

# TSAB Special Edition Newsletter June 2022



## **Creating Safer Cultures Week**

**Monday 20 June - Friday 24 June 2022**

#SafeguardingIsEveryonesBusiness



## Welcome to our Special Edition Newsletter on Creating Safer Cultures!

According to TSAB's recent survey, 'Organisational Abuse' is the least known form of abuse amongst the general public and professionals.

TSAB and partners want to raise awareness of this subject and have coordinated a **'Spotlight on... Creating Safer Cultures'** campaign.

### What do we mean by Creating Safer Cultures?

Everyone has a right to live in safety, free from abuse and neglect. Everyone also has a part to play in recognising and reporting abuse and neglect.

To create a safer culture, we need to raise general awareness of safeguarding amongst professionals and the general public. Organisations and individuals should take steps to minimise and prevent harm from occurring in the first instance, whilst ensuring correct policies and procedures are in place so that when there are safeguarding concerns, they are recognised and responded to effectively.

The foundations for building a safer culture are to...

- ✓ Listen
- ✓ Learn
- ✓ Lead

If these basic foundations aren't in place this can lead to [organisational abuse](#)

**THERE ARE MANY SIGNS OF ADULT ABUSE, DO YOU KNOW HOW TO RECOGNISE THEM?**

**See it, report it!**  
If you suspect a neighbour, friend or family member is being neglected or abused, or you need help yourself.

**Call your local Adult Social Care team:**

Hartlepool	01429 523 390
Middlesbrough	01642 065 070
Redcar & Cleveland	01642 771 500
Stockton-on-Tees	01642 527 764
Evenings & Weekends	01642 524 552

**Call Cleveland Police 101 or 999 in an emergency**

visit our website



Monday 20 June—Prevention

Tuesday 21 June—What a Good Organisation Looks Like

Wednesday 22 June—Working Together

Thursday 23 June—Creating Safer Cultures in a Digital World

Friday 24 June—Creating a Learning Culture

### Safeguarding Champions

One way for organisations to develop a safer culture is to have **Safeguarding Champions**.

These are individuals within an organisation who know what adult safeguarding is, the different types of abuse/neglect and how to report Safeguarding Concerns.

Champions are from a broad range of organisations and can help to improve engagement with harder to reach, marginalised, minority and digitally excluded groups.

Champions receive regular communications from TSAB to support them in their role and are also offered free training opportunities.

**Do you know anyone who would be interested in signing up to the scheme?**

Email: [tsab.businessunit@stockton.gov.uk](mailto:tsab.businessunit@stockton.gov.uk)

Would you like to be a Safeguarding Champion?



1. Receive regular updates about free training available
2. Keep up to date with safeguarding activity and events in Tees
3. Find out about support services in your area
4. Get involved with awareness campaigns
5. Receive up to date information about Adult Safeguarding to share with your networks
6. Help to share information, offer advice and signpost people in your community
7. Seek feedback to help shape future safeguarding practices

[tsab.org.uk](http://tsab.org.uk)

To sign up email: [tsab.businessunit@stockton.gov.uk](mailto:tsab.businessunit@stockton.gov.uk)

Follow us on Social Media: @TeeswideSAB

### Get Involved with the Creating Safer Cultures Campaign!

- ✓ Sign up to access our free [e-learning](#) courses or complete our [training workbooks](#)
- ✓ Share the links to e-learning and workbooks with colleagues
- ✓ Find out about the different types of [abuse and neglect](#) and how to spot the signs
- ✓ Print, display and email the [Safeguarding Adults Leaflets and Posters](#) so that colleagues and the general public know how to report abuse and neglect
- ✓ Follow us on social media **@TeeswideSAB** to share key messages throughout the week. Tag us in your posts using [#TeeswideSAB](#), [#CreatingSaferCultures](#), [#SafeguardingIsEveryonesBusiness](#) to let us know how you are supporting the campaign.



# Prevention

One key part of 'prevention' is about being able to access early help and support, before a situation escalates. Fully meeting people's care and support needs keeps them as healthy and happy as possible for as long as possible. Prevention is also about empowering people to protect themselves and listening to them about what they want to happen.

## Reporting Abuse and Neglect

People who have care and support needs are more at risk of abuse and neglect and may not be able to protect themselves. If a crime has been committed, call Cleveland Police on **101** or **999** in an emergency. Contact your local [Adult Social Care Team](#).



## Find Support in Your Area

People aren't always aware of the broad range of support services available in Tees and sometimes appropriate sign-posting/referrals, or just knowing a service exists can really help someone. The TSAB website has a list of services and contact details on the [Find Support in Your Area](#) page. The range of services can be viewed according to the area in which the person lives and the type of abuse they have been/are experiencing.

## Safe Place Scheme

[Safe Place Scheme locations](#) are venues in the community where people who need extra support can go if they need some help. This 'help' can range from a phone call to home or help with directions.

If you see the Safe Place Scheme logo in the window of a local venue then they are part of the Safe Place Scheme. Helping to spread the word to vulnerable people about the scheme may enable them to feel more confident to go out and access services in the local community, knowing that help is available if they ever need this.



## Creative Thinking

Sometimes the simplest of ideas can really make a huge difference. If you work in a shop, could you print domestic abuse helpline numbers on till receipts? Could you display [posters](#) in public toilets?

## Health & Safety

It is important to ensure people's support needs are met and that environmental risks are identified. For example, if someone has a hoarding disorder, have you considered the potential fire risks? Do you need to make a referral to Cleveland Fire Brigade? If someone is deaf, do they have visual fire alarms? If you have concerns regarding fire risks email: [92DistrictAdministrators@clevelandfire.gov.uk](mailto:92DistrictAdministrators@clevelandfire.gov.uk)

## Carers

An [informal carer](#) is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without the carer's support. Informal carers play such an important role in society. They are also a key group, who are able to prevent and respond to abuse and neglect.

Caring for someone can be very rewarding, but it can also impact on a carer's own physical and mental health if they are not supported appropriately, which can therefore have a detrimental impact on the person they are caring for. Carers are entitled to a Carer's Assessment through their [Adult Social Care Team](#) to determine what support they need.

The National Institute for Health and Care Excellence (NICE) have produced some [guidance](#) for Social Care Practitioners to support carers. Please also see our recently published [learning briefing](#) for carers.

## Loneliness and Isolation

Loneliness and isolation can impact on a person's physical and mental health and can be linked to [self-neglect](#). We can all do our bit, to help tackle loneliness and to ensure that we are as inclusive as possible—see our new [Safeguarding Explained video](#) on loneliness and isolation for more information.

## Think Family

If you are concerned about someone, do you also need to consider risks to others? For example another dependent adult, [children](#) or animals.



Jenny

My name's Jenny. I'm 68. I've been married to my husband for 42 years and a year ago he was diagnosed with dementia. His dementia has become much worse recently, to the point that he left the house last week and we didn't find him for hours. It was so frightening, I just didn't know where he had gone. I'm not getting any younger myself and I'm finding it more and more difficult to look after him, but I know that I don't have a choice. He would never forgive me if I put him in a care home and I would never forgive myself if I did that. It breaks my heart to see him like this and I'm all he has. I feel so much guilt and pressure to keep going, but I know that I just can't manage like this on my own for much longer.

## Cultural Competence

Cultural competence is about understanding a person's identity, beliefs and make-up and what is culturally important to them. Some beliefs and cultures can increase a person's risk of abuse or exploitation:

- fear of police or public authorities due to mistrust can create barriers to reporting
- language/communication barriers can reduce a person's awareness of abuse and how to report
- religious beliefs, for example not feeling able to leave an abusive marriage
- understanding [honour based abuse](#) and how this can sometimes lead to people or communities feeling unable to speak out due to fear of retribution or feeling unable to challenge abusive behaviour—safeguarding must take priority over cultural beliefs
- old fashioned attitudes of women, such as a 'woman's place' can lead to an abusive environment.

TSAB has developed a [Whole Community Approach](#) prevention leaflet to assist practitioners.

## Assertive Outreach

Everyone is different and depending on a person's needs and circumstances, a traditional appointment system in official premises may not be appropriate. Organisations should consider flexible engagement opportunities that works best for the person rather than what works best for the organisation.

## Effective Management of Perpetrators

Addressing a perpetrator's behaviour is a key part of 'prevention'. Risks for the victim needs to be carefully managed and partners should work together to share intelligence about perpetrators. Support should be offered to perpetrators who want to change their abusive behaviour. Where possible, practitioners should seek/create opportunities to speak to suspected victims on their own, to allow them a [safe space](#) to disclose abuse if they feel able to, or to provide a private space for them to seek help from specialist services.

## Suicide Prevention

Some research shows that there can be a direct link from the abuse suffered in childhood or as an adult to a person taking their own life. It can be difficult to tell if someone is struggling and thinking about committing suicide, or if they are expressing their suicidal thoughts, what's the right thing to do or say. TSAB has a [suicide prevention](#) e-learning course and [Safeguarding Explained video](#) on suicide prevention.

# What a Good Organisation Looks Like

The Care Act defines Organisational Abuse as:

*'Neglect and poor care practice within a specific care setting. This could be a hospital, care home, but also the care received in your own home.'*

Organisational abuse can range from a one-off incident to ongoing ill-treatment and can involve one or more perpetrators.

Organisational abuse generally happens in institutions where staff are:

- Poorly trained
- Poorly supervised
- Unsupported by management / unaccountable
- Poor at communicating and sharing information

Therefore, if staff are well trained, supervised, supported, accountable and good at communicating; alongside robust policies and procedures, this creates a safe environment where the risks of abuse and neglect are minimal. This is [what a good organisation looks like](#).

In some instances, acts of neglect can seem quite minor, however if neglect continues and a person's needs are continually unmet, this can lead to organisational abuse. Experiencing prolonged neglect can impact on a person's physical and mental health.

If we consider the Jimmy Savile case, some people 'turned a blind eye' to the abuse they witnessed or suspected. This can be just as harmful, as it creates an environment for abuse to continue, unchallenged and victims feeling unable to speak out.

Please see our [Safeguarding Explained Video](#) on Organisational Abuse and [NICE Guidance for Registered Managers of Care Homes](#).

## Working with Adults and Families

A good organisation is open, honest and transparent and involves adults (and families/carers where appropriate) in care plans or protection plans to ensure that the adult's views and wishes are taken into account. Practitioners should try to have a good understanding of family circumstances and dynamics in order to fully consider risks and protective factors.

Organisations should keep the adult (and family, if appropriate) up to date, share appropriate information and agree/manage realistic expectations (don't over promise if you cannot deliver). Adults who may struggle to engage with services without support and who do not have an appropriate representative such as a family member acting in their best interests, should be offered an independent advocate.



Jack

I'm Jack. I'm 71 years old and in hospital because of a stroke. I can't speak because of the stroke, but can understand what people say to me. I can't move anything on my right side and need help to eat, dress, wash and go to the toilet.

I have sometimes wet the bed, because I haven't been able to reach the buzzer to call for a nurse. It's so embarrassing.

I tried to tell staff today what I wanted to eat, but she couldn't understand me so brought me a jacket potato. I couldn't use the knife and fork to cut it up and it went cold. She's taken it away thinking I'm not hungry. I've been told by the doctor that I've lost a lot of weight recently and need to build my strength up. I'm so hungry, but I can't explain to staff that I need help.



Adults and families are well placed to spot the signs of organisational abuse as they can often see the whole picture in relation to the care provided by professionals, particularly if there are multiple perpetrators. If an adult or family member raises concerns, listen to them and make sure that concerns are addressed promptly and that you record what you have done to resolve the issues.

Organisations should have appropriate visiting policies in place, particularly for patients/service users who are vulnerable/distressed or may be unable to contact family themselves.

## Staff

Good, caring, positive and well trained staff are essential if you are to create a safe environment. Here are some things organisations may need to consider:

- Do you have robust checks in place for new members of staff or agency staff?
  - Have you checked that their [ID is genuine](#) and they have a clear Disclosure Barring Service (DBS) certificate?
  - Does the person have a [right to work](#) in the UK?
  - Have you checked that their qualifications and training is appropriate and up to date in order for them to carry out their role and responsibilities safely and effectively?
- Do staff have enough time to safely carry out the tasks that they need to complete?
- Is there enough staff available/on shift to cope with the level of need?
- Are staff able to take regular breaks/appropriate time off? Tired staff can equate to inadvertent mistakes or a negative attitude towards work, which can then have a negative impact on the care they provide. It can also lead to staff burnout, stress or illness.
- Are staff consistent? This may not always be possible, but it can help to provide consistency of care and means that they are more likely to spot changes in a person's health or wellbeing and flag any concerns earlier.
- Poor staff attitudes and behaviours should be 'nipped in the bud' and managed appropriately.
- Do staff feel valued, confident to complain, raise concerns, be honest if they have made a mistake, seek advice and feel supported by their peers and managers?
- Are staff [professionally curious](#) to understand why someone might be presenting in a certain way or making particular decisions; what might be the root cause of the problem? Can the root cause be addressed?
- Do staff know how to spot abuse/neglect and [report it](#)? Do you need to report someone to DBS?
- Do staff understand the impact of Adverse Childhood Experiences or trauma on an individual and do they work in a trauma informed way?



- [Trauma Informed Practice Learning Event Resources](#)
- [Trauma Informed Practice Awareness Video](#)
- [Adverse Childhood Experiences Awareness Video](#)
- [Dignity in Care E-Learning](#)
- [Managing Racist Abuse from People who Lack Capacity](#)

Useful  
Resources

## Language and Communication

- Information should be accessible and adapted to suit a person's needs.
- Organisations should have regular team meetings or handovers to ensure that all staff are fully up to date.
- Records should be up to date, clear, accurate and include rationale for decisions made.
- Staff should be mindful of the language they use; be respectful, non-judgmental and be aware of victim blaming or retraumatising someone—this *can* lead to victims feeling unable to report future instances of abuse.

# Working Together

Successful intervention is more likely when different services work together to identify solutions and look at a person's needs as a whole.

TSAB has a wide range of multi-agency [policies, procedures, guidance](#) and [training](#) including:

- Inter-Agency Adult Safeguarding Policy and Procedures
- Causing Section 42 Enquiries Guidance
- Information Sharing Agreement
- Multi-Disciplinary Team Guidance
- Responding to and Addressing Serious Concerns
- Team Around the Individual (TATI) Guidance (for high risk complex cases)
- Think Family Guidance
- Multi-Agency Working E-Learning



Organisations should work in partnership with the adult (and family/carers where appropriate).

When Safeguarding Concerns are raised to the Local Authority, a Safeguarding meeting may be held to agree and coordinate a multi-agency approach.

Professionals must remember the 'Think Family' approach and also consider early planning when a child is transitioning into adult support services.

## Other Multi-Agency Forums

### Multi-Agency Public Protection Arrangements (MAPPA)

MAPPA is statutory process by which the Police, Probation and Prison Services work together with other agencies to manage the risks posed by violent and sexual offenders living in the community. MAPPA allows agencies to work together effectively to implement the plans by sharing information and meeting regularly.

### Multi-Agency Risk Assessment Conference (MARAC)

[MARAC](#) is an information sharing and action planning meeting for victims of domestic abuse who are at risk of serious harm or death. The meeting is between representatives of local police, probation, health, child protection, adult safeguarding, housing practitioners, Independent Domestic Violence Advisors (IDVAs), and other specialists from the statutory and voluntary sectors.

### Multi-Agency Tasking and Coordination (MATAC)

Cleveland Police lead regular [MATAC](#) meetings, along with key partners to assess and plan a bespoke set of interventions to target and disrupt serial perpetrators of Domestic Abuse and/or support them to address their behaviour.

### Hospital Discharge Planning Meetings

Check that you have appropriate multi-agency representation, for example do you need to invite social workers or housing colleagues?

### Vulnerable Exploited Missing and Trafficked (VEMT) - Vulnerable Practitioner Group (VPG)

The VPG is an operational group which supports frontline practitioners in their role of supporting a child / young person. The group is based on partnership problem solving model incorporating the [signs of safety](#) and ensures positive outcomes for children and young people. For young people approaching the age of 18, adult safeguarding leads are also invited to ensure that appropriate support is in place, for when they turn 18.

## Creating Safer Cultures in a Digital World

In this modern world, the internet and technological devices can make life much easier. It's a great way to keep in touch, and for people with care and support needs, technology can provide some welcome assistance, such as online grocery shopping, screen readers or the ability to see something in large print at the click of a button. However, there is a dark side to technology when it is placed in the wrong hands and used by criminals, perpetrators and bullies.

### Risks when using the Internet

- [Fraud / Scams](#)
- [Trafficking](#)
- [Cyberbullying](#)
- [Sexual exploitation](#)
- [Radicalisation](#)
- [Grooming](#)
- [Sexting / revenge porn](#)
- Gambling
- Exposure to pornography and violence
- Meeting strangers



### Forms of Cyberbullying

**Harassment:** Repeatedly sending offensive, rude and insulting messages.

**Denigration:** Sharing information about another person that is fake.

**Flaming:** Purposefully using extreme and offensive language to cause reactions of distress in the victim.

**Impersonation:** Hacking into someone's email or social networking account to use their online identity to post vicious or embarrassing material.

**Outing and Trickery:** Sharing personal information about another person or tricking them into revealing secrets and forwarding it to others.

**Cyber Stalking:** Repeatedly sending messages that include threats of harm, harassment or intimidating messages. This may be illegal.

**Exclusion:** intentionally leaving someone out of group messages, online apps, gaming sites and other online engagement.

[The impact on victims of cyberbullying can be devastating, and in some instances can lead to self-harm or people taking their own lives.](#)



STUDY

Kate

Two years ago my husband died and it has been a very difficult and emotional time for me. Recently I decided to try online dating on a site which was aimed at people who have been widowed. I thought it would help to talk to someone who had been through something similar. I started speaking to a man called Karl and we got on so well and we spoke every day over the phone. He told me he had his own business and worked away so we weren't able to meet. After a few months, he mentioned he was having some money issues with his business and I offered to help. He assured me that he would repay me. Karl continued to tell me about his money worries and I continued to transfer money to help him. It was my bank who realised I was being scammed and brought it to the police's attention. I still can't believe that I fell for it and I'm angry at myself as I am usually so careful, but I thought I really did have feelings for him. It's hard to take in that it was all fake and everything he said wasn't real. Police have told me that criminals are well practiced in knowing exactly what to say to get money from someone and that I'm a victim of a [romance scam](#).



## How can we create a safer space online?

Technology has advanced so much in recent years—it's hard to keep up! Most organisations have a 'mobile phone and camera policy', but does this need replacing with a 'digital media policy'? Cameras come in so many different shapes, sizes and devices now; smart watches, smart glasses, drones...



Check your communications policy includes the use of technology, clearly defining professional boundaries of what is acceptable when professionals are communicating with children, young people and service users.



Don't answer your home telephone with your name, number and house address—this provides criminals with information about your identity that they can use.

Use caller ID and put people's numbers in your mobile phone address book so that you know who is ringing you.

No Caller ID



Check your online privacy settings and check that settings haven't automatically been changed by the app/website.



Put your bank card in a protective case so that it cannot be covertly scanned.

If the "bank" contacts you, say that you will call them back. You should always hang up and use a different phone line; scammers do not hang up when you go to dial using the same phone and you are still connected, thinking that you have rang through to speak to your bank.



Seek permission to take photographs of people/check if they are happy for you to put photos online. You could be posting a photo of a domestic abuse victim who has fled and does not want to be found.

Do not share 'missing people' posts unless it comes from the police. Honour Based Abuse victims may have escaped from an abusive household and families may want to find them, to ensure that the victim does not talk to the authorities.



Think before you post information about yourself, such as pets or children's names—you might use these in passwords or as security questions.

Turn off your geo-location if you do not need to use it. Perpetrators can use this to stalk victims and find out where they are.



Victims of Domestic Abuse should be aware of the [Online Safe Spaces](#) initiative and [Bright Sky App](#). Women's Aid have also developed some helpful tips for domestic abuse victims [staying safe online](#).

Read our [Scams and Staying Safe Online Guidance](#).

### Useful Resources/Training

- [Friends Against Scams e-Learning](#)
- [Tricky Friends Video](#)
- [Report Fraud](#)

Sign up to receive Cleveland Police's monthly Cyber Crime newsletter: [cyber.crime@cleveland.police.uk](mailto:cyber.crime@cleveland.police.uk)

### Support

#### Online Safety Helpline

<https://saferinternet.org.uk/our-helplines>

0844 381 4772

[helpline@saferinternet.org.uk](mailto:helpline@saferinternet.org.uk)

### Support

#### Revenge Porn Helpline

<https://revengepornhelpline.org.uk/>

0345 6000 459

[help@revengepornhelpline.org.uk](mailto:help@revengepornhelpline.org.uk)

Special thanks to Swindon Safeguarding Partnership for their helpful resources on staying safe online

# Creating a Learning Culture

TSAB has a statutory duty to carry out Safeguarding Adult Reviews (SARs) where the Care Act 2014 criteria for a SAR is met:

- There is reasonable cause for concern about how the TSAB, its members or organisations worked together to safeguard the adult **and**
- The adult has died and the TSAB knows/suspects this was as a result of abuse or neglect **or**
- The adult is still alive but the TSAB knows/suspects the adult has experienced serious abuse/neglect, sustained potentially life threatening injury, serious sexual abuse or serious/permanent impairment of health or development



Where the criteria for a SAR is not met, TSAB may still complete a learning review, where it is felt that there is still valuable learning to be gained from the case. It is important that all organisations learn from serious instances of abuse and neglect to prevent similar harm occurring again. TSAB's SAR Policy and Procedures can be found [here](#).

Learning from Adult Reviews	Learning from Children Reviews	Learning from DHRs (Domestic Homicide Reviews)
<a href="#">Teeswide Safeguarding Adults Board</a> (SARs and Learning Lessons Reviews) <a href="#">Learning from Regional and National Cases</a> (Learning considered from a Tees perspective)	<a href="#">South Tees Safeguarding Children Partnership</a> <a href="#">Hartlepool &amp; Stockton Safeguarding Children Partnership</a>	<a href="#">Hartlepool</a> <a href="#">Middlesbrough</a> <a href="#">Redcar &amp; Cleveland</a> Stockton-on-Tees (have had no DHRs)

TSAB recently held a Joint Learning Event in which front line practitioners who work with Children and Adults attended. All resources from the event can be found on the [TSAB website](#).

Organisations who provide health and social care, should also reflect on learning from CQC Reports and LeDeR Reviews ([Learning Disability Mortality Reviews](#)).

### Molly—Safeguarding Adult Review (Recently Published)

Molly was 25 years old and was known to multiple services. Concerns were related to sexual exploitation, sexual violence, historical abuse, self-harm, domestic abuse, self-neglect, homelessness and drug use. This review highlighted some excellent practice as well as raising some points for stronger practice.

Organisations are encouraged to share the [Report, Learning Briefing](#) and recorded PowerPoint presentation to consider the learning from an individual and organisational perspective.

## Developing a Learning Culture

To create a safe environment, organisations should reflect and learn from both good and bad practice in order to continually make improvements to prevent harm. Not only should you consider instances where harm has occurred but also near misses or particularly complex cases, where group discussion would be of benefit.

- Do you regularly communicate with staff about near misses or complex cases so that they are aware of what to avoid/how to address similar issues?
- Does the learning need to be shared more widely? i.e. if it is a systemic issue does this need to be escalated?
- Would other similar organisations benefit from you raising awareness of a specific issue?
- Can you spot any trends and address the root cause of problems? For example, is there a high volume of medication errors/omissions, is this due to one particular staff member, is this a system/procedural issue, a training issue, or is it a recording issue?
- Do you have an open, honest and transparent culture where service users, families and staff feel able to voice their concerns?
- Do you have a clear and accessible complaints/compliments procedure and a complaints escalation procedure that is easy for service users and families to navigate?

## Responding to and Addressing Serious Concerns (RASC) Policy and Procedure

Local Authorities (LAs) follow TSAB's [RASC](#) Policy & Procedure and work with organisations who provide care to an individual or group of people, such as care homes, home care providers, supported living etc. The policy does not apply to NHS Foundation Trusts (there are separate arrangements in place to manage serious concerns in these settings).

The SAR Sub-Group receives learning reports of providers who have been subject to RASC and members consider/share anonymised learning as appropriate amongst their networks and provider forums.

# Policies and Procedures

The Board has a broad range of [Policies, Procedures and Guidance](#) that may be of particular interest in promoting safer cultures (they are all listed A-Z on the TSAB's website).

**Please share this newsletter far and wide amongst your networks to raise awareness of how we can create a safer culture in Tees**