they felt more confident about responding to adult safeguarding concerns

[I found the] advice on how to approach sensitive situations and encourage vulnerable people to tell us more about their situation, and therefore how they could be supported, useful

...All presenters were good, content all very relevant, down to earth and not too jargony

Meet the Chair

A continuation of an established series which allows greater interaction between the Board and community groups, for National Safeguarding Adults Week this invitation was extended to a wider group of professionals, including from statutory services.

Sharing feedback

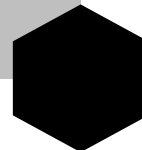
Service user feedback was incorporated into a Workshop exploring how MSP is applied in Lambeth, Participants from Adult Social Care were able to consider this and think about how they can tailor their practice to be more person centred in future practice.



Board Member achievements

South London and Maudsley NHS Foundation Trust (SLaM)

During 2020/ 21 South London & Maudsley NHS Foundation Trust has worked with partner agencies to address the impact of Covid19. Our number one priority has been to keep our patients and staff safe. We have also been looking ahead and initiated a mental health summit to bring together a range of partners to address the longer-term impact of Covid 19 on the mental health of our local communities. Together with other NHS mental health trusts and commissioners and local authorities, Healthwatch, Public Health England, Citizens UK, Black Thrive and other community partners, we established 'South London Listens'. 'South London Listens' aims to give everyone in South London a voice, as solutions are developed to help promote and protect mental health and prevent people falling into a mental health crisis. Lambeth inpatient and community services has recruited a full time Safeguarding Adult Lead whose role is to improve the quality of our safeguarding response. The post involves advising our staff on complex issues and working across the health and social care partnership. We have made significant progress on improving our internal and external reporting systems within the Trust and ensured that all our staff remain vigilant in terms of recognising and responding to abuse and neglect. The risk of domestic abuse has increased as a consequence of spending more time within the home environment. We have responded to this by ensuring that our mental health practitioners routinely ask about domestic abuse. This question is now embedded in our risk assessment tool. Our safeguarding adult policy has been reviewed in partnership with service users who provided useful examples on how we can work towards making safeguarding personal.



Lambeth Adult Social Care

Lambeth Council's Adult Social Care (ASC) made significant and remarkable changes through 2020-21 to respond to the unprecedented pandemic. Those most at risk are those most vulnerable and the demand for support from social care and adult safeguarding, has never been greater. ASC restructured multiple frontline teams to enhance capacity to respond to COVID which included: the creation of a 'One Duty' response team, the strengthening (increasing staff capacity) of the Initial Contact Service and the provision of a weekend social care team to support the existing out of hours service. All these teams were set up to respond to demands for emergency visits and increased pressures around hospital discharge, including those requiring urgent care or safeguarding. Supporting hospitals and care homes was fundamental to ASC's response and considerable commitment was made to achieving this end. ASC also supported Housing Homelessness teams so that rough sleepers with care and support needs, could be prioritised for social care support.

Adult Social Care was central to enabling Lambeth Council's safeguarding response to vulnerable residents which included the setup of a Coronavirus Helpline to provide a response to anyone calling in asking for help. By 24th April 2020, it had opened 15,225 helpline cases, had 6,415 requests for food packages and dispatched 6,024 food packages to the most vulnerable residents. Providing information for residents was crucial and the Council's used a wide range of media to provide guidance on available local resources such as food and essentials packages that were sent out to vulnerable people. There was a 'Covid-19 shielded calls' project where call handlers were sourced, and a team set up to make calls remotely from home to Lambeth residents who were clinically vulnerable. This saw up to 3,500 thousand people called per week. A door knocking project was set up to respond to those on the shielded and other vulnerable persons lists who were not contactable by phone. Face to face visits were carried out to knock on doors to check on their welfare. This resulted in nearly 3000 Lambeth residents' welfare being checked and support offered where needed. The Council's Coronavirus Helpline and volunteer schemes were used to deliver food/medications and to feedback any additional concerns about residents which could then be picked up further by Adult Social Care.

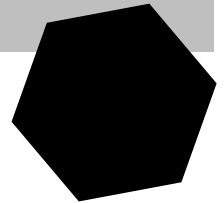
As Adult Safeguarding remained a statutory duty under the Coronavirus Act 2020 and Care Act Easement Guidance 2020, front line teams continued to respond to all incoming referrals. Creative adjustments needed to be made to enable virtual assessments or 'covid-19 safe' face to face assessments be carried out.

Lambeth Adult Social Care (continued)

All incoming safeguarding referrals were logged as 'safeguarding' contacts even where these may not have been safeguarding issues. This was to ensure Adult Social Care captured the different types of concerns being referred in during COVID. Any referrals flagging vulnerability were followed up by MASH and 'One Duty' teams. The person was

- i) contacted to enquire what support was needed
- ii) offered a food parcel/shopping service
- iii) offered support to access medications
- iv) screened to determine if a fuller care act assessment might be needed.

Despite all the pressures seen because of Covid-19, adult social care has managed to maintain a high level of adult safeguarding work as demonstrated through quality assurance audits undertaken and performance data. Targets to reduce cases running over a year have been achieved. Quality assurance audits show a good standard of work around risk management. Healthwatch's feedback from Service Users revealed that 80% of people felt safer as a result of the safeguarding process undertaken and that actions identified at the start, were achieved. There is always more work to be done. Service users have said they'd like to be more involved and updated during the process. Making safeguarding personal in practice will be a continued priority for ASC in the coming year as will strengthening responses to those who self-neglect and hoard.



Guys and St Thomas's NHS Foundation Trust (GSTT)



GSTT with the support of GSTT Charity has been able to focus on supporting family/carer connections during the pandemic. Staff were supported to connect patients with their loved ones using tablets and a safe platform called 'TouchAway'. This has helped reduce patient isolation, stress and anxiety and kept families involved.

Families were also offered a 'Getting to know me' poster to families to complete with relevant information about the patient and also upload photos of the patient. The information included likes and dislikes and hobbies. This was also therapeutic for families. One family member stated:

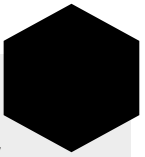
"It was also incredibly helpful to know that we could email photos in for Dad and give a picture of him as a person. This has made us feel that we are doing a little something to help at a time when we are quite helpless."

The staff have been actively learning from practice during phase one of the pandemic and implemented lessons learnt in phase two of the pandemic. To prevent pressure damage to patients acquired through prolonged position on stomachs (proning), a new proning policy was devised together with increased input from Tissue Viability nurses and clear support for staff redeployed to ITU. This has seen a significant reduction in pressure damage compared to phase one.

The safeguarding adults team has managed to maintain the level of referrals for safeguarding and Deprivation of Liberty Safeguards (DoLS) through case finding. Virtual working has enabled multi-agency meetings to be organised quickly and joint working on complex case presentations. Staff have continued to receive training and support virtually.

Teams working with vulnerable adults adopted different ways of working to ensure that vulnerable adults received the care they required. This included:

- Case management approach to support people with learning disabilities (LD) who frequently attend A&E has been in place with allocation of a key worker to ensure individual needs are met more appropriately in the community.



Guys and St Thomas's NHS Foundation Trust (continued)

- The pathway has provided focused support from LD specialists for patients with LD from when they were admitted to hospital until they were discharged.
- Patients admitted with dementia all had a care review and supported with advice and sign-posting
- Visitation rights for carers to provide support if required on the wards.
- Case finding of vulnerable adults who were admitted to hospital

A grant from the GSTT charity made possible other initiatives to be offered to our patients during the pandemic to alleviate boredom and reduce anxiety include the following:

- Single use activity packs including 'twiddle muffs' were provided to patients by the Volunteer Activity Co-ordination to alleviate boredom reduce anxiety
- Toiletry packs were available to patients admitted during the pandemic to support dignity and independence as families and visitors could not visit and provide these items in the usual way
- Mobile phone chargers were made available to patients admitted during the pandemic and beyond to support them in maintaining contact with family and friends whilst visiting restrictions remained in place

London Fire Brigade (Lambeth)

The London Fire Brigade continues to work closely with all its partners in serving and protecting London. Safeguarding plays a key role in our service both locally and pan-London in protecting vulnerable people and we aim to continue this collaborative work through the information sharing protocols we have in place with local Councils. The on-going Covid 19 Pandemic has prevented much of the usual outward facing community engagement work which we undertake, however we have continued to protect the most vulnerable within the borough through our Home Fire Safety Visits where possible.

Clinical Commissioning Group – Lambeth

During 20-21 the CCG in Lambeth has maintained its contribution towards safeguarding adults at risk of abuse or neglect. The CCG has had a significant focus and role during the pandemic, supporting our local services and population on a range of measures such as Covid-19 testing and vaccination.

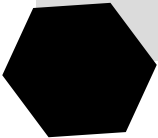
The CCG became a newly merged organisation, covering the six boroughs in South East London. During the year, and in conjunction with other CCG boroughs, the CCG in Lambeth have helped develop new adult safeguarding structures and processes within the organisation. This has helped enable the new organisation to respond to safeguarding risks, themes and trends, not only in Lambeth but across the NHS in South East London.

The CCG was at the forefront of commissioning and arranging a series of virtual adult safeguarding masterclasses, each masterclass being supplemented by production of an animated one-minute 'explainer' infographic. The infographics outlined the key concepts of the masterclass, bringing the learning to a wider audience through an innovative medium.

We have worked effectively with the LSAB and associated subgroups, for example the CCG was instrumental in the development and appraisal of the LSAB Complex Case Pathway.

The CCG has supported and influenced the effective response to Domestic Abuse in Lambeth, contributing to the Violence Against Women and Girls strategy and implementing learning from Domestic Homicide Reviews.

The CCG has continued to provide safeguarding advice and support to a range of health providers, including colleagues in Primary Care, helping practitioners to navigate complex safeguarding scenarios, particularly in terms of Mental Capacity Act best interest decision making.



Kings College Hospital NHS Foundation Trust

Safeguarding Adults has remained a key priority for Kings College Hospital NHS Foundation Trust during a challenging year. In 2020 /2021 the Trust remains committed to the 'Think Family' ethos and Child and Adult Safeguarding services continue to work closely together. During the reporting period the adult safeguarding service adapted to new ways of working to support front line staff during the pandemic. The team extended its working hours to provide a weekend service for front line staff from April 2020 to January 2021. No safeguarding staff were redeployed during the pandemic and business continuity was maintained with a blended approach of on site and remote working. Kings is committed to ensuring its workforce is sufficiently skilled in safeguarding training and the learning has continued through the pandemic. The child and adult safeguarding services has benefited from a dedicated Practice Development Nurse who has supported the safeguarding education program through introducing innovative and smart mediums of learning. Priorities for 2021/2022 include:

- 1) Further embedding MCA with a focus on 16&17 year olds
- 2) Roll out of the new SGA level 3 training program
- 3) Embedding learning from SARs, DHR's and LeDeR reviews
- 4) Capturing the voice of people who have lived experienced of the safeguarding processes
- 5) Preparing the Trust for the implementation of the Liberty Protection Safeguards.

Metropolitan Police Service (Central South Basic Command Unit)

Metropolitan Police Service The Central South Basic Command Unit (BCU), which serves both Lambeth and Southwark Boroughs from a policing perspective, has now been in place for three years. The Safeguarding strand has been rebranded to the 'Public Protection' strand to reflect the fact that Safeguarding is the responsibility of all local police officers and staff across the BCU. Within the Public Protection strand, there are a number of specialist units including a dedicated Community Safety Unit, which deals with allegations of domestic abuse; a dedicated Sapphire Unit, which incorporates detectives specialising in rape and serious sexual assaults and Sexual Offences Investigation Trainer Offers to support victims; and a dedicated specialist Child Abuse Investigation Team. In addition, the Public Protection Hub is made up of teams dedicated to investigating missing persons, online child abuse investigations and child sexual and criminal exploitation cases and a Mental Health Team. The BCU aims to professionalise Adult Abuse work: we have recently appointed a Detective Inspector to lead on Adult Abuse, who will look to strengthen our response and engagement, raise the adult abuse agenda within policing locally, develop a network of subject matter experts around adult abuse and embed learning from Safeguarding Adults Reviews.

Safeguarding Adults Reviews

Under the Care Act 2014, the LSAB is responsible for the coordination of Safeguarding Adults Reviews (SARs). These are statutory independent reviews commissioned where there has been an incident of serious harm or death involving an adult at risk.

SARs are about learning and not apportioning blame. They set out to establish what may have gone wrong and to identify where agencies or individuals could have acted differently or worked better together. SARs also recognise the complexity of safeguarding work and will identify the areas of good practice too.

Key recommendations are made at the end of a SAR and this will often include the learning needed to prevent future incidents of serious harm or death from happening again. This learning is shared across all partners and is sometimes published on our website

We identified one case for a Safeguarding Adults Review in 2020/21 (SAR G). This is near completion and recommendations will be made and taken forward by the SAR subgroup.

The SAR Subgroup has also continued to monitor the actions plans that were developed following SARs which were considered in previous years in Lambeth.

We are now considering our approach to implementing the recommendations and gathering assurance in light of the findings from the [National SAR Analysis](#), which was completed at the end of 2020.

A summary of the Lambeth SAB's two previous [concluded SARs](#), SAR Martin and SAR E and lessons taken forward, have been included in the following page.

SAR Martin

Martin was a 51-year-old gay man who lived alone. He was not known to any health or social care services. He had family with whom he connected on and off, dependent on how he was coping with his alcohol addiction – something he had struggled with for many years.

Martin was found deceased at his address in March 2018, having last been seen alive four days earlier by three agencies; the Metropolitan Police, the London Ambulance Service (LAS) and a General Practitioner (GP), all of whom had tried to convince him to go to hospital. He had clearly been unwell and was found to be lying on a soiled bed with no signs of food in the house. His neighbours had reported their concerns when they noted the smell and had not seen him for some time.

All three agencies were extremely concerned about Martin's self-neglect and the impact it was having on his wellbeing. Martin refused to go to hospital, and he was assessed as having capacity to make this decision. An adult safeguarding concern was raised following the referrals from Police and LAS to Lambeth Adult Social Care (ASC). The GP spoke with ASC on the same day that he saw Martin however ASC did not rate the response as urgent, as was told that Martin could walk and had said he would visit his GP.

Executive Functioning

SAR Martin highlighted that assessing someone's mental capacity to make certain decisions can be complicated in cases where people self-neglect. This is often because a person may present as able to understand, retain and communicate their decision articulately.

The reviewer recommended that a mental capacity assessment in these contexts, should consider whether a person can convert their decisions into meaningful action.

This is explored in a [new learning resource](#) which has been designed to help start a conversation about how we respond to challenges in practice, using the lessons learnt from SAR Martin. This resource also allows us to reflect on how we respond when someone is assessed as having capacity. The resources can be used in team meetings, service days or any other format that brings professionals together.

Responding to self-neglect

As part of our aims to create new methods of sharing information, we have created a [new animation](#) which focuses on the key themes from SAR Martin and complements our new multi-agency self-neglect guidance.



SAR E

Mr. E was a 62-year-old white man who died in a fire in his home in March 2017. Mr E started suffering with high levels of anxiety and substance abuse following the loss of his business and then death of both his parents in 2011 and 2014. Mr E had periodic contact with mental health services up until his death. Mr E had also been known to the Substance Misuse Team (SMT) since August 2015 and has been offered information and support to access services to reduce the harm associated with his drinking or to help him achieve abstinence.

The review found that a considerable amount of work had been undertaken by the agencies involved with Mr E and that repeated attempts were made to engage him and to encourage him to accept support. London Fire Brigade's report indicated that the fire was most likely caused by an unextinguished cigarette. It is most likely that Mr. E's ability to react may have been limited by intake of alcohol and other substances. As such, there was no link established between Mr. E's death and lack of action by those involved with him.

SAR E was concluded in 2018.

Communication and escalation

SAR E recommended that a clearer escalation procedure needed to be established to agree on which agency should be leading and what support others are expected to offer where the Section 42 threshold is not met.

This has been linked to the work in developing the Complex Case Framework, which aims to provide a framework for responding to complex cases. We have developed this tool in collaboration with Bromley SAB who led a task and finish group.

The framework was trialed during 2021/22, leading to development of complementary guidance. Embedding this will now be a priority for the coming year.

This framework will also play a role in addressing the issues raised in SAR E and SAR Martin about processes within General Practice (GP) Surgeries.

The complexity associated with one of the recommendation around GP systems was considered as not only a local issue. As such, the Chair of the Lambeth SAB and Chair of the SAR subgroup have written to the Head of Safeguarding for NHS England to request that these recommendations be considered at a national level.

Our plans for 2021/22

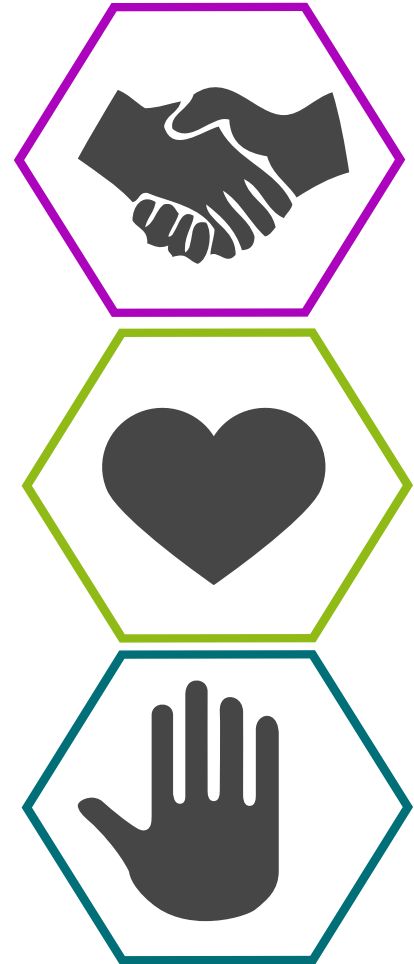
Our work in 2020/21 was delivered under the first stage of our overarching three-year work-plan which was developed at our Development Day in February 2020.

A new work-plan will be developed each year, and in 2021/22 our focus will be to build on our initiatives. Some specific focuses for the next year include:

- Targeted awareness raising for key issues identified, for example hoarding.
- Piloting and embedding the complex needs framework
- Improving engagement with, and understanding of voluntary sector resources and how this can support the adult safeguarding agenda
- Gathering assurance on how recommendations from SARS are being embedded within all partner agencies
- Ensuring commitment to equalities work within an adult safeguarding context
- Targeted work to capture the voice of persons who have been through an adult safeguarding process

The subgroups of the Board are pivotal in supporting the LSAB to achieve its objectives and continue to deliver on campaigns and develop tools to support professionals and residents in understanding and responding to adult safeguarding concerns. Each subgroup will have specific targets that complement the overarching priorities of the Board.

Once agreed, further details of our targeted work-plan for the next year, will be published [here](#).





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