

FREE

An evening with us

London Ambulance Service

Safeguarding Event

Protecting the vulnerable



London Ambulance Service

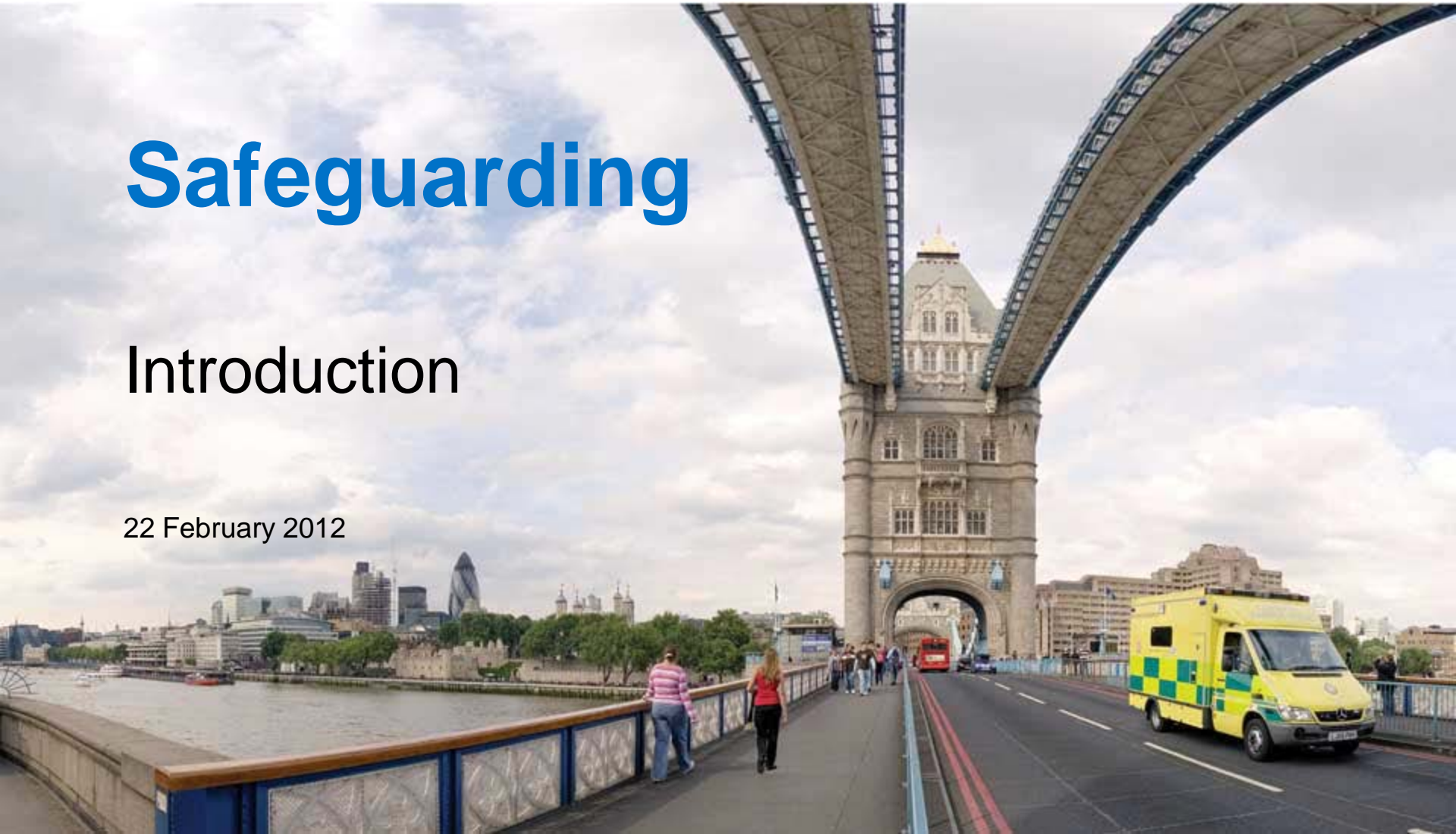


NHS Trust

Safeguarding

Introduction

22 February 2012



Alternatively

Protecting the
vulnerable



Programme

- Introduction
- Safeguarding Adults
- Safeguarding Children
- Learning Disabilities
- Mental Health
- Prevent



Accountability

National Scrutiny

CQC

Ofsted

Regional Scrutiny

NHS London

Local Scrutiny

London Safeguarding
Children Boards, London
Safeguarding Adults
Boards



Statutory requirements

- CRB checks
- Up to date policy
- Process for audit
- Training
- Understand principles
- Named professionals
- Collaboration



Essential requirements

1. Complaints processes
2. Whistle-blowing
3. Supervision
4. Named senior officer with responsibility in respect of allegations against staff
5. Written procedures for handling allegations against staff and volunteers.



Additional requirements

1. Culture of listening
2. Written safety policies
3. Safeguarding is incorporated into service development and delivery
4. Leadership demonstrated by regular attendance at LSCB meetings
5. Participation in Serious Case Reviews
6. All staff understand the principles



How do we do it?

32 boroughs



How do we do it?

Executive
Lead



Named
Professionals



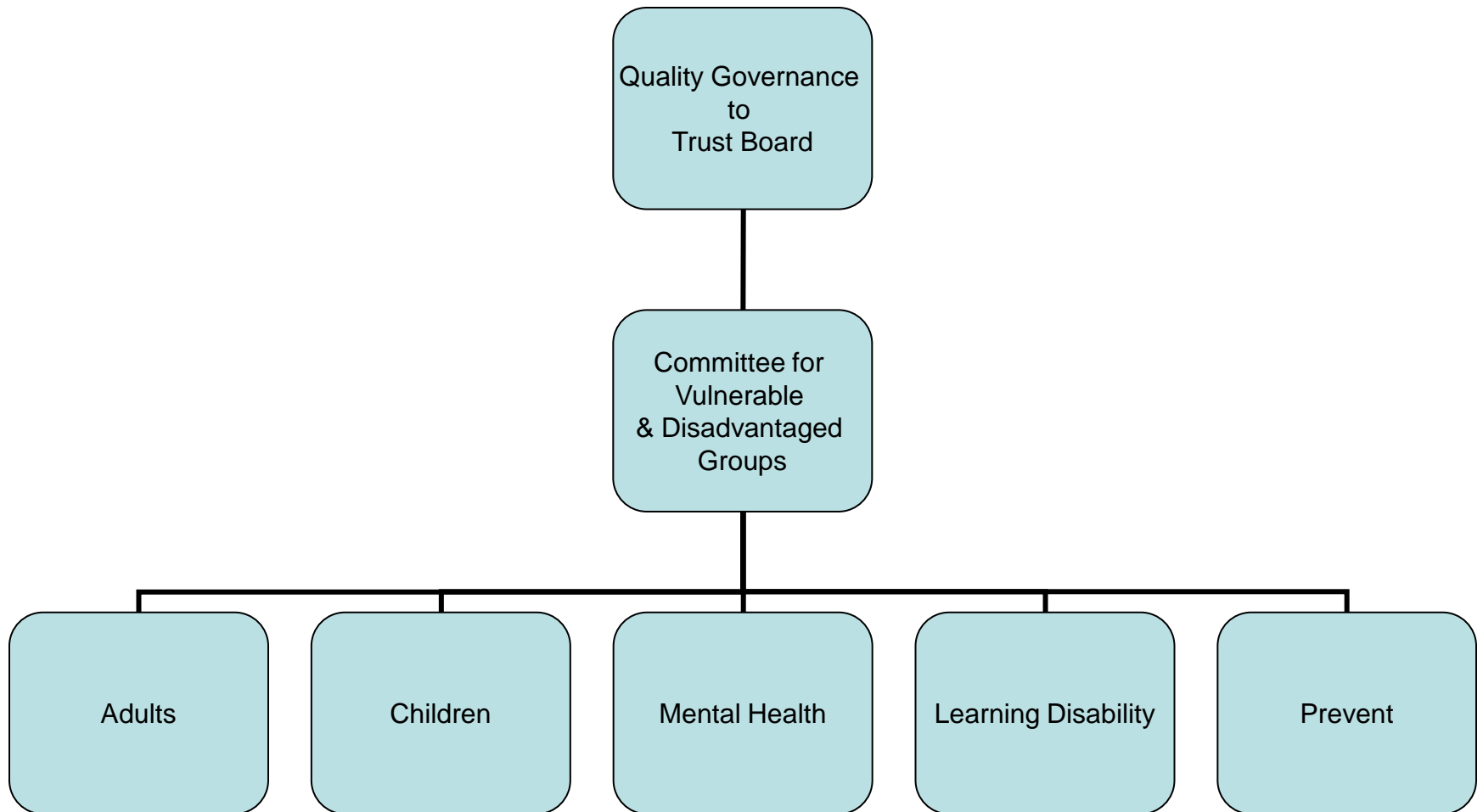
Supporting
Staff



Local Staff



How do we do it?





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Safeguarding

Safeguarding Adults

22 February 2012



Definitions

“A person who is 18 years of age or over, and who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation”

No Secrets (2002)



Definitions

- Physical abuse
- Psychological abuse
- Sexual abuse
- Financial abuse
- Discriminatory abuse
- Neglect
- Institutional abuse
- Domestic abuse



No Secrets (2002)



Case Study

- Paul
- Sally



Adults action plan

Not recognising safeguarding and not making a referral
Service Strategy
Procurement

Learning from Incidents
Learning from Serious Case Reviews
Learning from complaints
Learning from reports & publications





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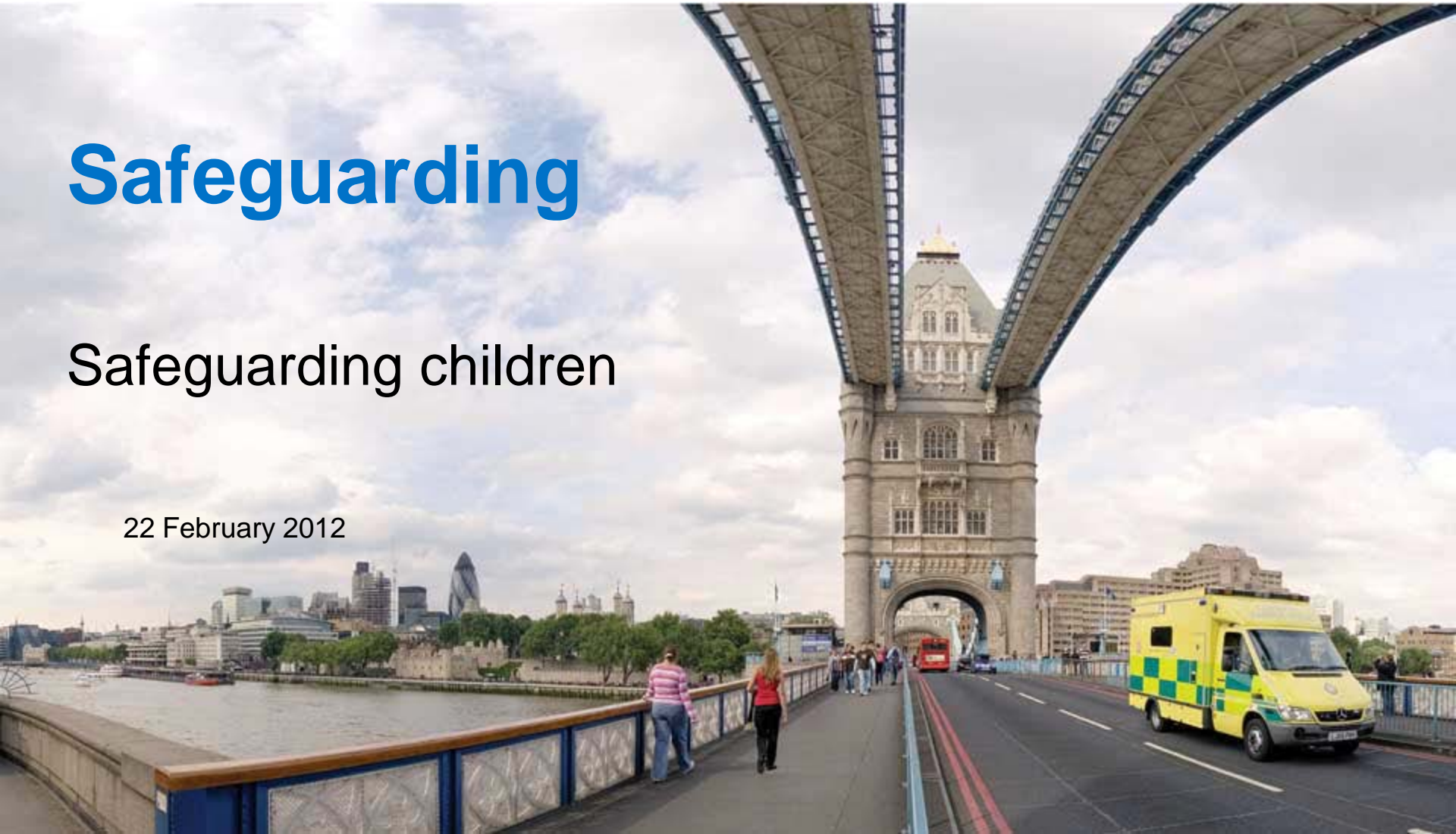


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Safeguarding

Safeguarding children

22 February 2012



First Things First

'Safeguarding is everyone's responsibility'

- The Children Act (1989) and (2004)
- Working Together to Safeguard Children (2010)
- United Nations Convention on the Rights of the Child



Local details

- Approx 1.5 million calls per year
- Up to 1/5th are under 18 years of age
- Some may not even be our 'patient'
- Professional duty to safeguard each of these children – enshrined in primary legislation (Working Together)



Reasons for calls

- Minor and major injury
- Mild and serious illness
- Victims of violent assault or murder
- Occasionally the death of a child
- Neglect/Abuse



Categories of abuse

- Physical
- Emotional
- Sexual
- Neglect
- Domestic violence



Reporting mechanisms

- Crew identify potential abuse
- Consider involving the police
- Consent gained if practicable
 - Work with non abusive parent
 - Child's need are the priority
- Complete a referral form within the job cycle time



Case study

Bushra



Case study

	Amb	A&E	PCT	Police	Welfare	Acute	Schools	NHS all
19-Jan	✓	✓						
22-Feb-01			✓					
18-Aug-01				✓				
02-May-03					✓			
14-May-03						✓		
26-Jun-03						✓		
26-Sep-03			✓					
14-Jul-04							✓	
31-Aug-04				✓				
01-Sep-04				✓				
26-Jun-05				✓				
15-Dec-05					✓			
01-Mar-06								✓
03-Mar-06	✓	✓						
07-Mar-06	✓			✓				
09-Mar-06			✓					
Jan-07							✓	
Jan-Dec 2007							✓	
Jan-08					✓			
Feb-08	✓							✓

Issues

Not seeing the bigger picture

Not seeing the whole information available

Not sharing enough information



Action plan

- Not recognising the need and not making a referral
- Having a named professional in place
- Partnership working
- Education & training
- Supervision
- Clinical governance & risk management
- Employment practice
- Procedures & guidance
- Annual Report
- Audit
- External contracts



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Safeguarding

People with learning disabilities

22 February 2012



Definition

- A significantly reduced ability to understand new or complex information, or learn new skills
- A reduced ability to cope independently
- Which started before adulthood, with a lasting effect on development.

(Department of Health)



Issues

- Health: e.g. epilepsy, mental health problems, some cancers, cardiovascular and respiratory disease, and stomach disorders
- Access: communication difficulties, problems with understanding what is happening and why



Learning Disability Group

- Links corporate objectives and external requirements to improvements in care for people with learning disabilities
- Development and monitoring of a learning disability action plan



Action Plan workstreams

- Improve access to information about the Service
 - Produce a DVD about our role
 - Review and improve the external website
 - Health 'prompt' booklet



- Working for us
- Career opportunities
- Current vacancies
- Paramedic Science degrees
- Volunteering with us
- From our staffs perspective
- Equality and inclusion in the workplace
- Staff diversity forums
- Employers forums
- Our equality and inclusion strategy and reports
- Equality analysis
- EasyRead documents
- Engagement on the Equality Delivery System ratings and objectives
- Becoming a supplier

EasyRead documents

Our plans for making things better and including everyone

We have an EasyRead version of our Equality and Inclusion Strategy 2010-13.

It includes:

- A message from the Chief Executive, Peter Bradley, and the Chairman Richard Hunt
- About us
- What we believe in
- Our plans for making things fairer and including everyone
- Making changes
- Our future plans

Click below to view the document.

- [Our plans for making things better and including everyone \(PDF, 1.7KB\)](#)

Where to get help if you are hurt or feeling ill

This document can be used as a prompt card.

It helps show people where to get help if they are hurt or feeling unwell.

- [Health prompt card - where to get help if you are feeling ill \(PDF, 465KB\)](#)

If you require any of these documents in an alternative format, or a different language



Contact Us

For more details about this section of our site, please use the email link below.

[Email us](#)



London Ambulance Service **NHS**
NHS Trust

Where to get help if you are hurt or feeling ill



It is important to get help and advice if you are hurt or feeling ill.



You could talk to your local doctor or go to hospital.



This leaflet also tells you about other places you could go.



Remember to tell someone that you are ill or hurt so they can help you decide what to do.

Action Plan workstreams

- Improve staff education and aids to communication
 - Pocket communication guide for staff
 - Two-hour training package for ambulance staff (developed with Mencap)
 - People with learning disabilities saying how they wish to be treated
 - Examples of good and bad patient assessment
 - Plans to develop an e-learning module



Pre Hospital Communication Guide

Helping you communicate with people
with a range of different needs



Pain



Headache



Neck pain



Back pain



Sore throat



Chest pains



Tummy ache



Leg pains



Arm pain

Pain



Action Plan workstreams

- Improve the data we capture about disabled people accessing our services
- Improve partnership working and engage with learning disabled groups
 - 23 events or activities involving people with learning disabilities in 2011
 - Community Involvement Officers have local links
 - Local groups involved in developing our materials



The Big Do, Hackney



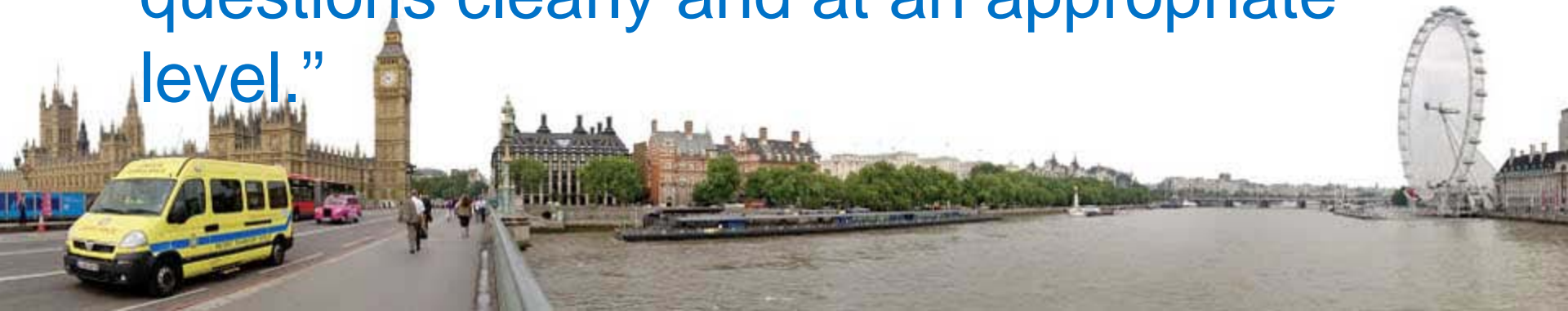
Mencap, Bexley



Feedback from events

“Our group of students with special educational needs were fully engaged and responded enthusiastically with many pertinent questions.

The many props and visual aids greatly enhanced the students' accessibility to the topic. Alex was able to answer all their questions clearly and at an appropriate level.”



Action Plan workstreams

- Meet external (CQC) requirements
 - Respecting and involving people who use services
 - Consent to care and treatment
 - Care and welfare of those who use services
 - Co-operating with other providers
 - Safeguarding people from abuse
 - Assessing and monitoring the quality of service provision





We have finished our DVD with the London Ambulance Service and it is now being used in training for all paramedics



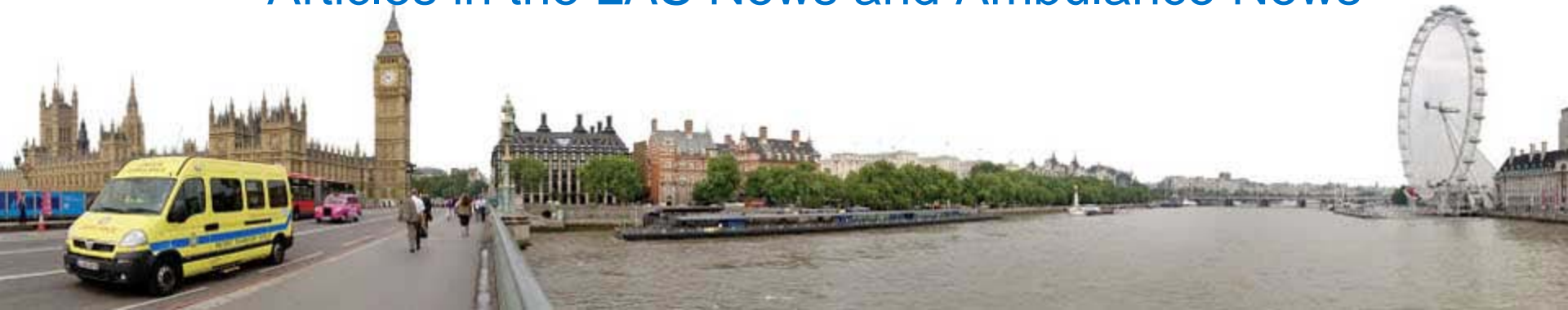
We had a meeting with trainers from the London Ambulance Service and they said our DVD was very good



We are now filming another DVD with the London Ambulance Service so everyone can see what happens when you dial 999 and ask for an ambulance

Action Plan workstreams

- Choice of hospital (one where the patient is known)
 - Included in staff training
 - Feedback from MENCAP says it is happening
- To identify and publicise success stories
 - News Release about The Big Do
 - Clinical Update for staff
 - Articles in the LAS News and Ambulance News





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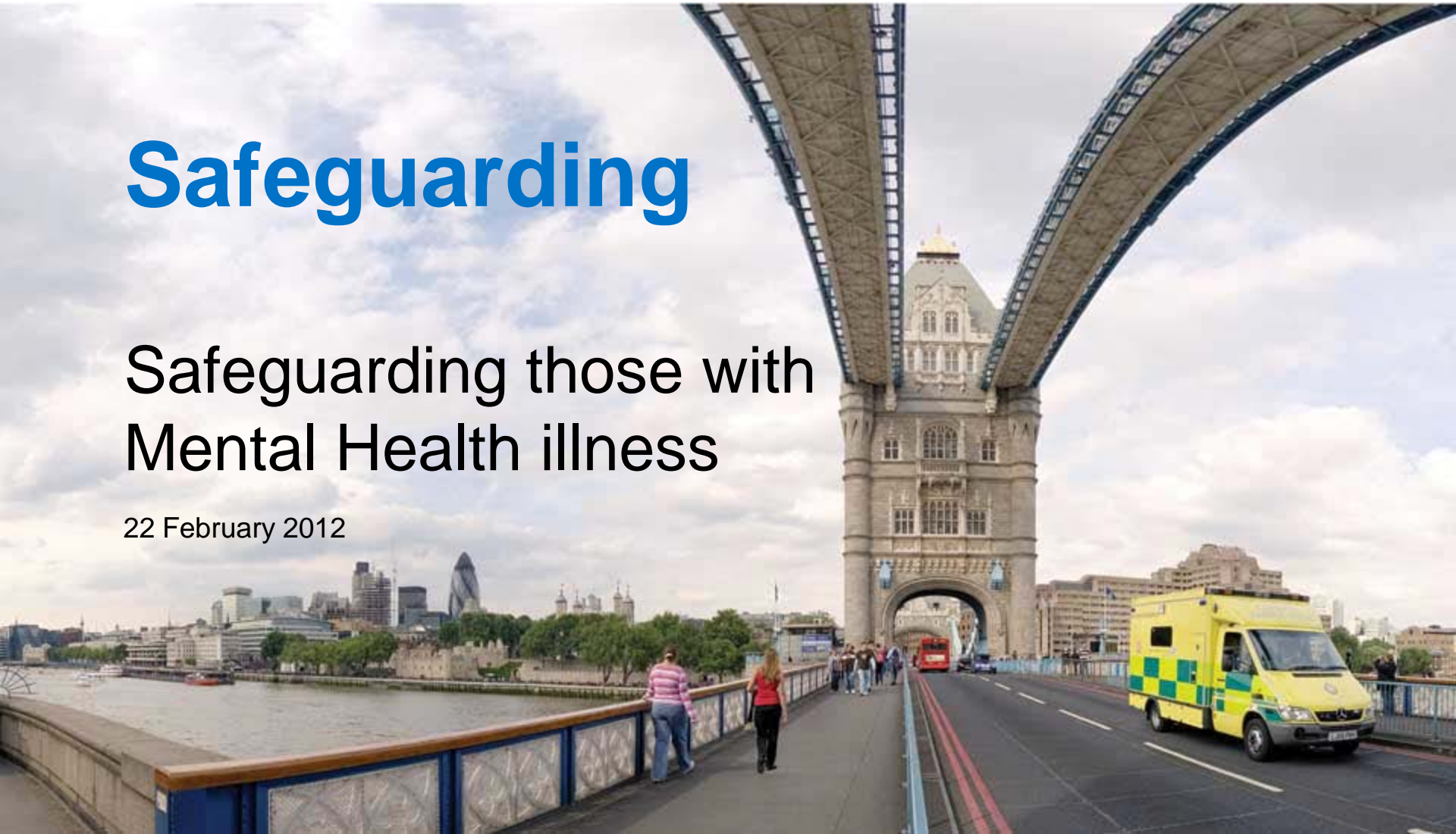


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Safeguarding

Safeguarding those with Mental Health illness

22 February 2012



Additional factors

- Capacity



Case study

Brian & Sara



Issues

- Cultural differences
- Belief & value differences
- Capacity
- Trying to manage the risk



Specific issues

- Referring but not checking action
- Frequent callers
- Capacity
- Information sharing



Mental Health action plan

- Improving the recognition of mental illness
- Participation in whole system transformation
- Improved advice and support for clinical staff
- Improving the clinical intervention
- Improving clinical governance and safeguarding
- Improving the care of patients with dementia
- Mental Health promotion
- Alcohol related harm
- Conveyance
- Section 136
- Improving the experience through feedback



Safeguarding

Prevent

22 February 2012





Page last updated at 07:16 GMT, Friday, 23 May 2008 08:16 UK

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Blast suspect was 'radicalised'

A man arrested after an explosion at an Exeter restaurant has "a history of mental illness" and was a recent convert to Islam, police have said.

Nicky Reilly, 22, from Plymouth, suffered serious facial injuries when a device detonated at the Princesshay shopping centre in the city.



Nicky Reilly was arrested and taken to hospital

He is now in police custody in hospital and officers have also searched an address linked to him in Plymouth.

A senior police officer said Mr Reilly had been "preyed on and radicalised".



BBC Devon

Sport, travel, weather, things to do, features and much more

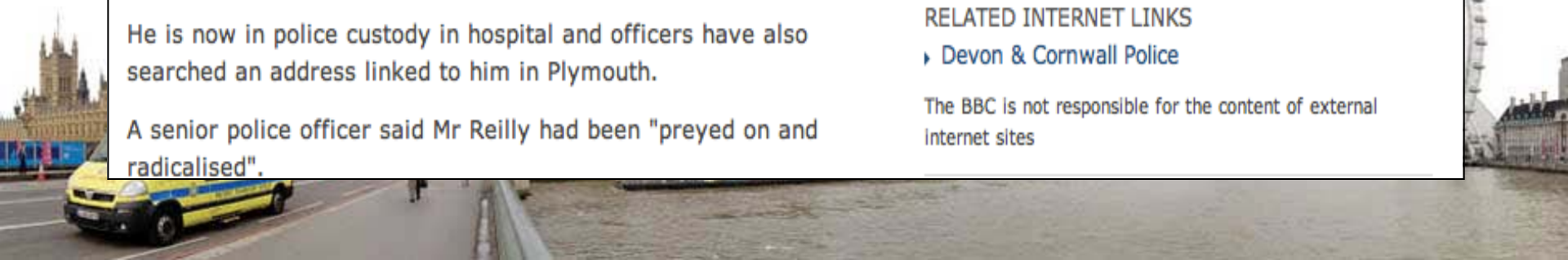
SEE ALSO

- ▶ [Man held after city centre blast](#)
22 May 08 | Devon

RELATED INTERNET LINKS

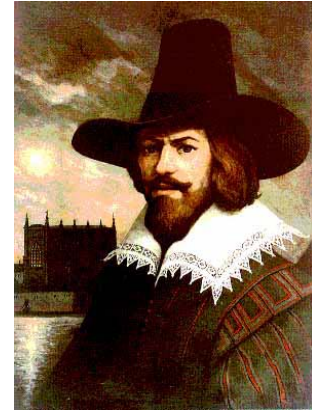
- ▶ [Devon & Cornwall Police](#)

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What is Terrorism?

- The systematic use of coercive intimidation, usually to political ends
- It is used to create and exploit a climate of fear in a wider community than the immediate targets of any violence



Terrorism – a thriving industry?

	2009	2010
Worldwide Attacks	<ul style="list-style-type: none"> • Dead 15,311 • Wounded 32,660 • Hostages 10,749 • Total Victims 58,720 	<ul style="list-style-type: none"> • Dead 13,190 • Wounded 30,684 • Hostages 6,047 • Total Victims 49,921
UK Attacks	<ul style="list-style-type: none"> • Dead 3 • Wounded 13 • Hostages 0 • Total victims 16 	<ul style="list-style-type: none"> • Dead 1 • Wounded 15 • Hostages 3 • Total Victims 19



So what can be done?



CONTEST

- Is the UK's counter-terrorism strategy that aims to reduce the risks we face from terrorism so that people can go about their lives freely and with confidence
- There are four key principles to the strategy, each with a specific objective: Pursue, Prevent, Protect, Prepare



Principles of CONTEST

- **Pursue** – to stop terrorist attacks
- **Prevent** – to stop people becoming terrorists or supporting terrorism
- **Protect** – strengthen our protection
- **Prepare** – to mitigate the impact



Prevent

- Is about working with vulnerable adults in the pre criminal space
- Works closely with all of the agencies involved to ensure the best outcome for vulnerable adults
- The NHS as a whole is an integral part of the framework



What is done with the information?

- Social services
- CHANNEL
- Anti Terrorism Hotline



Questions

