

Wiltshire Council

Health and Wellbeing Board

30th January 2020

Subject: Adult Multi-Agency Safeguarding Hub (MASH)

Executive Summary

To consider the impact of the Adult MASH since its inception and the next steps for its development.

The Adult MASH came together in May 2018, with a formal launch in June 2019. Previous to the Adult MASH, adult safeguarding work was completed by various teams and Managers across adult social care, causing concerns about consistency in decision-making; timelines of decision-making; consistency in working with partners; lack of confidence in data and quality assurance work.

It was agreed to bring adult safeguarding work, particularly the triage of concerns and the management of enquiries, under one multi-agency team.

This paper describes its activities and achievements in the first 18 months, and what the next steps are.

Proposal(s)

It is recommended that the Board notes the report

Reason for Proposal

To update the Board as to the activities of the Adult MASH over the past 18 months

Emma Townsend
Head of Contact and Safeguarding
Wiltshire Council

Wiltshire Council

Health and Wellbeing Board

28th November 2019

Subject: Adult MASH

Purpose of Report

1. To consider the impact of the Adult MASH since its inception and the next steps for its development

Background

2. The Adult MASH started to come together in May 2018. There was considerable recruitment throughout its first year, including the recruitment of a MASH Nurse by Wiltshire CCG who started in the team in April 2019, and there was a formal launch of the service in May 2019.
3. Before the Adult MASH, safeguarding work was completed by various teams and Managers across adult social care, causing concerns about consistency in decision-making; timelines of decision-making; consistency in working with partners; lack of confidence in data and quality assurance work.
4. It was agreed to bring the safeguarding work together, particularly the triage of concerns and the management of enquiries, into one multi-agency team, and the Adult MASH was created in May 2018.
5. The Adult MASH Team consists of the following staff:
 - Team Manager
 - Assistant Team Manager
 - 9 FTE Investigating Managers
 - 2 FTE Information Officers
 - 4 FTE Minute Takers
 - 2 FTE Police staff
 - 1 FTE MASH Nurse

The cost of staff is £800,000+ (WC, CCG, Police)

The Adult MASH has shared dedicated office space and a dedicated strategy meeting room

6. Some of the activities and achievements of its first 18 months include:

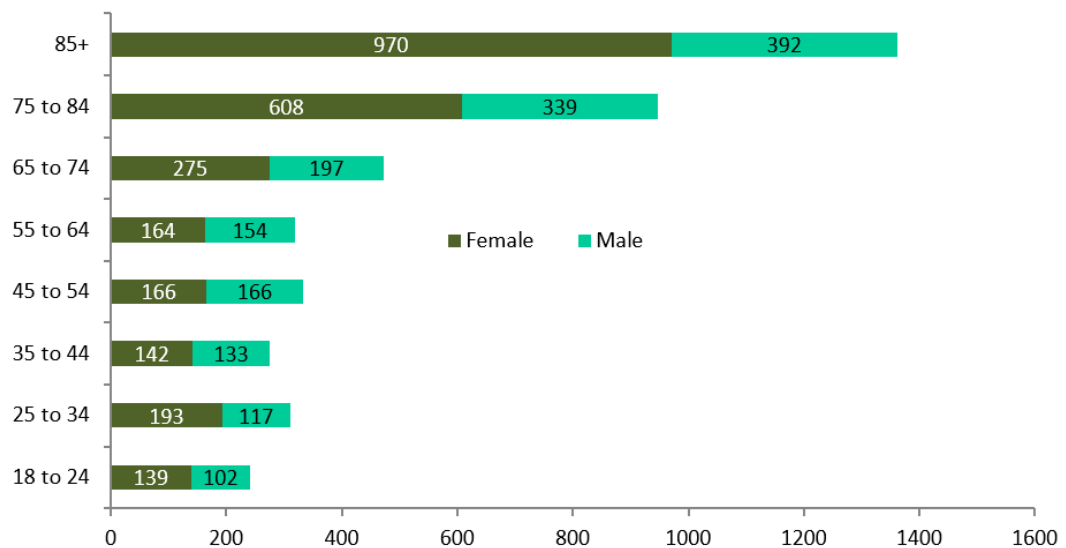
- The volume of work anticipated was initially underestimated causing significant pressure within the team and so the staffing establishment was increased part way through the year. This was in response to ongoing evaluation and represented additional investment in the Adult MASH to ensure a timely and consistent response and support across the system in relation to safeguarding concerns and enquiries
- The Police staffing for the MASH has remained a constant throughout the year
- Wiltshire CCG was able to recruit a dedicated MASH Nurse during the year
- A monthly Quality Assurance Panel has been set up, comprising the Council, CCG and Police, to quality assure the multi-agency triage aspect of the work. This data is being captured to provide information on gaps in knowledge and processes and is being fed back in to the Adult MASH to improve the service. In addition, where the Panel find good practice these examples are shared too.
- The team has been able to allocate specific lead roles to Investigating Managers (IM) to develop specialist knowledge and to link to other multi-agency forums. The lead areas are:
 - Sexual Exploitation
 - High Risk Transitions
 - Anti-social Behaviour
 - Domestic Abuse
 - Self-Neglect and Hoarding
 - Prevent
 - High Risk Behaviours Register
- The MASH Manager has developed a programme of training and support, delivered by Lead Investigating Managers (IMs) from the Adult MASH to Investigating Officers (IO) and other external partners involved in safeguarding, for example, around self-neglect/hoarding.
- Adult MASH has joined the new Vulnerable Adolescent Contextual Safeguarding Board (VACS) to better support the transition of vulnerable young people into adult services.
- Adult MASH has supported the implementation of the new Hoarding Protocol; Self-Neglect Guidance; and High-Risk Meeting Guidance through discussions and workshops. The Adult MASH has also taken on the coordination of the High-Risk Register - when someone is supported through the new High-Risk Meeting Guidance, that person is held on the High-Risk Register in the Adult MASH. The Adult MASH support the process by offering information, advice and attendance at meetings too.
- The skills and knowledge of the Advice and Contact Team have been developing over the year – the Adult MASH has delivered training sessions as well as provided informal support and case discussion.
- Adult MASH has supported events such as “Safeguarding and Homelessness” and “County Lines and Modern Slavery” events by presenting case studies and leading workshops.
- Wiltshire Care Partnership has undertaken a survey of providers – one of the key pieces of learning was that providers required more consistent feedback about the concerns they raise and the enquiries they are part of. A new Nominated Enquiry form has been agreed with Wiltshire Care

Partnership and launched. This has been well received and utilised effectively by services that work with the Adult MASH.

- A Virtual Partners (VP) Network is being developed. – the first newsletter went out in November 2019 and the first VP workshop is being planned for spring 2020.
- Healthwatch Wiltshire is currently gathering feedback from people who have been through safeguarding processes, to report back in the New Year

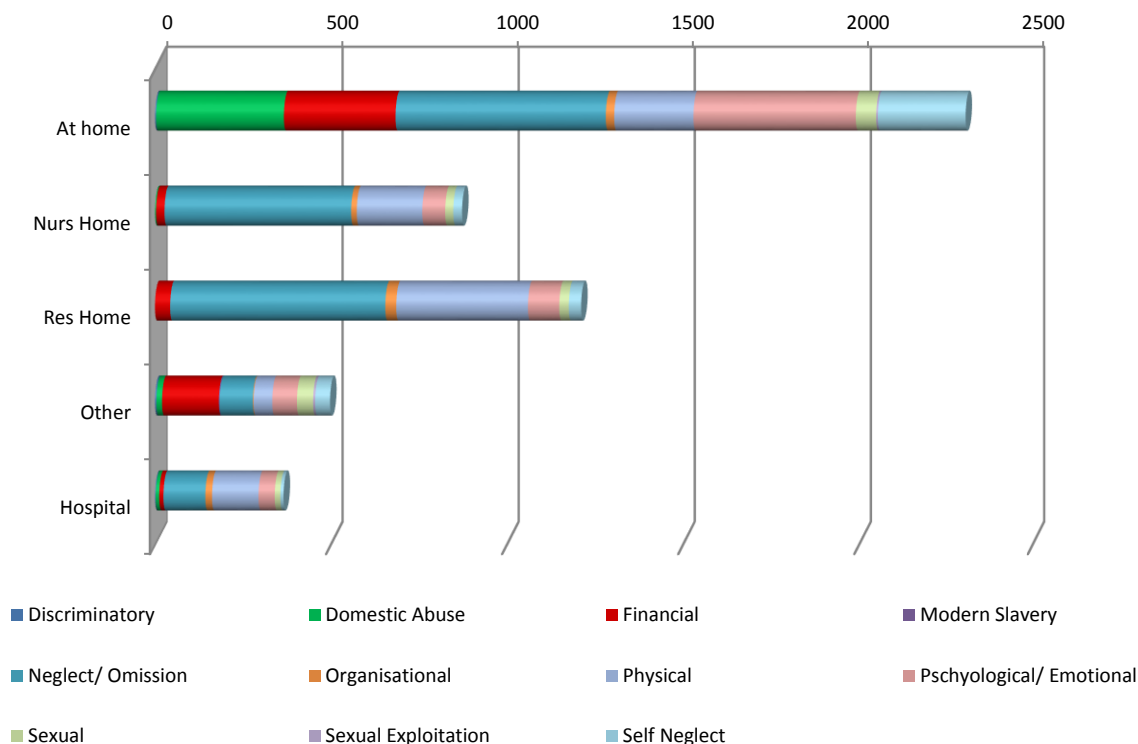
Performance Information:

7. 2018/2019 – 4183 safeguarding concerns received, by age and gender:



65% of concerns are received about people who are aged 65 and above.

8. 2018/2019 types of abuse recorded by setting:



9. 2018/2019 appropriateness of referral:

When the Adult MASH was created, Wiltshire Council also created a new Advice and Contact Team that would take all initial referrals and screen these for appropriateness. The expected changes in performance targets would be that a reduced number of concerns would be sent to the Adult MASH and the conversion rate from concern to enquiry would increase.

It can be seen from the figure below that the trajectory is positive, that there are fewer inappropriate concerns being sent through to MASH and therefore the conversion rate is increasing.

	Annual measure	Annual measure
Data set	17/18	18/19
No. of contacts received by the Adult MASH about possible incidents of abuse or neglect (Concerns)	4,641	4,183
Percentage of Concerns leading to an Enquiry	22%	30%

10. Working with partners:

The following table show the range of different partners that worked with the Adult MASH on specific cases – this might be because they have raised a concern, or a concern has been raised in relations to their care/practice, or they

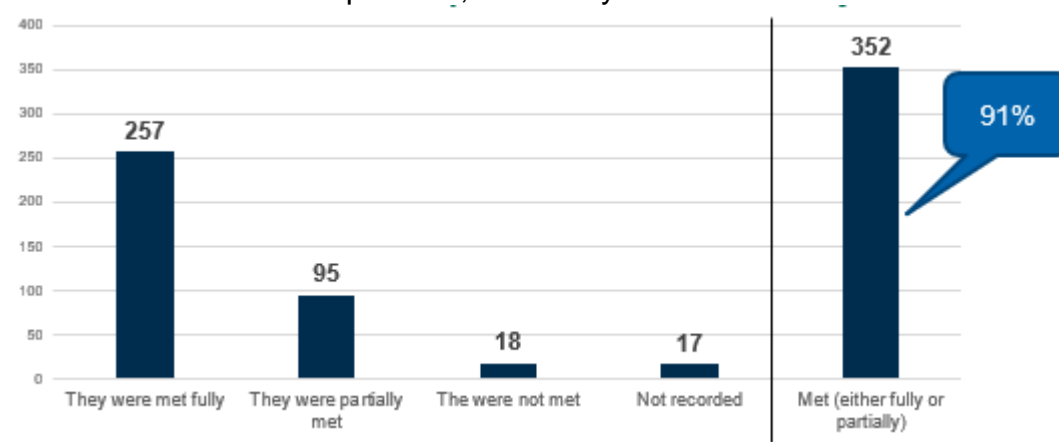
need to be involved with expert advice and skills to help reach an outcome and/or to help deliver future services.

Agency	Apr 17 - Mar 18		Apr 18 - Mar 19	
	No.	%	No.	%
Acute Hospitals	101	12%	86	7%
Advocacy Service	107	12%	76	6%
AWP	85	10%	97	8%
Care Home	331	38%	279	24%
Care Quality Commission	256	30%	140	12%
Community Health Services	45	5%	59	5%
Court of Protection	46	5%	28	2%
Adult Social Care	507	59%	261	22%
Housing (Associations, Schemes, Dept)	32	4%	42	4%
Other Local Authorities	47	5%	41	3%
Others	153	18%	160	14%
Clinical Commissioning Group	130	15%	87	7%
Police	377	44%	260	22%
Provider Agencies (Day, Dom Care, etc)	321	37%	286	24%
Totals	862		1,184	

11. Making Safeguarding Personal.

'Making Safeguarding Personal' is about taking a person-centred approach to safeguarding and ensuring people can make decisions about the outcomes they want. A core part of safeguarding work is therefore about engaging with people about the outcomes they want at the beginning and middle of working with them, and then ascertaining the extent to which those outcomes were realised at the end. The Adult MASH captures information about whether people set outcomes and whether those outcomes were met:

When outcomes were expressed, were they met?



12. Managing Effective Enquiries:

At the end of 688 enquires in 2018/19, the following risk assessment outcomes are identified:

Risk Outcomes: Where a risk was identified, what was the outcome / expected outcome when the case was concluded?	Source of Risk			
	Service Provider	Other - Known to Individual	Other - Unknown to Individual	Total
Risk Remained	12	31	4	47
Risk Reduced	146	147	14	307
Risk Removed	171	153	10	334
Total				688

There are times when people who have mental capacity make ‘unwise decisions’ not to address risks they are exposed to – in the table above, it can be seen that this is most often when the person presenting a ‘risk’ is known to them (such as a friend or family member). Although a safeguarding enquiry might close, there are often other organisations that continue to engage with and support the person – and a re-referral may be appropriate.

Next Steps for 2019/2020

13. The Adult MASH is focussed on the following actions for this year:

- Development of the Virtual Partner Network – we have produced a newsletter and are planning our first session with the Network. We will be seeking views from members of the Network about how best to share information and support going forward
- Implementation of the new ADASS guidance around decision-making – to improve consistency of reporting about safeguarding activity nationally, ADASS have provided an Advice Note “A framework for making decisions on the duty to carry out safeguarding adults’ enquiries” – we are reviewing how to ensure we are compliant with this advice and how our systems can report this.
- Improving the quality assurance of cases and evidencing impact of learning – new audit tools have been introduced over the past few months and will be evaluated as to effectiveness in assuring us of the quality of safeguarding work, and sharing learning
- Review of training for Adult MASH staff.
- Implementing feedback from Healthwatch Wiltshire about the experience of people we have worked with and how we can better support and involve them.

Emma Townsend
Head of Contact and Safeguarding
Wiltshire Council

Report Authors:

Emma Townsend, Head of Contact and Safeguarding, Wiltshire Council

James Dunne, Associate Director Safeguarding, CHC and Specialist Placements
Lead, Wiltshire CCG

Simon Childe, Detective Inspector, Wiltshire Police