# Wigan Safeguarding Adult Board Newsletter October 2024

Welcome to the Autumn 2024 addition of the Wigan Safeguarding Adults Board Newsletter . We hope you find this newsletter useful and we welcome any feedback which you can send to us by emailing

wsabtraining@wigan.gov.uk

## WSAB Welcomes Our New Service Manager

Wigan Safeguarding Adult's Board would like to welcome Kieran Davies to the WSAB team as Service Manager.

Kieran has been with Wigan Council for eight years, having joined in 2016 after working for Greater Manchester Police. He began his career at the council as a Key Worker in the Complex Dependency Team, focusing on a keyworker frontline holistic offer to those in need of support. He then transitioned to the Multi-Agency Safeguarding Hub, where he concentrated on issues related to homelessness and repeat service presentations.

In 2017, Kieran advanced to a management role, becoming the Operational Manager for the Independent Domestic Violence Advisor Team. He later assumed the role of Operational Manager for the Wigan Council Multi-Agency Safeguarding team, which eventually evolved into the current Prevention Hub. Since 2019, Kieran has served as the Business Manager for Domestic Abuse, the Prevention Hub, and the newly established Resettlement Team. In this role, Kieran developed a variety of new practices and policies focused on the multi-agency approach, addressing a wide range of issues with safeguarding at its core.

Throughout his various roles, Kieran has consistently collaborated with partners across the borough, particularly in safeguarding. He has also chaired several multi-agency forums and has been the vice-chair of the Wigan Channel Panel. Outside of his professional duties, Kieran is proud to contribute to his community as the deputy chair of governors at a local primary school.

# Learning and Improvement Update

Since the last newsletter WSAB have worked closely with agencies on a number of Brief Learning Reviews (BLR's) and we thought we would share with you some of the findings. Many of the cases we looked at involved the themes of self-neglect, professional curiosity and decision making.

The panel identified lots of good practice and some areas for improvement:

Things we do well

- Well documented joint multi agency visits to home addresses, which included clear recording of any observations in the home, such as potential risks and evidence of self neglect.
- There was clear recording of rationale in cases where practitioners had to override a persons wishes and remove them from the property in order to safeguard them.
- Mental Health Assessment were completed in a timely way and where appropriate led to the Best Interest decisions.

Areas which require a different approach:

- Being more professionally curious about what the root cause of behaviour is. Thinking 'what happened to you?'
- Being more confident in identify an ongoing cycle of self-neglect and how this increases risk.
- Challenging the perception that we should not accept self neglect as a 'lifestyle choice' and understanding the impact this has on how we work with person when they have capacity.
- Seeking guidance from the self-neglect policy/ tool kit. Self neglect guidance (wigansafeguardingadults.org)
- Rethinking how we can let the referrer know when a case has resulted in no further action.
- Improving our multi-agency approach to safeguarding concerns regarding hoarding. We know that having a partnership approach can really improve outcomes for a person.

Top Tips

- Consult the WSAB **Self-Neglect Guidance** – this provides support for practitioners.
- Be **professionally curious** and research systems/ speak to other professionals to establish if there is a pattern of self-neglect.
- Record information in a way which evidences **Defensible Decision Making.**
- Work with multi agencies to reduce/ manage the risk.
- Don't make presumptions that self-neglect is a **"lifestyle" choice** and close a case without having assessed the risk and engaged with the adult in a meaningful way – you will be failing your duty of care.

There is information/ support/ guidance and training available on the WSAB website Policy and Guidance (wigansafeguardingadults.org)

## Compliment to highlight

**Mercedes Nash, Social Worker, Ashton Locality**. Well done, Mercedes, amazing work!

***Compliment Received:*** *I felt the need to write this email to highly compliment one of your team, Mercedes Nash. I have been a registered manager in the Wigan area for over 37 years (dinosaur). In this time, I am sure you can imagine I have seen drastic changes in the Health & Social Care industry. Recently we admitted a complex lady, with several environmental issues and care breakdown due to her main carer's cancer diagnosis.*

*I can relay that this family were desperate for some intervention and assistance, and it had got to crisis point in my opinion. We decided to help this lady and tapped into all services prior to admission and was met with quite a lot of resistance and no real aid which was frustrating to say the least. I can relay that since Mercedes got involved with this lady's current care needs, this lady's family and I have been impressed by her approach, and her willingness to joint work with ourselves and hopefully obtain an amicable solution and outcome for us all. I would be grateful if you would please pass on my comments to Mercedes as I feel she deserves the recognition for the effort she has put into this lady's case.*

Please remember to log all your compliments to a service user on mosaic. If the compliment isn't connected to a service user, please email them directly to the Customer Relation Team: CustomerRelations-Adults@wigan.gov.uk we want to share and celebrate the work you do on a daily basis.

## Mandatory Training

WSAB are reaching out to our safeguarding leads to understand their training needs and what mandatory training looks like across the partnership. We have recently produced our Training Competency Framework which has been developed to help you identify the skills, knowledge and competency needed in various roles. This framework will help staff to identify which training is relevant to their role.

If you haven't already received this you can find it here and we would happy to discuss any questions you have regarding the recommendations made. We are requesting that all our partners complete the Agency Return Form which you can find at the back of this document, with information regarding your mandatory training and which staff are required to attend. We are requesting that you return this to us by the 21st October and email it to k.warwick@wigan.gov.uk.

## A few pictures from our latest's What'sUp Champion Network Meeting

## Looking ahead to Safeguarding Adult's Week 2024

This year's Safeguarding Adult's week 2024 runs from Monday 18th November to Friday 22nd November.

It is a time for organisations to come together to raise awareness of important safeguarding issues and this year's core theme is **'Working in Partnership.'**

Each day will focus on a different theme.

**Monday**: Look, Listen, Ask—Developing Professional Curiosity.

**Tuesday**: Working in partnership—How to work effectively with the people you support.

**Wednesday**: Establishing Professional Boundaries.

**Thursday:** Recognising Exploitation—The Ladder of Criminality.

**Friday**: Professional and Organisational Learning.

We would love to know what you are doing in your organisation to promote Safeguarding Adult's Week.

You can let us know by emailing wsabtraining@wigan.gov.uk

Look out for WSABs Safeguarding Adult's Week agenda coming soon.

## A Personal Reflection on the August Riots

A piece by:

Sumayya Hanson, Service Manager, Safeguarding Operations, Deprivation of Liberty Safeguards (DoLS) & Deputy Principle Social Worker.

'Like all of you, I have been seeing images in the media about the spate of racist and Islamophobic riots around the UK recently, in addition to numerous individual attacks targeting victims due to their race or religion. This has been frightening for me as a Muslim woman and it's sad to see that there is so much hatred out there. Some years ago, I was physically assaulted because someone didn't like that I was wearing a hijab (a piece of fabric some women choose to wear over their heads). As if being assaulted wasn't bad enough, it was in front of my children. I know very well that racism and a hatred of people based on their religion is real and it's dangerous. No doubt others reading this will have had their own experiences too.

The Police response to the riots has been great, and they've been true heroes in their efforts of literally standing between the homes of asylum seekers and rioters trying to cause harm. There have been brave voluntary sector colleagues and other workers continuing to support those being targeted by the rioters and they have my full admiration. Large groups of people also took to the streets to spread the message that racists aren't welcome. In some places these groups far outnumbered the racist protesters.

The recent incidents have highlighted that we, like many other parts of the UK have got some work to do in relation to community cohesion. Although the Police response was welcomed in keeping people safe in my view, education is going to be a crucial part of how we work towards preventing incidents like this in the future. I'm also keen for us to ensure that all parts of our communities are listened to, as only then can we know how to support everyone to live respectfully in our shared communities. Afterall, we need immigration, especially in the care sector where around 1 in 5 workers originate from overseas. '

## WSAB Team Visits

WSAB are really keen to get out and about and meet with different teams across the partnership. We can let you know about the work of the board and answer any questions that you have. If you would like us to come and say hello please get in touch, we would love the opportunity to collaborate further with our partners and build those valuable relationships. You can email us at wsabtraining@wigan.gov.uk