



## Welcome to the Eighth edition of the County Durham Safeguarding Adults Inter-Agency Partnership Board's Newsletter.

The local safeguarding adults board is a multi-agency statutory partnership with responsibility for monitoring the effectiveness of the arrangements to safeguard adults at risk of abuse. Click on our logo above for more info.

## Safeguarding is everyone's business: safeguarding during Covid-19

The Coronavirus Act 2020 Annex D: Safeguarding Guidance was published on 1 April 2020, and says:

- Safeguarding adults remains a statutory duty of Local Authorities to keep everyone safe from abuse or neglect;
- The Coronavirus Act 2020 does not change safeguarding under the Care Act, especially Section 42;
- It is vital that there is the same level of safeguarding;

*"Local Authorities, social care providers, the health, voluntary sector and our communities must continue work to prevent and reduce the risk of harm to people with care and support needs, including those affected by Covid-19"*

**View Coronavirus  
Act 2020 Annex D:  
Safeguarding  
Guidance**

All SAB partners are working together to ensure that safeguarding services in County Durham for those most at risk are affected as little as possible. As lead agency for safeguarding, Durham County Council continues to prioritise the prevention and protection of adults.

Information about how services and events are affected is available on the Durham County Council website

## Covid-19 and safeguarding concerns

If you think an adult is at risk of abuse, neglect, or self-neglect, these usual processes continue to apply.

① **If the person is in immediate danger call 999 straight away.**

To report abuse or neglect you can:

- Call Social Care Direct 24 hours a day on 03000 26 79 79. A trained officer will listen carefully to your concerns, give advice and take a referral if necessary, even if you want to remain anonymous.
- If you have concerns that someone is a victim of modern slavery or human trafficking, contact the police on 101.
- If you are a patient or visitor to a hospital or other health facility, you should immediately report your concerns to a member of staff.

## Harbour Support Services



Harbour Support Services is continuing to support those affected by **Domestic abuse**. Services are still open and able to support people in refuges, and through telephone and live chat support sessions. Harbour can be contacted on 03000 20 25 25 or by email [clientservice@myharbour.org.uk](mailto:clientservice@myharbour.org.uk)

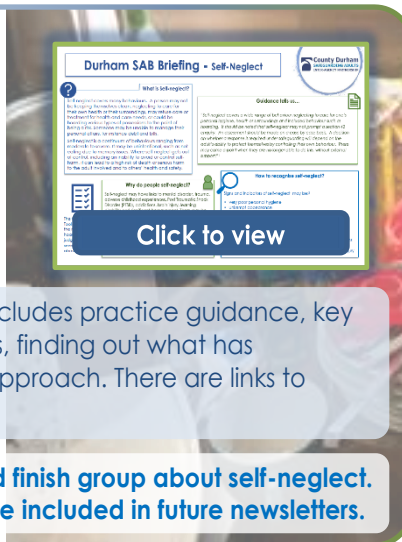
**Click here to access support from  
gov.uk for victims of Domestic abuse**

## Self-Neglect Briefing

"When working with people who self-neglect, multi-agency working is essential. It provides an opportunity for increased collaboration; shared decision making and provides potential for a more creative approach to engaging with the person".

The new Durham SAB briefing about self-neglect includes practice guidance, key messages including the importance of relationships, finding out what has happened to the person and using a think family approach. There are links to resources to support your practice.

**Durham SAB is convening a multi-agency task and finish group about self-neglect. Keep an eye out for more information which will be included in future newsletters.**



## Useful links

Easy Read Posters

keep<sup>safe</sup> has produced a series of easy read posters about Covid-19, for the latest advice about the easing of lockdown, click the link below

[See website](#)

**British Sign Language support**

Women's Aid Covid-19 support in BSL and other languages

See **women's aid** website until women & children are safe

## Manager and Care Worker Sentenced



Danielle Poulter (pictured left) was given a 28-month prison sentence for theft of residents' cash while employed as a care worker.

**The thefts amounted to £35,900.**

[Read the full article](#)

In another case Michelle Young, a Manager at Lambton Grange Care Home in Chester-le-Street was found guilty of stealing over £2,000 from adults in her care. **She was sentenced to 10 months imprisonment, suspended for 12 months.**

[Read the full article](#)

## Public Survey

Help us to gauge how far reaching the message on safeguarding is

WE WANT YOUR FEEDBACK

Please click on the link below to access the survey

[Open survey](#)

## Are you #ScamAware?

Trading Standards are encouraging everyone to become a Friend Against Scams to take a stand against scams!

Consumers lose £5 – £10 Billion each year to scams. Friends Against Scams aims to educate the public and professionals about what scams are out there, how to spot the signs that someone may be being targeted and how to report scams. By increasing awareness of different types of scams and the methods used by scammers, it is hoped that less people will fall victim to scams.

[Click here to access online learning](#)



Unfortunately, it is often the most vulnerable members of society who are targeted by scammers. If you work with vulnerable adults, by learning more about scams and reporting methods, you could have a real impact on the amount of people who fall victim to scams every single day.



## Covid-19 fraud and scams

Nationally increases in frauds and scams being aimed at older and vulnerable people have been reported, with fraudsters pretending to be officials offering Covid-19 tests to gain entry into people's houses.

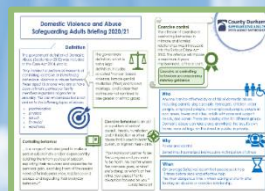
[View article](#)



## New SAB briefing: Domestic abuse and safeguarding adults

Domestic violence and abuse is carried out by partners, ex-partners, and family members, and is a type of abuse recognised in the Care and Support Statutory Guidance.

A SAB briefing has been developed to share guidance and messages.  
[View article](#)



## Scams Awareness Fortnight 2020

citizens advice

15-28 June

For information and resources see the website for details

[Visit website](#)





# Recognising and responding to domestic violence and abuse

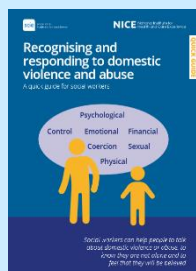
## A quick guide for social workers



social care  
institute for excellence

Published by SCIE in January, this quick guide summarises NICE guidance.

[Visit website](#)



# Free safeguarding app



You can download the NHS England app which is suitable for all from your phone's app store, or by visiting the website

[Find out more](#)



# Training update for Covid-19

*"Employers must ensure that staff, including volunteers, are trained in recognising the signs and symptoms of abuse or neglect, how to respond, and where to go for advice and assistance".*

Due to the Covid-19 pandemic County Durham SAB has temporarily suspended all face to face training. As courses are cancelled, we will notify you if you had booked a place. Organisations can comply with the Safeguarding Guidance by using our updated SAB Level 1 Raising a Concern workbook and assessment, which can be completed electronically as an interactive PDF. An online offer is being developed.

[Click here to access the gov.uk Coronavirus Act 2020 Annex D: Safeguarding Guidance](#)

[Click here to access Safeguarding Adults training](#)

# County Durham SAB reflection

As we've come to the end of the financial year 2019-2020 it's a good moment to reflect upon the achievements of the previous year and ahead of our new 2019-2020 annual report. A key message of partnership working is to ensure that **safeguarding is everyone's business**.

The LSAB agreed a 3-year plan for 2018-2021 which includes four priorities and streamlined working groups of the LSAB across four key themes:

- Prevention and Early Implementation
- User/Carer Voice and Awareness Raising
- Performance, Quality and Governance
- Safeguarding Adult Reviews Learning and Training.

The LSAB had continued its focus on the service user voice to inform good practice and a deeper understanding of abuse and neglect. A service user shared his experience of abuse and how he was able to move on as a written story. The Service User Story was published as a booklet with an accompanying animated video to support adults at risk to help them understand what abuse is and how to report it.

Durham County Council (DCC) are the responsible body to carry out enquiries in response to a report that an adult may be experiencing abuse or neglect. In the year 2018-2019, 3,235 Section 42 enquiries were undertaken and in 85.6 per cent of those enquiries the risk was removed or reduced. Desired outcomes of adults involved in safeguarding enquiries is of key importance, for those enquiries 95.4 per cent their desired outcomes were fully or partially achieved.

# Recent scam activity



Please be aware of two current scams in relation to the NHS 'Test and Trace'.

One scam involves contacting people to advise that they have been in close contact with someone who has tested positive for COVID-19. The scammer asks the person for bank card details to pay for a COVID-19 test. **NHS tests are a free service** and no one will be requested to pay.

The second is a text message scam which advises people of intended COVID-19 Test and Trace home visits. Please be aware these text messages include **unsafe hyperlinks**.

The COVID Home Testing team will visit you at home on Friday 19.6.20. We will telephone on arrival, please unlock your door and then move to another room AWAY from the front door. Do not come out to meet us. All other household members and pets must stay in a different room to you. [pds.medical@nhs.net](mailto:pds.medical@nhs.net)

We will enter your property and we will remain inside the front door to put on our protective clothing. You must wait in a separate room until we come to you.

Results will be telephoned through to you within 24-72 hours



This has been reported as a national issue and the National Crime Agency are involved.

**Please support our NHS by sharing to raise awareness of these scams.**