



MARCH 2020 | QUARTER ONE

SAFEGUARDING TODAY

A quarterly newsletter from the Quality & Compliance department

Welcome to our first Safeguarding Newsletter for the Walsingham Support Group. We want it to be informative, interactive and to provide useful information about current safeguarding legislation, what's hot, what's not and how we as the Walsingham Support Group are performing compared to national averages.

We want our Safeguarding Newsletter to be insightful, thought-provoking and real. We want it to be fun, but we don't want to undermine the seriousness of safeguarding.

As the newsletter progresses, we aim to bring in top tips for safeguarding and share some of the great practice that we see across the Walsingham Support Group!

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DID YOU KNOW?

Across the Walsingham Support Group between 1st April – 30th June 2020 there were 25 allegations or instances of abuse across all our sites. To give you some context to this, the national average per care site (residential/supported living/etc) is <u>6 per year</u>. Our sites average one per year. We feel this is down to excellent support provision and embedded values. There were no safeguarding concerns at Walsingham Support Community Solutions.

SAFEGUARDING RECORDS

Did you know:

- We have a quarterly regional Serious Incident Recommendations Board (SIRB)
 where we discuss all the potential safeguarding concerns over the past quarter,
 try to discover trends and themes into what is happening, and put things in
 place to try and mitigate the risk of these happening again.
- We report all our safeguarding data to ELT, our Assurance Committee and to our Board. This is because we are committed to having top level oversight of all safeguarding concerns, due to how important safeguarding is.
- We must report serious incidents to our regulators such as CQC, CIW and the Charity Commission and we do this not only because it is our legal duty, but to be an open, honest and transparent organisation.
- We keep all our records so that we have detailed archives of what has happened so we can learn from this.



SAFEGUARDING EDUCATION

There are some fantastic safeguarding resources out there, this quarter we would like to draw your attention to:

<u>Stories</u> from adults with disabilities about abuse they faced, or stories from professionals about safeguarding adults. These are all real stories and are spoken by actors. If you want any more information regarding the people behind these stories, our Safeguarding Practitioner was involved in some of the real-life cases behind these – you can always ask!

Prevent training from the Home Office. This training is around the legal duty to
prevent terrorism and is designed for teachers and people in education settings,
however the signs of what to look for and the case studies are very important and
useful for you to review.



SAFEGUARDING TRAINING

How can we make our safeguarding training even better than what it is now? Please do email your ideas and suggestions to our new safeguarding email address – this is safeguarding@walsingham.com and we will read every idea and suggestion and feedback to you what improvements we can make as a result of them.

Who knows what we mean when we say, "making safeguarding personal"? Let us know your thoughts on what you think this means by emailing us at safeguarding@walsingham.com.

Look out for making safeguarding personal – it will be coming to a place near you soon

ABUSE

What do people think is the biggest form of abuse experienced in the sector of working for people with disabilities?

Within the Walsingham Support Group, 'Neglect' is the most common type of abuse reported, with 'Physical' abuse being reported as the second. This is typical with national averages where neglect and physical abuse are the two most recorded types of abuse.



DO YOU KNOW THE TEN TYPES OF ABUSE THAT ARE DEFINED WITHIN THE CARE ACT 2014?



PHYSICAL ABUSE: -

Is any contact which harms or is likely to cause unnecessary and avoidable pain and distress including hitting, slapping, pushing, kicking or misuse of medication.



DISCRIMINATORY ABUSE: -

Is any form of unjust or prejudicial judgement of another person.



FINANCIAL OR MATERIAL ABUSE: -

Is a form of mistreatment or fraud which forcibly involves the control of someone's money or assets.



INSTITUTIONAL ABUSE: -

Is the mistreatment, abuse or neglect of an individual by a regime of people or organisation.



PSYCHOLOGICAL ABUSE: -

Is when a person is subjected to behaviour that could induce emotional trauma



DOMESTIC ABUSE: -

Is the abuse of an individual within a domestic setting. This would include but is not limited to; parent to child (or vice-versa), partner to partner, sibling to sibling.



SEXUAL ABUSE: -

Is any action that refers to an individual being pressured or coerced into something sexual that they may not want to do.



MODERN SLAVERY: -

Is the mistreatment, exploitation or abuse of an individual into slavery. This includes slavery, human trafficking, forced labour and domestic servitude.



NEGLECT AND ACTS OF OMISSION: -

Is failure to provide necessary care, guidance or attention to an individual.



SELF-HARM: -

While not a direct form of abuse, the Walsingham Support Group recognises that we have a duty of care in circumstances where a person we support self-harms.



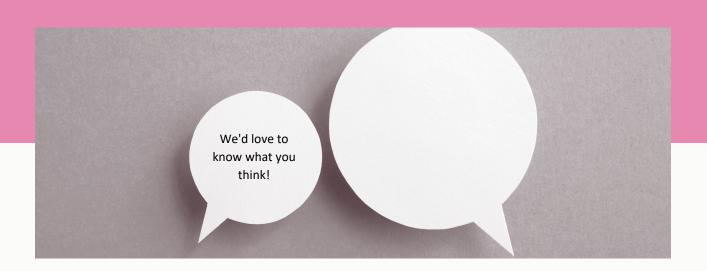
CASE STUDY

Each quarter, we will take one incident and anonymise this and try to use this as a case for learning from.

Where a person we support is given a diet that includes consistent changes to their food/drink, it is very important that these consistency changes are correctly documented against the relevant standards. Where a specialist says food needs to be "cut-up" you must seek further clarification to ensure you fully understand the consistency that food needs to be at. Similarly, with drinks and adding thickener, this needs to be fully documented as to what thickness the liquid should be presented at. The International Dysphagia Diet Standardisation Initiative (IDDSI) was set up to prevent the unnecessary harm, or even death, of people who have diets that include consistency changes to food/drink. Their framework can be found here. They recommend that certain meals that people we support love are photographed for what they should look like when in the correct consistency, so new staff have a visual to go off as well the correct terminology in their care and support plan.

Lessons learnt:

- A person's dietary needs are crucial to good care, their physical and mental health and well-being and their happiness.
- Support plans should include the IDDSI chart for reference



SAFEGUARDING EMAIL

We now have a central email address for Safeguarding, which is Safeguarding@walsingham.com – so if you have any ideas for things you would like to see in this newsletter, or any concerns or queries relating to safeguarding – please send us an email.

HAVE YOUR SAY

What could we do better as an organisation to ensure we always have safeguarding at the top of our priorities? Is there anything we should do more or less of when it comes to safeguarding? Let us know your thoughts by emailing us at safeguarding@walsingham.com.

Help us be the best we can be – and what else would you like to see in the Safeguarding Newsletter?



QUOTE OF THE QUARTER



Safeguarding the rights of others is the most noble and beautiful end of a human being

KHALIL GIBRAN

Please offer your suggestions for "Quote of The Quarter" and this may be included in the next safeguarding newsletter!