



ADULT SUPPORT AND PROTECTION

IMPROVEMENT PLAN 2020-2021

The Perth & Kinross Adult Protection Committee and partners are committed to continuous improvement through self evaluation and the work of the sub committee.

Vision

People have the right to live as independently as possible in a safe environment; to be free from harm; to have their wishes and feelings taken into account; and to have the minimal amount of intervention in their personal lives.

Purpose

To support and protect adults who may be at risk of harm or neglect and who may not be able to protect themselves.

Local Context

Under the auspices of the Community Planning Framework, <http://www.pkc.gov.uk/communityplanning> are the key strategic plans for all services in Perth and Kinross to improve the lives of vulnerable people by ensuring that:

- Resilient, responsible and safe communities
- People in vulnerable circumstances are protected
- Longer healthier lives for all

The Work of the Adult Protection Committee (APC)

The work of Perth and Kinross Adult Protection Committee is fundamental to ensuring better outcomes for vulnerable people who are at risk of harm, neglect and exploitation.

The National Improvement Framework for Adult Support and Protection underpins the work of the APC

Areas are

1. Assurance
2. Governance
3. Data and Information
4. Policy and Guidance
5. Practice Improvement
6. Prevention

- Indicators for risk in the Improvement Plan - RAG Legend – Red Amber Green

R	RED: <i>There are significant issues and / or risks that are impacting on the action / task right now = we are not delivering the action / task on time / scope / budget</i>
A	AMBER: <i>There are some issues and / or risks that are impacting on the action / task if not fixed = we are at risk of not delivering the action / task on time / scope / budget</i>
G	GREEN: <i>There are no issues and / or risks impacting on the action / task which is progressing according to plan = we are delivering the action / task on time / scope / budget</i>

No	Action / Task	Strategic Lead	Timescale		R A G
Areas based on National ASP Improvement Plan					
Outcome 1: Assurance					
	1.1 Develop an effective multi-agency data framework that informs practice and identifies areas for improvements	Independent Chair	September 2020	<ul style="list-style-type: none"> Tayside reporting framework draft developed and awaiting feedback from APC's Multi-agency data mapped across Perth & Kinross 	G
	1.2 Develop self evaluation framework and embed national improvement plan indicators	APC and APC sub-group	March 2020 Completed	<ul style="list-style-type: none"> Scottish Government published National Improvement Framework – plan adapted to reflect national areas. 	G
2. Governance					
2	2.1 Adult protection embedded in clinical and care governance framework	Independent Chair Chief SWO Head of Service ASP coordinator	Ongoing	<ul style="list-style-type: none"> Currently have indicators for ASP Part of reporting structure for Annual reports Quarterly updates on LSI and identified risks 	G
	2.2 Strategic linkage and support for adult protection through Chief Officers programme	Independent Chair	Ongoing	<ul style="list-style-type: none"> Chair of APC attends COG Chair of APC meets regularly with Chief SWO and CEO of Perth & Kinross Council Chair of APC reports to Council & IJB on ASP activity 	G
	2.3 Recruitment and retention of appropriately skilled and trained staff	Chief Social Worker Head of Social Work & Social care Independent Chair	Ongoing	<ul style="list-style-type: none"> Tabled at Care & Clinical Governance Group Tabled at senior management meetings 	A

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	2.4 Make effective links and reporting structure with hosted services	Chief Social Worker Head of Social Work & Social care IJB Chief Executive Independent Chair	Ongoing	<ul style="list-style-type: none"> • Tabled at Care & Clinical Governance Group • Tabled at senior management meetings 	A
3. Data and Information					
3	3.1 Review and update the current adult protection performance outcome data set	Independent Chair APC APC sub-group	Ongoing	<ul style="list-style-type: none"> • Further outcome focused indicators to be identified • Measurement of service user and carer experience 	G
4. Policy and Guidance					
4	4.1 IRD process	APC & APC sub-group	December 2020	<ul style="list-style-type: none"> • Paper presented at March APC • Tayside meeting 27 May • P7K to develop process for discussion 	G
	4.2 COVID 19 processes and operational guidance	APC & APC sub-group	May 2020 - Completed September 2020	<ul style="list-style-type: none"> • ASP operational staff guidance developed • Explore virtual platforms for APCC and develop guidance 	G
	4.3 Self Neglect and Hoarding Tayside policy	APC & APC sub-group	September 2020	<ul style="list-style-type: none"> • Update existing policy to include updated research and training 	G
5. Practice Improvement					
5	5.1 Review and strengthen referrals to Independent Advocacy	APC sub-group	September 2020	<ul style="list-style-type: none"> • To be included in reporting framework • Inclusion in ASP training courses 	G
	5.2 Engagement with adults at risk and carers/families	Independent Chair ASP co-ordinator	September 2020	<ul style="list-style-type: none"> • Keys to life group • PKAVS - Ethnic minority Hub, meeting with religious leaders • Perth College 	G

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	5.3 Reviewing processes	ASP coordinator	Completed 2018 December 2020	<ul style="list-style-type: none"> Conversion rate from ASP investigations to APCC report Arrange external audit 	G
	5.4 Impact of COVID -Disruption of key processes/increased demand for services	Independent Chair ASP co-ordinator Head of Adult Social Care & Social Work	Ongoing	<ul style="list-style-type: none"> Weekly monitoring of AS cases and referrals Update processes and operational guidance for visits et 	G
6. Prevention					
6	6.1 Learning from local and national adverse events	APC Sub group Grace Gilling	September 2020	<ul style="list-style-type: none"> Presentation at APC in September on Yayside SCR Report to HSCP management teams and updated on adverse event register 	G
	6.2 Staff learning and development	APC sub-group ASP leads in Tayside	Ongoing	<ul style="list-style-type: none"> Develop a minimal learning standards framework across Tayside – draft completed to be tabled at APC march 2020 Courses developed and delivered jointly – Defensible decision making, 3 Act training Provide access to more courses on trauma informed practice 	G
	6.3 Links with relevant protecting people partners	APC APC sub-groups	Ongoing	<ul style="list-style-type: none"> Regular review of APC membership ASP coordinator member of Protecting people coordinators group. 	G
7. COVID-19 Impact					
7	7.1 Care homes are under pressure to perform their normal duties and responsibilities	APC	Ongoing	<ul style="list-style-type: none"> Impact of reduced visits, external scrutiny and monitoring of quality of care provided Daily contact from contracts team 	R

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	<i>because of pressures from Covid-19</i>			<ul style="list-style-type: none"> Additional supports have been put in place by NHS Tayside and PKC 	
	<i>7.2 Withdrawal of external protective supports and home visits to vulnerable adults and families.</i>	<i>APC Head of Service</i>	Ongoing	<ul style="list-style-type: none"> Staff are alert to individuals who are shielding / self-isolating / Daily Contacts from Council Increased communications via Social Media 	R

APC Self Evaluation Audit

No	When (Start Date)	APC Self-Evaluation Activity and Lead Person	Key APC Outputs ⁱ	Target Date for APC
1	16 May 2018	VPR/AP concern audit	Ensuring effective decision making	Tabled at APC September 2018
2	30 August 2018	NHS Audit – Grace Gilling/Mary Notman	Involvement of key agencies	Tabled at APC December 2018
3	30 July 2018	Bi-ennial report completed /Mary Notman	Evaluation Report	Tabled at APC meeting on 30 August 2019
4	26 November 2018	APC Risk workshop	Risk profile	Tabled at APC March 2019
5	30 November 2018	Attended P&K GP Forum to discuss to involvement with ASP National meetings 26/9/18 & 26/3/19	Updated draft guidance on GP involvement	In progress nationally – final draft out for consultation
6	11 December 2018	Visit to North Ayrshire to discuss ASP thematic inspection	Paper produced on learning points	Tabled at APC March 2019
7	25 January 2019	Mrs Ellen Ash SCR presentation	Paper produced on learning points	Tabled at APC on 8 March 2019

No	When (Start Date)	APC Self-Evaluation Activity and Lead Person	Key APC Outputs ⁱ	Target Date for APC
8	30 January 2019	Multi-agency audit at Highland House /Mary Notman	Audit on processes, outcomes and involvement of key people and agencies	Tabled at APC meeting on 8 March 2019
9	15 May 2019	VPD/AP concern audit /Mary Notman	Audit to check recording, response, decision making and adherence to processes	Tabled at September APC 2019
10	16 January 2020	Multi-agency case file audit Pullar House	Audit on processes, outcomes and involvement of key people and agencies	Tabled at APC March 2020
11	29 May 2020 Rearranged 25 June 2020	VPR/AP concern audit	Internal audit on effectiveness of initial responses	Postponed due to COVID-19

Key ASP Dates

20 February	National ASP day
15 June	Elder Abuse awareness day
1 October	International Older person day
