

SSAB multi-agency safeguarding adults workforce development strategy

2016-2018

pushing
bullying pinching
withholding food & drink coercion intimidation
hitting isolating
restraint emotional abuse
misusing medication shaking
scalding teasing sexual abuse
leaving on own blaming
stealing money or benefits neglect
leaving on own ignoring needs

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1. Introduction

This document describes the Solihull SSAB approach to multi-agency workforce safeguarding learning and development. It provides an evidenced informed rationale for a safeguarding learning curriculum for 2016-2018. A competency framework applicable across the workforce is included - along with a description of resources identified to deliver and plans for effective evaluation. Safeguarding learning needs to be pitched at the right professional at the right time, so an outline of how the SSAB will target key professionals is provided along with planned evaluation methodologies.

2. Rationale

The SSAB commissioned a strategic review of safeguarding training in January 2015. This review considered governance, commissioning, training plans, quality assurance methods, Safeguarding Adult Reviews/Domestic Homicide Reviews nationally and locally as well as case audits and a review of the literature. Over 400 professional staff, including the trainers' pool, managers, leaders and young people engaged in consultation and dialogue which informs this strategy. The greatest demand is for short impactful interactive learning experiences to develop partnership skills along with a facility to use a variety of learning tools, including on-line learning. Practitioners also indicated a need to embed domestic violence, adult mental health and substance misuse into the core curriculum instead of it being add-on topics.

National and local experience on Safeguarding Adult Reviews supports the rationale for inter-active, communications skills and multi-agency competencies. This work has been instrumental in building the new multi-agency competency framework which describes the multi-agency competencies practitioners need to achieve, based on what they do, and what skills they need to do it in a multi-agency setting. This results in a framework which adds value to the in-house competencies set by individual agencies and does not replace or compete with them.

Practitioners who are expected to engage in partnership working in adult safeguarding should have access to high quality multi-agency training, in addition to their agency specific training. This is because the findings of Safeguarding Adult Reviews indicates weaknesses in the skills used to share information, challenge appropriately and manage the complexities of adult safeguarding work with partners.

As a general rule, all staff and volunteers who have access to adults who have care and support needs should undertake awareness training either on-line (e-learning) or within a formal training session organised by their own agency within 6 weeks of coming into post. Good practice would indicate that consideration should be given to the previous training and experience undertaken by staff and volunteers.

Level Two training is aimed at multi-agency practitioners who are based in adult services and are regularly involved in safeguarding work. They must have completed awareness training prior to undertaking a Level Two course (either core or topic based). Level Two training is divided into one day (core courses) which are run twice a year and additional half day topic based courses. Staff should select the appropriate modules to suit their individual needs, skills, knowledge and experience and should agree these with their supervisors within existing supervision and appraisal systems.

3. Governance

This section explains the role of individual agencies and the role of the SSAB in safeguarding training.

Role of **individual partners** in safeguarding training:

Employers are responsible for ensuring that their staff are competent to carry out their responsibilities for safeguarding and promoting the welfare of adults who have care and support needs creating an environment where staff feel able to raise concerns and feel supported in their safeguarding role.

Staff should be given a mandatory induction (by their own agency), which includes familiarisation with safeguarding adults responsibilities and procedures to be followed, if anyone has any concerns about an adult who has:

- a) needs for care and support (whether or not the authority is meeting any of those needs) and
- b) is experiencing, or is at risk of, abuse or neglect, and
- c) as a result of those needs is unable to protect themselves against the abuse/neglect or the risk of it.

The **Care Act 2014** sets out a clear legal framework for how Safeguarding Adults Boards must:

- lead a multi-agency local adult safeguarding system that seeks to prevent abuse and neglect and respond effectively when it occurs.
- make enquiries, or request others to make them.
- engage with all partner agencies including local authority, NHS and Police.
- ensure accurate guidance and training is accessible to multi-agency practitioners and to promote/support best practice.

In Solihull, this means that each partner agency is responsible for ensuring that staff have the competencies they need to fulfil their role in safeguarding adults with care and support needs and promoting their welfare, and, are confident in their professional role in their workplace setting.

Each partner agency provides agency specific training which meets agency specific agreed competencies. Each partner agency provides the SSAB

quality and audit sub-committee with information on their training attendance and quality assurance systems.

4. The role of the SSAB

It is the responsibility of each partner Agency to ensure that it has a workforce development plan that includes appropriate competencies of staff and volunteers in relation to 'Safeguarding Adults work'. SSAB monitor and evaluate the effectiveness of multi-agency training.

Working Together: A pathway for professional development

The SSAB training programme aims to add value to agency specific in-house training by providing practitioners with essential skills in partnership working to safeguard adults using agreed multi-agency competencies informed by evidence from national and local experience, including Safeguarding Adult Reviews.

These multi-agency competencies do not replace the agency specific competencies that practitioners may need to function effectively in their specific roles. The multi-agency competencies are aimed at enabling all practitioners described to gain and develop multi-agency interactive skills. They seek to add value to the practitioner experience; supporting and valuing their agency specific responsibilities whilst enhancing their understanding of, and effectiveness in, multi-agency working – thus enabling sound decision making about adults with care and support needs in collaboration with partner practitioners.

SSAB provides multi-agency training which places an emphasis on effective multi-agency partnership skills. These are skills that cannot be acquired solely through agency specific training/processes.

This strategy places an emphasis on inter-personal, communication and partnership skills. The practitioner learning experience will therefore help them enhance these skills. Knowledge transfer is important and a variety of methods will be used to ensure this takes place. The agreed skills set links to national and local experience, with particular reference to Safeguarding Adult Reviews.

5. Management

The SSAB training strategy will be managed by the SSAB Development Manager, who will consult with all key agencies on the Board who have designated safeguarding training officers at a twice yearly safeguarding adults steering group.

6. Strategy aims and objectives

Aim

To provide a comprehensive range of training for managers and practitioners that supports the delivery of the SSAB priorities:

- ✓ Service user and carer involvement & engagement
- ✓ Prevention and Early Intervention
- ✓ Making Safeguarding Personal
- ✓ Quality Assurance

To achieve the enhancement of these skills across the safeguarding workforce, SSAB will follow these principles;

- Individual agencies take responsibility to carry out safeguarding training in-house relevant to their safeguarding responsibilities and meeting their agency specific competencies.
- All SSAB members support access to appropriate multi-agency training. This includes the requirement of each member to ensure staff attend training which is relevant to their roles and responsibilities.
- A modular approach is applied, each module providing an explicit block of learning. Practitioners can choose modules to meet their individual professional development requirements, but this must be in conjunction with their organisations needs and working with their line manager.

As a general guide, all those who have regular contact with adults who have care and support needs and are involved in safeguarding enquiries, should receive 7 hours of multi-agency 'training' per year. This can consist of a combination of e-learning, taught sessions, peer group reflection and shadowing and should be agreed within existing supervision and appraisal systems.

7. Resources

The SSAB has a budget which is designated to deliver multi-agency safeguarding training across the partnership. This budget is managed by the SSAB Development Manager, who is accountable to the Board.

The new SSAB website will be used for communications and bulletins but will also be increasingly used for training administration and booking. This will improve efficiency over time.

SSAB provide Train the Trainer' courses and resources to enable organisations to provide awareness training for their staff. Those who have undertaken this training are invited to regular update sessions.

A joint adult/children's learning faculty takes places three times a year to consult with multi-agency practitioners on training needs.

8. Training methodologies

To enhance the skills set required, training style and methodologies will largely comprise of interactive group work with a focus on interpersonal communications skills to address the challenges of multi-agency working.

At times links to pre-learning reading will be sent to delegates who book places on learning events. Some of this will be mandatory before booking a learning event.

9. Learning and Development Plan

The learning and development plan is updated annually to reflect SSAB priorities. This year there will be a particular focus the revised West Midlands Adult Safeguarding policies and procedures, Care Act 2014 and Making Safeguarding Personal.

Level Two courses (core and topic based) are designed to meet the needs of multi-agency practitioners who are regularly involved in safeguarding enquiries.

SSAB core Level Two modules have been revised to promote a person centred approach and these will be;

1. Safeguarding under the Care Act
2. Safeguarding in a multi-agency context
3. Outcome focused practice and positive risk taking
4. Mental Capacity and Best Interest Decision making



Core Modules

Safeguarding Adults under the Care Act

Aim

To provide an overview of the legislative framework for Safeguarding Adults and the opportunity for practitioners to explore how relevant legislation should be applied to their work.

Learning Outcomes

- To understand the implications of the Care Act for safeguarding practice
- The changes for practitioners in working with the revised West Midlands Safeguarding procedures
- Understand how promoting an outcome based approach is integral to the new legislation
- Identify the criminal, health & social care and regulatory legislation in relation to Safeguarding Adults.
- Gain awareness of the law in relation to the Mental Capacity Act and Deprivation of Liberty Safeguards and their links to Safeguarding practice

Safeguarding Adults in a Multi-Agency Context

Aim

To provide an overview of the need to develop best multi-agency practice and to promote a person centred approach to Safeguarding Adults.

Learning Outcomes

- To understand your role/agency's roles in Safeguarding Adults
- Gain knowledge of the main changes for safeguarding adults within the Care Act 2014.
- Understand the key changes in the revised West Midlands Procedures
- Use case studies to embed a person centred approach to your practice.

Outcome based safeguarding and positive risk taking.

Aim

To increase participants knowledge and awareness of outcome based Safeguarding Practice under the Care Act 2014.

Learning Outcomes

- Understand why person centred Safeguarding is integral throughout the new legislation
- Explore the need of positive risk taking throughout Safeguarding practice.

- Describe how mental capacity issues impact throughout Safeguarding practice
- Have a greater understanding of the need to ensure the individual is central to any decision making and that their desired outcomes are paramount.

The Mental Capacity Act and Best Interest Decision Making

Aim

To provide an overview of the Mental Capacity Act, its principles and implications for assessing the Mental Capacity of adults with care and support needs.

Learning Outcomes

- Explore the principles of the Act and the implications of Cheshire West
- The practicalities of assessing capacity and possible implications for adults with care and support needs.
- The implications of the code of practice and its application in Safeguarding practice
- The key aspects of the recent Law Society Guidance
- The implications of recent case law for practitioners and agencies

Level Two topic based courses will include;

- Domestic Abuse
- Modern Slavery
- Self-Neglect
- Financial Abuse
- Deprivation of Liberty Safeguards and Safeguarding
- The revised West Midlands policy and procedures workshops.

Level Three courses are aimed at managers and those with designated safeguarding responsibilities. These will include:

- Achieving best evidence
- Legal Literacy
- Undertaking safeguarding enquiries (for provider managers).

Level Four courses and annual updates are aimed at Strategic leaders across partner agencies.

- Induction for Board Members
- Development Sessions for SSAB
- An annual update for strategic leaders.

For further guidance or information please email ssab@solihull.gov.uk