

Annual Report 2020-21

# **Contents**

Chair's Foreword	
What is the Safeguarding Adults Board?	
Members of the Board	
Royal Greenwich Structure of the Board	
Funding	
Links to other boards	
Safeguarding Adults Story in Greenwich	9
Safeguarding Adults Reviews	11
Safeguarding Adults Review Mrs.D	12
Safeguarding Adults Review Mr. F	13
Safeguarding Adults Review Mrs. E	14
Fire Deaths Strategy	15
Responses to the Covid- 19 pandemic	16
Examples of agencies working together during the pandemic	20
Domestic Abuse	21
Stop Modern Slavery!	22
Amrita's story	23
Key achievements of the Safeguarding Adults Board over the past 6 years	24
Strategic Plan for 2021/22	25
Getting Involved	20

#### **Chair's Foreword**

Welcome to the Royal Greenwich Safeguarding Adults Board Annual Report for 2020/21.

It has been a year like no other, with the Covid-19 pandemic greatly affecting us all, people isolated from family and friends, and for so many families this has resulted in serious illness or the death of loved ones.

The Safeguarding Adults Board is made up of a number of different statutory agencies including the NHS, Council, Police, Fire and Ambulance Services and voluntary organisations working across the Borough. The Board's role is to seek assurance that local safeguarding services are working together and are effective; to prevent abuse and neglect before it happens; and that services are making enquiries and supporting people where abuse and neglect does occur.



It has been a difficult and challenging year for all statutory agencies and voluntary organisations in the borough who have come together to respond to the challenges of Covid-19. This report provides evidence to demonstrate the work that has been undertaken during the past year and also identifies the priorities for 2021/22.

This year was the first year of the Board's new three-year strategy (which was extended to 4 years due to the pandemic). Much of what had been planned, safeguarding adults' month of events and the annual conference, had to be cancelled. However, the board increased the frequency of meetings (virtually) to continue its work throughout the pandemic.

There was an initial decrease in safeguarding alerts at the beginning of the pandemic, and difficulties for staff being able to make home visits or visit Care Homes, and therefore maintaining contact via technology. There was also a further reduced ability to monitor situations with family members unable to visit their relatives in their homes or in care homes. Safeguarding alerts have since increased in line with previous numbers.

The Safeguarding Adults Board recognised that issues such as Domestic Abuse, Rogue Traders and Scams were increasing and early on in the pandemic produced a leaflet that was distributed throughout the borough to raise the public's awareness and provide information about where people could get support.

The board has also sought assurances from statutory agencies regarding arrangements for safeguarding adults during the pandemic; the plan for supporting Care Homes; safeguarding within the three prisons in the borough; and that do not resuscitate arrangements were being used appropriately in hospital settings.

Three Safeguarding Adults Reviews were completed and published on the website and events were held virtually to embed the learning across partner organisations. There were also two people who died as a result of fires in their own homes, and in partnership with the London Fire Service a Fire Deaths Strategy and an action plan were developed.

Throughout the year there have been good examples of statutory agencies working together to support people. this included the Winter Plan and addressing where adult mental health was a significant factor in safeguarding children and adults. To support joint working the board also highlighted the importance of the 'See the adult, see the child' protocol.

The board has made good progress on a number of issues over the past six years working in partnership with; the voluntary sector to raise awareness about safeguarding adults with black, Asian and ethnic minority communities; the Metropolitan Police to produce videos about domestic abuse; the Children's Safeguarding Partnership and Safer Greenwich Partnership to develop closer working address issues such as Modern Slavery, Domestic Abuse and Transition to adulthood and from prison.

I'd like to thank all of the Board Members and those on sub-groups for all their work and continued commitment to joint working, over this extremely difficult year, to ensure safeguarding arrangements are improved to support people at risk from abuse and neglect.

For 2021/22 as the pandemic hopefully recedes, recovery plans will be implemented, and the board will seek assurance regarding these. The priorities identified in the Strategic Plan 2020-24 regarding neglect, social isolation and mental health will be addressed. The board will also be participating in a 'research study on local authority approaches to hoarding and or self-neglect among older people' with Kings College, London.

This is my final report as I will be leaving at the end of July 2021. It has been a privilege to have been the Chair of the Royal Greenwich Safeguarding Adults Board for the past six years., and I would like to thank everyone who has worked on the board. I would especially like to thank Helen Bonnewell, Board Manager and Peter Davis, the Council's Head of Safeguarding for their hard work and continued support.



Mark Godfrey Independent Chair Royal Greenwich Safeguarding Adults Board

# What is the Royal Greenwich Safeguarding Adults Board?

The Royal Greenwich Safeguarding Adults Board is a **partnership** of agencies working across the borough. Its vision is to enhance the **quality of life**, **health**, **wellbeing** and **safety** of adults at risk of abuse and neglect. It aims to enable people who need help and support to maintain **independence** and **wellbeing**; and to live a life that is free from **abuse** and **neglect**. Its role is to make sure local safeguarding arrangements are effective.

Under the Care Act 2014, the Safeguarding Adults Board has three core duties:

- ✓ Publish a **Strategic Plan** for each financial year that sets out how it will meet its main objectives and what the members will do to achieve these objectives.
- ✓ Publish an **Annual Report** detailing what the Safeguarding Adults Board has done during the year to achieve its main objectives.
- ✓ Conduct any Safeguarding Adults Reviews

The Safeguarding Adults Board has been chaired by **Mark Godfrey**, who is **independent** of the Council and all the statutory and voluntary organisations in the Royal Borough of Greenwich since 2015.

The Chair reports directly to the local authority **Chief Executive** and meets regularly with the Senior Assistant Director, Health and Adults Services and other **key partners**. The **Board Manager** post sits within the **Safeguarding Adults Team** for the Royal Borough of Greenwich Council and is designed to ensure the Safeguarding Adults Board can confidently meet the requirements of the Care Act 2014 and deliver **better outcomes** for residents

#### Members of the Board







HM Prison & **Probation Service** 



















**NHS Trust** 



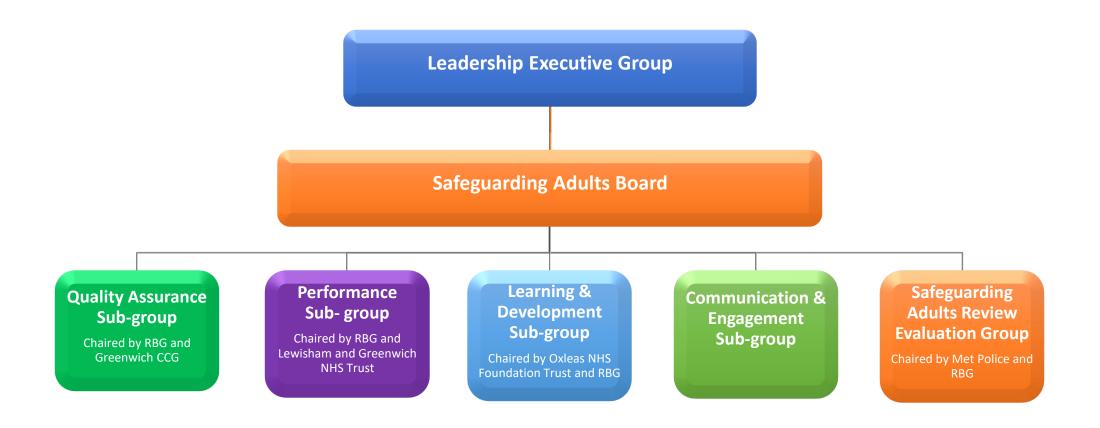




# **Royal Greenwich Safeguarding Adults Board Structure**

The **work** of the Safeguarding Adults Board, including the work contained within the Strategic Plan is **undertaken** by **sub-groups** with oversight from the Safeguarding Adults Board.

Sub-groups are **jointly chaired** by **different partners** to ensure that there is **equal commitment** to achieving objectives.



# **Funding**

Funding for the Royal Greenwich Safeguarding Adults Board is provided by the **partner organisations**.

The budget funds the cost of the Independent Chair, Board Manager, Board Administrator and Safeguarding Adults Reviews, along with the work of the Board in delivering the Strategic Plan. The budget for 2019/20 is detailed below

# **Royal Borough of** • £34,500 Greenwich **Greenwich Clinical** • £30,000 **Commissioing Group Lewisham and** • £15,000 **Greenwich NHS Trust Oxleas NHS** £15,000 **Foundation Trust** • £5,000 **Metropolitan Police** • £500 **London Fire Brigade**

#### Links to other boards

The Royal Borough of Greenwich has a protocol for safeguarding partnerships which outlines the co-operative relationship between the Greenwich Safeguarding Children Partnership, Safeguarding Adults Board, Health and Wellbeing Board and Safer Greenwich Partnership to safeguard and promote the welfare of children and adults in the Royal Borough of Greenwich



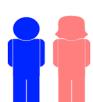




# The Safeguarding Adults Story in Greenwich



943 contacts were raised by people worried someone might be at risk of abuse



60% of enquiries concerned women and 40% men



227 of these contacts were investigated further



43% of abuse took place in the person's own home



56% of enquiries were about neglect



Most referrals came from Hospital



14% of enquiries were about physical abuse



95% of people felt their outcomes had been met

# The Safeguarding Adults Story in Greenwich

- ✓ Most referrals came from the hospital this year (Last year most referrals were received from care homes). This increase in hospital referrals can be attributed to the rise in hospital admission due to the Covid-19 pandemic.
- ✓ We know that Domestic abuse was a concern during the pandemic as families were spending more time together at home. There was an increase in domestic abuse referrals. Agencies in Royal Greenwich continued to work to support residents during the pandemic and raise awareness of the domestic abuse.
- ✓ The numbers of safeguarding concerns fell during the first six months of the year, and this was considered to be due to the national lockdowns and reduced face to face contact. However, the number of concerns increased in the following six months.
- ✓ Cases of neglect rose from 49% last year to 56% this year. It is considered that this may be due to the national lockdowns and residents not accessing their usual family and social support networks.
- ✓ People who lacked capacity were supported by an advocate in 86% of cases this year.



# **Safeguarding Adults Reviews (SARs)**

The Royal Greenwich Safeguarding Adults Board has a statutory responsibility to undertake Safeguarding Adults Reviews under the Care Act 2014.

The Safeguarding Adults Review Evaluation Sub-Group meets to consider all referrals for potential Safeguarding Adults Reviews. Once a decision is made to undertake a SAR an independent reviewer is appointed.

The Safeguarding Adults Board has published **3** Safeguarding Adults Reviews this year, and two further reviews are in progress and will be published in 2021/22. There were **8** new case discussions for potential Safeguarding Adults Reviews considered by the Safeguarding Adults Evaluation Sub-Group during 2020-21.

The Board undertook **5** learning events across the partnership to disseminate and embed the learning from the Safeguarding Adults Reviews.

The Royal Greenwich Safeguarding Adults
Board has published **3** Safeguarding Adults
Reviews (SARs) this year

The SARs for Mrs D, Mrs E and Mr F are detailed on the next three pages

You can access the full Safeguarding Adults
Reviews as well as the action plans by
visiting our website

www.greenwichsafeguardingadults.org.uk

"Safeguarding Adults Boards must arrange a Safeguarding Adults Review when an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult....Safeguarding Adults Boards must also arrange a Safeguarding Adults Review if an adult in its area has not died, but the Safeguarding Adults Board knows or suspects that the adult has experienced serious abuse or neglect"- Care and Support Statutory Guidance (updated Oct 2016)



## **Safeguarding Adults Review - Mrs D**

#### 1- Background

Mrs D was 67 years of age and of White British origin, and lived in her own home with her husband, daughter and grand-daughter. Her grand-daughter, since the age of 16, had been her main carer and was also the main carer for her mother. Mrs D did not have a social care package of support. and the home was cluttered and in a poor condition. Mrs D or her family cancelled and rescheduled appointments more often than might be considered usual. She was taken to hospital by her family and was unkempt, appeared to have neglected her personal care and had grade four pressure ulcers. She developed sepsis which led to multi-organ failure and her subsequent death

#### 2. Why this SAR was undertaken

**Section 44** of the Care Act 2014 (and the Care and Support Statutory Guidance 2016) states that a SAR must be arranged when an adult in its area dies because of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult. In the case the type of abuse identified was Neglect and acts of Omission and Self- neglect

#### 3. Recommendations

Need to disseminate guidance for families caring for a relative who becomes unwell

Health and Social care services should promote carers assessments and keep records where these are refused and prompts to re-offer them

#### 4. Recomendations

Health services should consider their oversight of patient and carer cancelled appointments

Need to provide guidance for health and social care staff where there is apparent engagement from a family but where there may be disguised compliance

#### 5. Actions

Hoarding policy to be reviewed and amended to include issues regarding wider family networks.

GPs to be advised about promoting referrals to adult social care for carers assessments

training on disguised compliance to be developed

## Safeguarding Adults Review - Mr F

#### 1- Background

Mr F was 38 years of age and of White British origin who lived independently in his own adapted accommodation. He had a diagnosis of Spina Bifida, a history of severe leg ulcers, urinary tract infections and was self-catheterised. Mr F had been closed to all agencies apart from his GP for the previous 5 years. His father visited him weekly and he was found unresponsive with two large swellings on his foot and knee which were infected and rotting. He was admitted to hospital and subsequenty died. The Coroner recorded the cause of death as septicaemia associated with a urinary tract infection and infected leg ulcer

#### 2. Why this SAR was undertaken

Section 44 of the Care Act 2014 (and the Care and Support Statutory Guidance 2016) states that a SAR must be arranged when an adult in its area dies because of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult. In the case the type of abuse identified was Self-Neglect.

#### 3. Recommendations

Improving sharing of information between adult social care and housing services when a vulnerable tenant is going to be offered accommodation.

Reviewing policy regarding Intermittent Self Catheterisation

Ensuring assertive follow up in the community for the management of people with conditions such as spina bifida

#### 4. Recommendations

Developing a local policy to support health practitioners in considering the impact of physical disabilities on an adults' decision making

If patients do not attend for scheduled health reviews, GPs should consider whether they need to be followed up by an appropriate community health service, such as District Nursing

#### 5. Actions

Housing to include adult services representation in monthly housing panel meetings.

Include issues regarding physical health in local mental capacity policy.

Identiy learning needs reagarding mental capacity, best interest and decision making.

# **Safeguarding Adults Review - Mrs E**

#### 1- Background

Mrs E was 83 years of age and of White British origin who was a resident in a care home. She had a diagnosis of dementia and her health was worsening and she was provided with one to one care. Mrs E was left unattended and started to choke. There was confusion between staff and the nurse in charge as to whether Mrs E was choking or struggling to breath. The ambulance service managed to remove a bolus of food from Mrs E's airways, however, on admittance to hospital she was found to have irreversible brain damage and susequently died. At the inquest he Coroner concluded an outcome of accidential death contributed to by neglect

#### 2. Why this SAR was undertaken

**Section 44** of the Care Act 2014 (and the Care and Support Statutory Guidance 2016) states that a SAR must be arranged when an adult in its area dies because of NEGLECT, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult. In the case the type of abuse identified was Neglect and acts of Omission.

#### 3. Recommendations

Need to improve record keeping in the care home

Care providers need to ensure investigations are speedy and thorough

Risk feeding guidelines should be followed up after hospital discharge

#### 4. Recommendations

Care providers to ensure HR policies support recruitment and retention of staff with the right values to care for older people.

Training for staff on the purpose and effect of do not attempt resucitation orders (DNARs)

#### 5. Actions

An action plan to be presented to the Safeguarding Adults Board in June 2021

#### Fire Deaths in Greenwich

There were 2 residents in the borough who died as a result of fires in 2020/21. The Royal Greenwich Safeguarding Adults Board in partnership with the London Fire Brigade produced a Fire Deaths Strategy and Action Plan. The strategy complements the London Fire Brigade

Community Safety and Prevention Strategy





The aims of the strategy include:

- Reducing the risk of fire in the home in a rising population in the borough
- Reducing the risk of fire in care homes and specialised housing
- Targeting the borough's most at risk residents and ensuring they receive bespoke fire safety advice
- Reducing the risk of fire fatalities/injuries of people who use emollient creams, airflow mattresses, oxygen, have mobility issues or smoke
- Educating all partner organisations whose staff have contact with residents on fire safety and identifying who to refer to for specialist fire safety advice

## Responses to the COVID-19 pandemic



# Keeping safe from abuse during the COVID-19 Pandemic





During the Covid-19 pandemic, it remains important to safeguard adults with care and support needs who may be more vulnerable to abuse and neglect

This is a short guide about how to keep safe at home from Rogue Traders, Scams and support that you can access if you are experiencing Domestic Abuse

During the pandemic the Royal Greenwich Safeguarding Adults Board continued to seek assurances from partner agencies about their response to safeguarding adults. The board recognised that safeguarding concerns and risks may increase during this time, with people having less face-to-face contact with family, friends and professionals. **Safeguarding is everyone's business**, so it was important that all partners remained alert to possible abuse or neglect.

The board increased its frequency of meetings to **bi-monthly** and these were done **virtually** so that all partners could still engage with the work of the board despite the changed working arrangements.

A leaflet was produced which gave details of Domestic Abuse support, scams and how to ask for support during the pandemic. **2,500** leaflets were distributed to home care providers, sheltered housing schemes, social work teams and the London Fire Brigade. Electronic copies were sent to the Police, Neighbourhood Watch (Trading Standards) and the banks. One bank distributed additional copies in their Woolwich and Eltham branches. The leaflet was also placed on the Safeguarding Adults website

www.greenwichsafeguardingadults.org.uk

A family member made the following comments about the support they received during the pandemic: "I would just like to say a huge thank you to my mum's Social Worker for all her hard work and support. Her professionalism and determination she has made the whole process that much easier to bear. Mum moved into her new home yesterday and had the biggest smile on her face from the moment we got there. She is settling in well and the care and attention she is now receiving from the team is amazing. We are forever grateful."

# Responses to the COVID-19 pandemic

The Safeguarding Adults Board sought assurances from the three statutory partners on the arrangements for safeguarding adults processes during the Covid-19 pandemic. The following assurances were given:



The Metropolitan Police conducted a community impact assessment and had several business continuity plans, meetings and procedures in place to deal with emerging trends and patterns (including crimes against specific groups). The Metropolitan Police undertook daily conference calls (including a Safeguarding Lead) and a command structure was in place to monitor and support the public.

The Council's Adult Social Care Department contacted residents at most risk, to see if what additional support they needed. Help was provided either through the network of volunteers, via partners or voluntary organisations and/or through adult social care teams. Monitoring of safeguarding activity continued, with additional action taken to evaluate the impact of Covid-19 on safeguarding.





Oxleas and Lewisham and Greenwich Hospital Trusts undertook internal risk assessments and implemented their local business continuity plans. The Designated Nurses across Greenwich/Bexley and Lewisham had weekly conferences to identify themes or trends and to share information, with issues escalated as appropriate. Relevant Information was also shared with the Council and Police.

A family member made the following comments about the support they received during the pandemic: "Huge thanks to you and your colleagues for taking such care in supporting my dad. We both hugely appreciated it and are grateful to you for being so caring and proactive. Thank you for the information too which we will look through carefully. Very many thanks again."

# **Responses to the COVID-19 pandemic**



Care Homes - There are 38 care homes registered with the Care Quality Commission in Greenwich, providing care for over 900 people. Additional oversight arrangements were put in place, given that Social Workers and Commissioners were unable to visit care homes during the pandemic. Key data was collected including staffing capacity etc. The Head of Quality Assurance was in daily contact with all care homes and an Assistant Team Manager had oversight of all safeguarding cases and worked with the commissioning team. The Council provided free emergency PPE from the beginning of the pandemic when supplies were

limited, maintaining this at volume until normal supply was available, and has continued to provide PPE where required. From 11 May 2020, Public Health instigated a weekly testing regime in care homes.

All three prisons in the borough, HMP Belmarsh, HMP Thameside and HMP Isis, provided assurance to the Safeguarding Adults Board around processes in place during the pandemic. Assurances were provided regarding safeguarding arrangements continuing as normal as well as working closely with health care providers to ensure the safety and wellbeing of the prison population. Testing was being carried out and prisoners isolating when needed.







Are you self-isolating? Do you need help?
Do you know somebody else who needs help?

# The Royal Borough of Greenwich Community Hub is here for you.

If you are self-isolating and have not got a family member, friend or neighbour who can help, get in touch with the Community Hub:

Tel: **0800 470 483 I** (seven days a week, 8.30am to 6pm)

Visit: royalgreenwich.gov.uk/communityhub



# **Examples of agencies working together during the pandemic**

The Royal Borough of Greenwich, Lewisham and Greenwich Hospital Trust and Oxleas Mental Health Trust developed a winter plan to ensure residents needs were met and people were supported during the Covid-19 pandemic. This included:

- ✓ A vacant sheltered housing unit was re-purposed to support people who could not return home from hospital due to accessibility or other issues
- ✓ The reablement service was **enhanced and developed** with additional capacity with workers and therapists to provide up to 6 weeks of support to promote individual independence



- ✓ A multi-agency partnership group was put in place in the early weeks of the pandemic to oversee the support to care homes via the Care Home Implementation Support Plan
- ✓ Extra Covid-19 positive intermediate care beds were created to relieve pressure on the acute hospital
- ✓ The provider-led board (referred to as **Resplendent**) met twice weekly to co-develop the winter plan and lead on operational delivery. Partners involved included the **Clinical Comissioning Group, Adult Social Care, Primary Care, Oxleas, Queen Elizabeth Hospital** and **Public Health**.
- ✓ Partners also meet weekly at the Covid-19 **Health Protection Board** to oversee the cross-agency approach to outbreak prevention and response, including local work on test and trace, support to education, business and hospitality sectors, enforcement, communications, community engagement and ongoing surveillance of the pandemic

A family member made the following comments about the support they received during the pandemic: "Every contact from start to finish with the team I have found nothing but kindness and consideration. I cannot find a bad thing to say about this service even in these times, even the home visit was done with great care. Many Many Thanks

# **Examples of agencies working together during the pandemic**

There were several serious safeguarding incidents during the year in which adult mental health was a significant factor.

Greenwich Safeguarding Children Partnership, Adults Services and Oxleas Mental Health examined how best all services can work together collaboratively to share information and deliver services. An action plan was produced

Safeguarding

to address the common themes and this included:

- ✓ An information sheet and webcast for schools, housing and the voluntary sector
- ✓ Improving information sharing between adult mental health services and the multi-agency safeguarding hub
- ✓ Meetings with the voluntary sector to examine referral pathways
- ✓ Training for GPs to support joint working
- ✓ Examining how **technology** can support information sharing and risk assessments
- ✓ Reviewing processes for carrying out risk assessments and home visits and health staff were to review patients on their caseloads
- ✓ Refreshing the "see the adult, see the child protocol"



#### **Domestic Abuse**



In England and Wales, one in four women and one in six men experience domestic abuse in their lifetime. In the Royal Borough of Greenwich, over 23,000 women have experienced domestic abuse since the age of 16.

Anyone can be affected by domestic abuse regardless of gender, age, ethnicity or sexuality. The most common type of domestic abuse occurs in relationships, although it also can happen between family members. Domestic abuse is an incident or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour including sexual violence. There are different kinds of abuse but it's always about one person having power and control over another person.

If you or someone you know may be suffering domestic abuse, the organisations below provide support:

Greenwich Domestic Violence and Abuse Confidential Helpline – Telephone: 020 8317 8273

National Domestic Violence and Abuse Helpline – Telephone: 0808 2000247

Her Centre – Telephone: 020 3260 7772, Legal Advice on 020 3096 6843 (domestic abuse matters) or for in-person support go to the drop-in service on Fridays 10am-12pm at Woolwich YMCA SE18 5QG

Victim Support – Telephone: 0808 1689 111 or Victim Support line 24/7 – 020 8801 1777

Men's advice line - Telephone: 0808 801 0327

National LGBT helpline – Telephone: 0300 330 0630

If you need urgent help and/or are concerned for your own or someone else's safety, call the Police on 999

Visit

www.greenwichsafeguardingadults.org.uk

to view the Safeguarding Adults Board
Domestic Abuse videos produced with
the Metropolitan Police

# **Stop Modern Slavery!**

Modern Slavery is the trafficking of people, different types of exploitation, forced labour and domestic servitude

orced



# **Trafficking**

- •This is where children and adults are brought to the United Kingdom, often coerced or deceived by being promised a better life, only to be sexually exploited or forced to work for little or no pay
- Trafficking can similarly occur where people in this country are taken to other countries



# Exploitation

- Sexual Exploitation can happen to children and adults and includes physical and sexual abuse, prostitution and the abuse of children by making child abuse images and videos
- Criminal exploitation is where someone is made to commit a crime such as pick-pocketing, shoplifting, drug trafficking etc
- There are also other forms of exploitation such as forced marriage, forced benefit fraud, organ removal, forced begging and illegal adoption



- •This is where people have to work long hours for little or no pay in poor conditions, and are often physically and/or verbally threatened with violence or told that their families will be harmed
- This can happen in lots of different jobs including building, manufacturing, catering, food packaging, farming and beauty treatments. Often there are lots of people all housed together



# Domestic Servitude

- This is where a person is forced to work, normally in someone else's home, doing household chores and caring for children
- •They may not be allowed to go out and often work long hours for little or no pay. 25% of reported victims of domestic servitude are children

#### How you can help us to stop it

If you think that you have seen someone or a group of people in Greenwich who you think might be a victim or victims of modern slavery, we are asking for your help to stop it.

Please telephone the Council or the Police (the telephone numbers are on the last page of this report). Or call the Modern Slavery Helpline on 08000 121 700.

If you would like some more information about modern slavery; we have also put some short films on our Safeguarding Adults Board website. <a href="https://www.greenwichsafeguardingadults.org.uk">www.greenwichsafeguardingadults.org.uk</a>

# **Amrita's story**



Amrita is a 74-year-old women of South Asian origin who lives in sheltered accommodation with her son. She suffers from anxiety and depression, diabetes and arthritis. Amrita requires support with aspects of her daily living and has a care package provided by the Council. She became unwell and an ambulance was called. The paramedics noticed she had been vomiting, appeared very unwell with possible onset of sepsis. Amrita did not want to go to hospital. The London Ambulance Service contacted Adult Social Care as they were concerned for her welfare. A Nurse from the Joint Emergency Team went to see her and was greeted by Amrita's son who said his mother was fine.

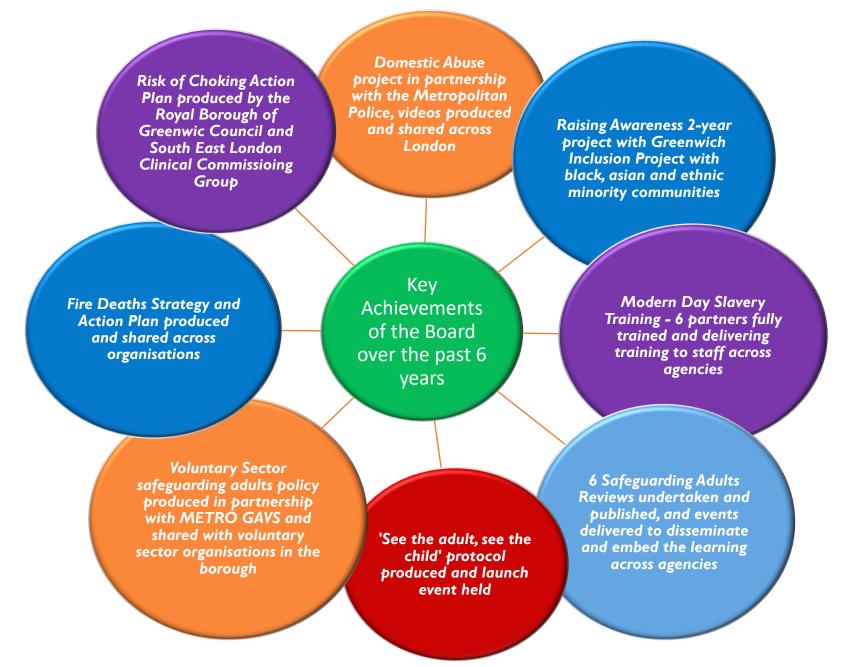
The Nurse diplomatically found his way to see Amrita and considered that she needed to be seen at the hospital. However, Amrita's son did not think his mother needed to go to hospital and she then refused to go. Amrita appeared to have mental capacity to make this decision, but the Nurse considered her son had exerted undue influence over her. The Nurse returned to the office, and discussed the situation with the Multi-Disciplinary Team. They discovered that there had been previous safeguarding adults concerns about Amrita's son's behaviour. A decision was made that she needed hospital attention and may agree to this if she felt safe to make that decision, and not under the potential duress of her son. The team contacted the police, to visit with them at the property within the hour.

A Social Worker, the Nurse and GP visited together and met the Police at the property. With the police present, they were able to see Amrita on her own, and her son appeared much more co-operative.

Amrita appeared to be slightly confused but agreed to go to hospital. The London Ambulance Service were called, and Amrita appeared to be relieved to be going to hospital. The team passed their concerns to the Hospital Social Workers who were able to speak with Amrita again to ensure her on-going safety and wellbeing.

Amrita is being used as a fictitious name to ensure confidentiality and protect the identity of the adult. concerned

# Key achievements of the Safeguarding Adults Board over the past 6 years



# Strategic plan for 2021/22

Seek assurance regarding the recovery plans for the statutory agencies as the pandemic hopefully recedes

Focus on issues of neglect, social isolation and mental health

Participate in a 'research study on local authority approaches to hoarding and/or self-neglect among older people' with Kings College,

London

Examine the report 'Analysis of Safeguarding Adults Reviews', Local Government Association (November 2020) and develop an action plan

Hold a challenge event in Autumn 2021 and identify any additional priorities to add to the Strategic

# **Getting Involved**

If you **live** in the Royal Borough of Greenwich and would like to **become involved** in the work of the Royal Greenwich Safeguarding Adults Board, we would like to **hear from you**. Our Safeguarding Communication and Engagement Group provide an opportunity for residents and people who have used safeguarding services to **share** their **stories and views**. This helps other people **stay safe** from abuse and neglect and helps the Safeguarding Adults Board to **improve** safeguarding services.

If you would like to get involved, please contact us via safeguarding-adults-board@royalgreenwich.gov.uk

Tel: 0208 921 2378
Royal Greenwich Safeguarding Adults Board
The Woolwich Centre, 2<sup>nd</sup> Floor
35 Wellington Street
London
SE18 6HO

#### Concerned about an adult at risk of abuse?

If a person is in **immediate danger call 999** and alert the police. If you suspect a person is at risk of abuse or is being abused, **report it to the**Contact Assessment Team.

• Phone: 020 8921 2304

• Out of hours: 020 8854 8888

• Email: aops.contact.officers@royalgreenwich.gov.uk

The Contact Assessment Team will put you in contact with the appropriate service or direct you the right organisation

The switchboard is open 24-hours a day, seven days a week. Anyone who is concerned that abuse may be taking place or feels they are subject to abuse themselves should seek help.

For more information visit our website:

https://www.greenwichsafeguardingadults.org.uk/

Or the council's website:

https://www.royalgreenwich.gov.uk/