

**By promoting health and well-being
we aim to strengthen, safeguard and protect vulnerable people.**

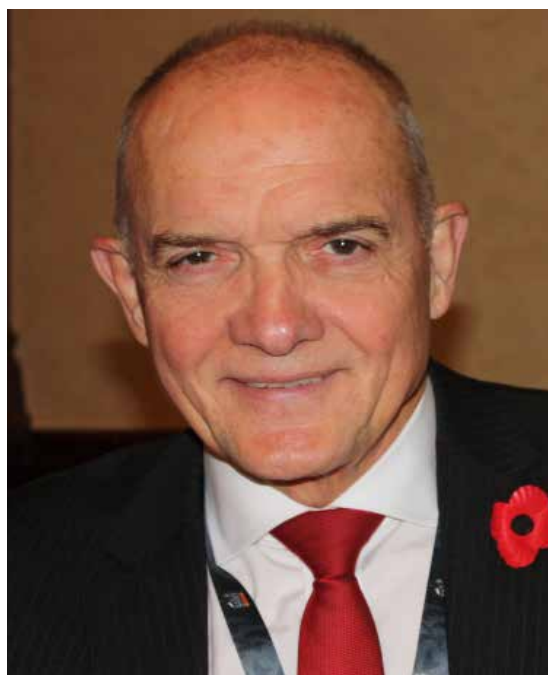
As we begin to shake off what feels like a very long winter and look forward to some spring-like weather, it is time again for me to wish you all a warm welcome to our latest newsletter.

As usual a big thank you is due to the creative and hardworking staff and Adult Protection Committee members who have worked tirelessly to produce another thought provoking edition.

We are excited by the appointment of Ann-Marie Rafferty, Assistant Chief Officer Public Protection and Complex Needs, Glasgow City Health and Social Care Partnership as our new Vice Chair. We also give a big welcome to Karen Frew who takes up post as our first Lead Officer for Adult and Child Protection. This appointment consolidates Glasgow's integrated approach to public protection and we can look forward to more initiatives involving both committees and other key services.

This edition includes a range of topics and articles which I am sure you will find both interesting and enjoyable.

Best wishes
Colin Anderson,
Chair of Glasgow City Adult Protection Committee



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Included in this issue :

New Vice Chair of APC

Supporting Dementia Carers

Service User Sub Committee

Trading Standards

National Adult Protection Day

North East LMR

NHSGGC ASP Liaison Group

How to Report a Concern

**For copies of all our newsletter go to the Glasgow Adult Protection
Committee Website at www.glasgowadultprotection.org.uk**

New Chair Adult Protection Committee (APC) is Ann-Marie Rafferty

Ann-Marie Rafferty, Assistant Chief Officer, Public Protection and Complex Needs for Glasgow City Health and Social Care Partnership, has now taken up the post of Vice Chair for the Adult Protection Committee as well as Vice Chair of the Child Protection Committee.

Ann-Marie has worked in Health and Social Work for a number of years in a range of different posts, at a senior management level. Ann-Marie said: "I am delighted to be taking over this role and have been impressed with the level of partnership working, and recognition of the common goals and initiatives.

"I appreciate the commitment of the membership represented on the committee, which includes statutory partners and third sector organisations and the value of the APC sub-groups and the positive influence service user representation has within the structure.

"There is a lot of work to be considered over the forthcoming year including a number of legislative changes which come into force. Examples are the changes to the General Data Protection Regulation (GDPR) and the Health (Tobacco, Nicotine etc and Care) (Scotland) Act 2016, specifically the section relating to a Duty of Candour.

"I am looking forward to the year ahead, working with all the partners to meet the challenges and develop opportunities to build on the current work, to strengthen the overarching principles of the Public Protection agenda, both locally and nationally."



Ann-Marie Rafferty
Vice-Chair of Glasgow City Adult
Protection Committee

Glasgow Adult Protection Committee Service User Sub Committee

The Adult Protection Committee Service User sub committee is a sub group of the Glasgow City Adult Protection Committee and has representatives mainly from People First, Glasgow Disability Alliance and the North East Locality Engagement Forum. The representatives are meaningfully involved in supporting and contributing to the work of the Adult Protection Committee.

In 2014 the Service User Committee commissioned research into the service user experience. The second of two recommendations from that report was to carry out an evaluation questionnaire with service users at the end of the Adult Support and Protection (ASP) process. The Service User Committee commissioned The Advocacy Project (TAP) in 2017 to consult with a number of individuals who had recently been subject to adult support and protection legislation. This resulted in an Impact Report which the sub committee presented at the committee meeting in November. The sub committee then generated recommendations based on the report outcomes. The suggestions for improvement of the service user experience centred on three main themes:

- Communication
- Meetings
- Perception

The recommendations were presented and discussed at the committee meeting in January 2018 and it is hoped they will help to improve service user experience and influence best practice.

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Recommendations from Service User Evaluation

- The individual should always be reminded that they have a choice about consenting to the support offered by the act. But if it is determined that there is serious risk or undue pressure on the individual then the process of protective measures that can be put in place should be clearly explained.
- All individuals should be given a full explanation of the role of advocacy support services and the benefits of engaging with such support.
- Every effort should be made to support the individual going through the ASP process to attend and participate fully in meetings. This could be done through a variety of approaches including: having meetings in the person's home or a suitable alternative venue; offering assistance with transport to attend meetings; providing personal assistance and ensuring all communications are in the preferred format, i.e. large print, easy read etc.
- The individual should always be given an opportunity to speak first at meetings to express their hopes and expectations with regard to the ASP process and potential outcomes.
- People should be fully involved in drawing up their protection plans and it should be evidenced that an individual has received a copy of their protection plan and that they understand this document.
- Efforts should be made to improve the communications that individuals receive during the ASP process: from why someone is worried through to protection plans and advocacy support. The default position should be to use clear, accessible, and easy read versions of written communications.

Training

Service user sub committee members took part in Adult Support and Protection (ASP) training in December 2017. The content of the training was based upon the needs identified by the service user sub committee to ensure it would meet both the needs of newer members whilst also serving as a refresher for longer term members. The trainer Angela McGowan also included some helpful suggestions for the training session.

The training included the overarching principles of the Adult Support & Protection Act 2007, adults at risk and types of harm. The service user sub committee were particularly interested in learning more about Social Work procedures and processes. During the session they looked at the Social Work role, the Legal Framework, 'duty to enquire', Case Conferences, Protection orders, Large Scale Investigations and Significant Case Reviews.

Sub committee members felt the training was very informative, inclusive and well presented.

Comments included: "It was a very welcome opportunity to revisit the principles of the ASP Act and to find out in detail the role of social work staff in responding to a report of an adult being at risk of harm."

First National Adult Protection Day - Tuesday 20 February 2018

Adult Support and Protection now has its own National Day of recognition which takes place on the 20 February. The first of these days took place on the 20 February 2018. It was launched at a National Social Work Scotland conference.

Glasgow City Health and Social Care Partnership had several attendees at the conference. Partnership staff along with People First presented some of the findings from our Tripartite Self-Evaluation, Service User Survey and the joint work undertaken with partner agencies. People First members, Rosie Smith and Michelle Steel also offered a moving and insightful presentation on people with a learning disability.

The presentations of all the speakers went well but Liz Crichton, Partnership Service Manager, Adult Support and Protection, advised that the audience feedback was that Michelle and Rosie set the standard for the day.

Susan Taylor, President of Social Work Scotland said:

“Ten years ago the Scottish Parliament passed legislation to protect vulnerable adults. Developed in response to an appalling case of abuse of a young woman in the Scottish Borders, this legislation brings social work, the police and health services together to identify, support and protect adults who might be vulnerable to abuse.

“Many adults are vulnerable and they come to our attention for a variety of reasons: they may have ill health, be lonely, have mental health issues, learning difficulties or be disabled. This can make them susceptible to financial abuse, bullying, physical abuse and sexual abuse. Because they are adults, this can be hidden and harder to spot.

“We therefore rely on the public to do their part and ensure that if they have concerns about an adult in their community or family, they alert the police or social work in their area.

“We receive thousands of calls every year from public concerned about a whole range of issues including, people who are unable to look after themselves properly; older people being targeted by scammers; adults being picked on by individuals and gangs and bullied for money or somewhere to stay; physical or sexually abuse within families.

“Last year there were thousands of adult protection referrals in Scotland . These included referrals about a massive range of issues, with more vulnerable people being sexually, financially and physically abused and neglected”.

“The joint work in Scotland between the local authorities, the NHS and the Police Scotland has seen many significant successes and we are proud of all the work that has been done and what has been achieved but we all realise there is always more we can all do.”

Our message is simple – if you think an adult is at risk of harm or if something just feels wrong, you're right to get it checked out. If you see something, say something.

If you are worried about an adult at risk of harm you can contact your local authority or phone Police Scotland on 101 or go to www.actagainstharm.org

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Adult harm can take many forms and there are some key signs to look out for:

Physical: cuts or bruises that can't be properly explained, hiding injuries, or refusing to talk about them, appearing fearful or withdrawn.

Psychological: being verbally bullied, ridiculed, ostracised and threatened with violence. It can also include people taking advantage of someone who is unable to stick up for themselves, for example 'freeloading', persistently 'hanging out' at their house or involving them in illegal or social unacceptable activity.

Neglect: failing to dress, wash or eat properly, becoming socially isolated or leaving people who need help unattended and uncared for.

Financial: giving money to a stranger or someone they know for reasons that concern you, being unclear or confused about where their money has gone or being stressed about money issues or debt.

Sexual: being sexually harassed or intimidated, appearing nervous, withdrawn or intimidated, becoming tearful or upset when their relationship is mentioned.

NHSGGC Adult Support and Protection Liaison Group

The NHS Greater Glasgow and Clyde (NHSGGC), Adult Support and Protection Liaison Group provides oversight and coordination of the 2007 Act across health services. Staff within the NHS in Scotland have a legal, moral and professional duty to protect adults at risk by complying with their duties under the Act. Part of the Liaison Groups function is to ensure that access to training opportunities are available for NHS Greater Glasgow & Clyde staff to equip them in fulfilling their role in adult protection.

The task of educating the approximately 39,000 staff across the NHS is a joint effort across all agencies, whether this is through joint training programmes and delivery, agreed direct training to staff groups or e learning opportunities.

To address the challenge of training with the acute hospital setting liaison group has commissioned modules on the learnpro platform to provide basic and advanced training on adult protection, further module has been developed which specifically targets the needs of Emergency Departments. In addition a direct face to face training programme has been commenced which can deliver to staff who may benefit from a case discussion based approach. To date just over 12,000 staff across the NHS Greater Glasgow and Clyde area have been trained.

Supporting Dementia Carers as Key Partners

Glasgow Carers' Partnership launched in 2011 with the aim of delivering better outcomes for unpaid carers. The number of people living with dementia is increasing. In response, Glasgow Carers Partnership developed a dementia specific Support Pathway for carers.



Training courses and workshops have been developed to ensure carers are skilled and equipped to care, whilst maintaining their own health and well-being. Since 2011, a total of 3,154 Carers have accessed this support.

The Carers Partnership brought together NHS Diagnostic Services; Social Work including the Glasgow City Health and Social Care Partnership Carers' Teams; Alzheimer's Scotland and the city's Voluntary Sector Carer Services to develop a Dementia Carers Information, Training and Support Pathway.

[The Carer Scotland Act 2016](#) places new duties and powers on council and health boards in supporting carers. In Glasgow Health and Social Care Partnership a Carer Act Implementation Board has been established to oversee implementation of the Act. There is a learning and development work stream responsible for ensuring all health and social care staff are aware of Glasgow City Health and Social Care Partnership's policy and procedures in terms of carer identification and support. If you require information about support and information for carers please contact the Carers information line on 0141 353 6504.

North East Local Management Review

The North East Local Management Review (LMR) was held on the 21 Feb at the Newlands Social Work office. The LMR brought together colleagues and partners from a range of agencies to develop our understanding of fire risks to our service users and patients, and strategies and available resources that can be deployed, by all those working with vulnerable services users to minimise these risks.

The LMR heard from a range of agencies and were shown a range assistive technology. The underlying message was to increase awareness in relation to the Scottish Fire Rescue Services home safety visits and to ensure that all staff undertake their organisations fire safety training.

As part of their commitment to building a safer Scotland the Scottish Fire and Rescue Service offers everyone in Scotland a free home fire safety visit. They can also fit smoke alarms free of charge if your home requires them. You can:

- call 0800 0731 999
- text "FIRE" to 80800 from your mobile phone
- complete our online form at <http://www.firescotland.gov.uk/>
- call your local fire station

Trading Standards Service - Protecting Vulnerable Consumers

Glasgow City Council's Trading Standards Service is involved in various initiatives aimed at tackling doorstep crime, scam mail and unwanted telephone calls.

Trading Standards work with other agencies involved in providing assistance to the most vulnerable citizens such as Police Scotland, HMRC, Social Work, High Street Banks and charities.

Every year hundreds of Glasgow consumers are conned into handing over thousands of pounds to rogue traders who have either cold called them on the doorstep or by telephone. These traders are known to carry out work which is unnecessary, badly done and overpriced.

To help combat the problem, Trading Standards provides advice and guidance to various groups and organisations to raise awareness of these scams and offers assistance where needed.

Trading Standards, in partnership with Police Scotland, continue to carry out a successful initiative of routine patrols within areas most affected by Bogus Callers to deter and limit their activity within the Glasgow area.

Residents who think they may have been the victim of a scam should contact the council's Trading Standards team who can provide appropriate advice and also supply deterrents such as 'No Cold Calling' stickers for windows and doors.

It can also supply Call Blocking units to prevent nuisance telephone calls and can help individuals register with the Telephone Preference and Mail Preference Services to stop them receiving as much junk mail.

How to get in touch – ts.enquiries@glasgow.gov.uk or 0141 287 1061.

If you know or suspect that an Adult is being harmed then you need to report your concerns.

Don't assume that someone else has already reported it. The person being harmed or neglected may not be able to report it themselves. Remember, the person who did this may be doing it to others too.

Phone: 0141 287 0555

textphone: 18001 0141 287 0555

Outwith Office hours phone: 0300 343 1505