Wigan Safeguarding Adult's Board Newsletter July 2023

DIAS Trauma Training

DIAS have an exclusive and innovative training course on offer with only **limited availability**. Wigan Borough Domestic Abuse Service have secured grant funding provided by Greater Manchester Centre for Voluntary Organisations (GMCVO) as part of their initiative “Developing Trauma Responsive Communities." GMCVO selected projects which the panel felt would increase the understanding of trauma and how we can listen to those with ‘lived experiences’ to better understand the impact of their trauma on the health, well-being and support needs of people affected.

‘Keeping Trauma in Mind’ is a well-established, evidence-based Solihull Approach Foundation Course. This package will help staff working with victims and survivors of domestic abuse to have a clearer understanding of how trauma can affect their clients and service users. It will help the practitioners work in a more effective and empathetic way.

Learning outcomes:

Making links between domestic abuse, trauma and mental health by learning about:

Brain development

The stress response

Trauma and neurology

Adverse childhood experiences (ACEs)

The impact of trauma on health and well-being

Recovery from trauma

Understanding how to support service users who have experienced domestic abuse trauma in their lives.

What is the training like?

An interactive mixture of theory, video clips, activities and discussion.

A resource booklet will be provided to all attendees. To register your interest in this training please visit: Keeping Trauma in Mind Tickets, Tue 12 Sep 2023 at 09:15 | Eventbrite

Please note that the tickets for this training event do not go on sale until 7th August 2023. But you can click on 'remind me' to get notified of the release.

To find out what other training opportunities are available please visit: Wigan borough domestic abuse service Events | Eventbrite

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Spotlight on a Professional

Paul Whitemoss - Service Manager, Wigan Safeguarding Adult's Board Business Unit (WSAB)

Paul has worked for Wigan Council for 24 years, starting his career working on the crime and disorder agenda for Wigan's Community Safety Partnership. He became Service Manager for Safeguarding Adults and for the WSAB in 2017 and has managed the Business Unit which supports the Board to deliver its statutory function under the Care Act 2014. The Business Unit support the board in:

- Undertaking case reviews and ensuring the learning is embedded and effective at supporting people at risk of abuse and neglect.

- Organising and delivering an annual programme of workforce development and training.

- Supporting the delivery groups of the WSAB in developing and implementing thematic plans.

- Undertaking quality assurance activity with the partnership to ensure processes and practice is effective in safeguarding adults.

Email: *wsab@wigan.gov.uk*

Our Town Directory

The Our Town Directory is a new resource which aims to compile information about a whole host of services, community groups, assets and events which will benefit the health and well-being of Wigan Borough residents. It has been created both to aid professionals with service signposting and for local residents to use independently. It includes links migrated from the Family Information Directory and we're currently calling out to internal services and partners to submit additional information to make the directory as comprehensive as it can be.

To access the directory visit: Our Town Directory

If you're a service who would like your information uploading onto the directory you can set up a service provider account here: Our Town Directory | Create account

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Spotlight on a Team

Transfer of Care Hub (TOCH)

TOCH formally known as the Better at Home Team is an integrative team with representatives from adult social care, health, housing, 3rd Sector and private organisations supporting timely discharges from the Acute Trust. Once a referral is received, the team work together to identify the correct discharge destination, considering intermediate care facilities and reablement where therapy goals are identified; D2A beds when a further period of assessment has been identified and support for the individual to return home.

The team is working closely with the Acute Trust with a home first approach with workers attending the Trust to complete assessments. Cherish Care Agency are supporting the team by providing rapid response hours where providers may have difficulty resuming a package. They also provide a 72 hour TOCH assessment when it is not clear what support an individual needs to facilitate discharge assessing in the client's home, to support safe and timely discharges.

Moving forward, the team will be following clients into the community for 6 weeks post-discharge for long term assessments and support planning.

Wigan Safeguarding Adult's Board

Learning from Safeguarding Adult Reviews (SARs)

In this newsletter we have picked two SAR outcomes to reflect on.

Theme 1: Information Sharing

Outcome: All practitioners are confident in the appropriate sharing of information in safeguarding an individual.

Case context

The independent reviewers report highlighted:

The introduction of General Data Protection Regulations (GDPR) and the training given appears to have impacted adversely and confused practitioners about their duty to share information for safeguarding purposes.

Action: WSAB to provide professionals with clear guidance regarding information sharing where there are safeguarding concerns.

What professionals can do:

Make yourselves familiar with and read the Safeguarding Adult's Sharing Information page on the SCIE website. In particular the seven golden rules. Access the web page here

Theme 2: Unpaid / Informal Carers

Outcome: Carers assessments are routinely promoted as a positive and supportive tool.

Case Context: Case reviews found that carers often didn't recognise or understand their roles of informal carers and saw the offer of a carers assessment as a negative, or judgement of the support they provide.

Actions:

Changes to the language on the website and within the assessment to be more positive to reflect the supportive offer.

Wigan Council website update to make carers information more accessible.

GMMH have a refreshed carers strategy and training programme that includes lived experiences.

Performance metrics to monitor the uptake of carer assessments and other quality assurance activities.

What Professionals can do:

Ensure a carers assessment is re-offered to carers at review of care plans with service users (if carers did not previously accept).

Ensure the carer is recorded properly on Mosaic.

Wigan and Leigh Carers Centre 👩🤝👦

I'm a professional working with carers...

The definition of a carer

A 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 their support. Becoming a carer can be a gradual process with some people not recognising the changing nature of their relationship with the person they support. Carers may prefer to continue identifying primarily as a husband, wife, partner, sibling, parent, child, or friend, rather than as a Carer and that's okay. While being a carer doesn't define you, it may mean you have some important legal rights such as the right to some types of financial support, practical help, assistance technology and rights in the workplace. You don't need to be alone in supporting someone to be defined as a carer, there can be several people who provide care as part of a family or support network team. At times, a carer might not even be recognised by the one who they are providing care to. This is sometimes due to illness and can be difficult to come to terms with.

Each caring role is unique and include a range of tasks and responsibilities.

Carers often become engulfed by competing demands, including work and family, and as a result may overlook their own needs. Raising awareness of carers may enable more people to seek support and help at an early stage and therefore delay when caring situations breakdown due to crisis.

Are you a professional who has contact with carers?

If you've identified a carer, please use the information below to signpost or refer them to Wigan and Leigh Carers Centre. Refer a carer online (permission must be sourced from the carer).

Click here to: Refer a carer

Contact Number: 01942 697885 (Monday to Friday, 9.00 am - 4.30 pm)

Website: WLCC

Carers can also self-refer online.

Referral for our Carer Assessment Service

The Care Act 2014 gave all carers a legal right to a Carer's Assessment. A Carer's Assessment is for adult carers of adults (over 18 years) who are disabled, ill or elderly. A statutory Carer's Assessment is an assessment on behalf of Wigan Council and is an opportunity for carers to discuss their caring role and look at things which would help them in that role. A referral for a Carers Assessment can be completed under 'refer a carer'. More information can be found on our website.

To view WSABs current learning opportunities please visit our training brochure here