

Personalisation and safeguarding SSRG Edinburgh 2014

Martin Stevens, John Woolham,
Fiona Aspinall, Jill Manthorpe and
Shereen Hussein, Mohamed Ismail

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Introduction

- Personalisation and safeguarding
- Risk, Safeguarding and Personal Budgets
 - Aims and objectives
 - Methods
 - Emerging findings
- Implications

Personalisation and safeguarding

- ‘Promoting greater choice and control, whilst simultaneously managing risk, arguably constitutes the core implementation dilemma for local authorities’.
(Ellis, 2013: 6)
- Some predictions that personalisation will enhance safeguarding (SCIE, 2012; Glasby, 2011; Putting People First, 2007; Poll, et al 2005) but many fears expressed
- No Secrets review (DH, 2009) discussed need to integrate safeguarding and personalisation
- Adult Social Care Vision (DH, 2010) argued for: ‘sensible safeguards against the risk of abuse or neglect. Risk is no longer an excuse to limit people’s freedom’ (p8).

Legislation links

- Statement of principles – Empowerment a key aim of safeguarding – DH 2011, 2013
- Draft Care Bill in England established local authority duty to promote wellbeing of individual –
 - protection from abuse and neglect;
 - control by the individual over day-to-day life (including over care and support, or support, provided to the individual and the way in which it is provided);
- Little mention of safeguarding in the Social Care (Self-directed Support) (Scotland) Act 2013
- Little mention of personalisation in Adult Support and Protection (Scotland) Act 2007

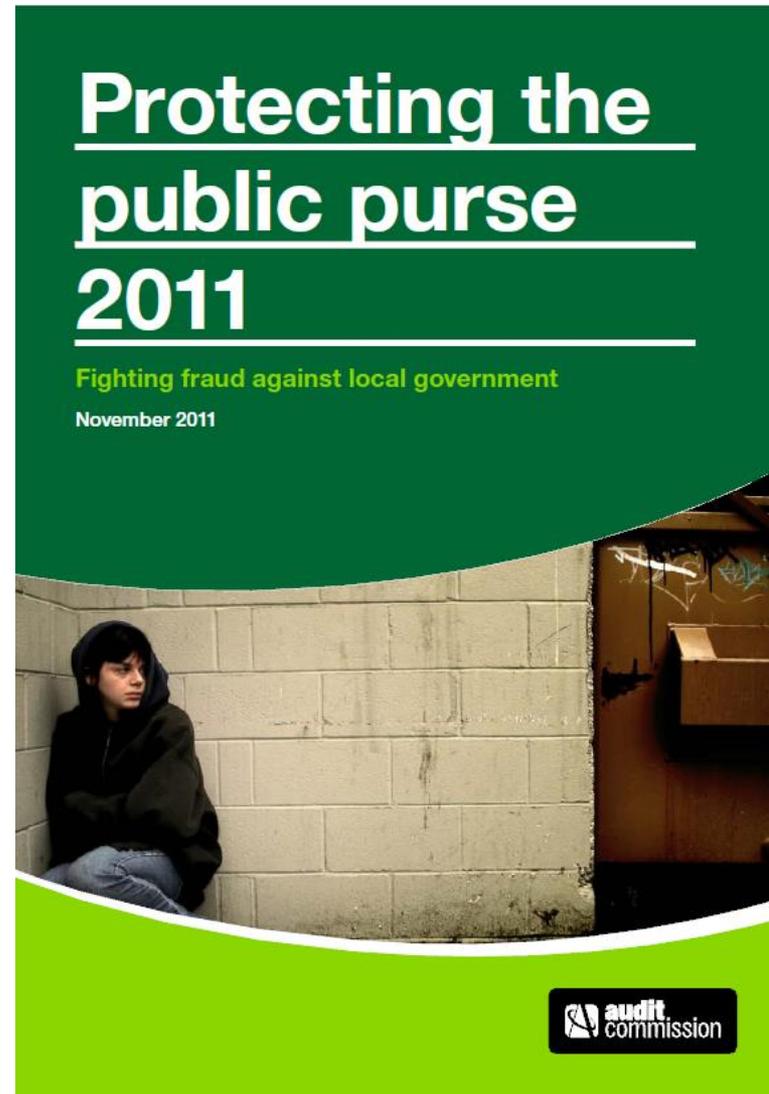
Concerns about personalisation and safeguarding

- Hiring suitable and firing unsuitable workers
- Service users being overwhelmed by managing IBs
- IB used inappropriately and unproductively
- More open to physical and financial abuse
- Loss of collective 'voice'
- Safeguarding and personalisation policy and practice on 'Parallel tracks' (Manthorpe et al, 2011) – recommended research to explore safeguarding and personalisation

Glendinning et al 2008 – IBSEN study,

Risk, Safeguarding and Personal Budgets (RSPB)

- Any evidence that abuse (including neglect) is more or less likely (or has a different form) amongst PB holders than non-PB holders,
- The extent of awareness and understanding amongst safeguarding practitioners and care coordinators (or similar) in local authorities
- The extent, availability and quality of support offered to PB (in particular DP) users or their proxy budget holders.
- What practitioners, budget holders and their carers consider 'best practice' in minimising risks of abuse.



Methods and sample

- Ethics and governance approvals
- Safeguarding Annual Reports – read and coded n=20
- National and local AVA and Community Care Activity data analysed
- Threes in-depth sites
 - 16 managers and professional interviews
 - 13 Service user and carer interviews

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Personal budgets 'pose financial risk for councils'

Mithran Samuel
Monday 01 November 2010 12:56



Emerging findings

- Report completed - awaiting peer review
- Initial findings of SAB reports submitted
- Articles in production
- Planned dissemination activities



Source:

www.muddymoles.org.uk/rides/ride-report-wed-evening-15-may-lone-mole-leaves-the-burrow/attachment/mole-emerging

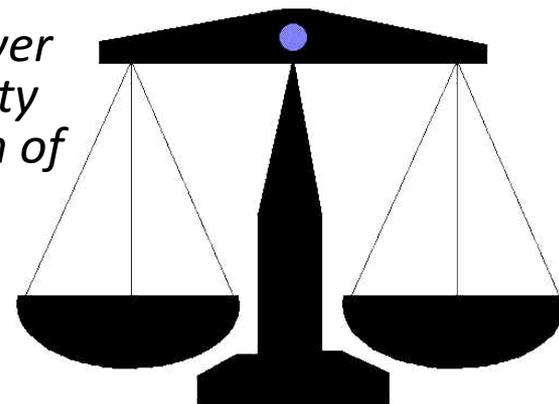
Risk factors

- Austerity
- Poverty
- Drug and alcohol
- PA with criminal records
- Chaotic lives of people using services
- Complexity
- Family dynamics – esp where family act as PA/manage Direct Payment
- Domestic abuse
- Financial irregularities
- Degree of mental capacity
- Targeting vulnerable people
- Multiple abuse - financial a key concern



Balancing risk and choice

- Promoting choice balanced by 'duty of care'
 - *I think we need to be quite careful of having an attitude where we say quite blithely that people have a right to make unwise decisions. That is never going to remove the duty of care for local authority where people are putting themselves in a position of harm. Team manager JW03*
- Debate over level of intervention
 - Some views that 'old fashioned social work' was needed
 - Some views that focused on increased roles for individuals in planning their own care
 - *So it's putting in place those safeguards that, that we would have for any commissioned services, and, and not forcing it on people but giving them the access to those sorts of, of assurances that we would put in place.*
Senior Manager FA01



Risk assessment

- No differences in risk assessment approaches and tools
- Support planning the main point when safeguarding risks initially considered
- Monitoring (especially financial monitoring) and review the main means for identifying risk of abuse



Source:

http://cardinalfire.co.uk/risk_assessment.php

Risk management

- Providing information and support with banking etc
- Agreeing only partial direct payment
- Prepaid cards instead of cash
- Strategic plans
 - for better monitoring and review systems
 - improved joint working with children's services, community safety teams, health services and other local council departments

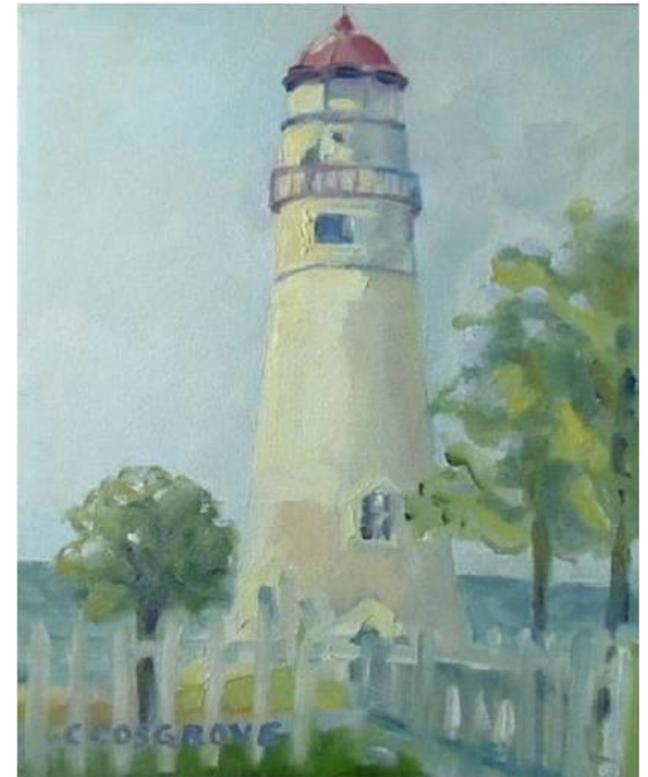


Source:

www.nonprofitkinect.org/nonprofit-risk-management-santa-barbara

Safeguarding processes and interventions

- Discussions about problems with family and friends first – unless implicated...
- Most problems related to PAs and support staff
 - Greater difficulties in changing PAs compared with agency care workers
- Similar processes for DP users
- Increasing monitoring
- Withdrawing direct payments



Source: safeguarding
Marblehead, Carol
Cosgrove

Link between personalisation and safeguarding

- Some evidence of separation between safeguarding and personalisation
- Support plans include 'keep safe' sections
 - Some views about lack of awareness of safeguarding in developing support plan
- Safeguarding plans were becoming more personalised
- Complexities over generational care (adult children versus older parents)

People using services

Little awareness of:

- Choice of funding arrangement amongst service users
- How services were funded
- Risks involved in employing PAs
- Pre-employment checks
- Safeguarding procedures

Analysis of national and local data

Local Dataset 1

Local Dataset 2

Local Dataset 3

AVA Returns

National
Datasets

Community
Care Statistics

Multiple
deprivation indices

Urban/Rural
classification

Emerging findings

- Limitations of aggregate data and differing definitions
- Analysis of Personal Budget and Direct Payment uptake produced no statistically significant associations with:
 - Numbers of safeguarding referrals
 - Location of abuse
 - Likelihood of substantiating abuse
- Some indications amongst Self-Directed Support users:
 - Increased financial abuse
 - Perpetrators more likely to be domiciliary staff
- Some different patterns in rural areas – greater variation

Implications

- No strong evidence at council level for increase in safeguarding referrals for DP/PB users
- Possibly overstated fears of practitioners OR practitioners restrict DPs where there are safeguarding concerns
 - Evidence of continued professional discretion? (Ellis, 2013)
- Local level evidence for increased likelihood of financial abuse rather than other kinds of abuse for SDS users – reflected by practitioner views and focus on financial monitoring
- Increased efforts at communicating options about funding, services and safeguarding processes
- Reworking of traditional relationships (=‘sharing risks’? Carr, 2010) managed transfer of risk?
- Continued need for social work involvement in safeguarding (Carr, 2010)

Thank you

Contacts:

- *Martin Stevens – martin.stevens@kcl.ac.uk
- *Jill Manthorpe jill.manthorpe@kcl.ac.uk
- *Shereen Hussein – shereen.hussein@kcl.ac.uk
- *Kritika Samsi – kritika.1.samsi@kcl.ac.uk
- #John Woolham – john.woolham@coventry.ac.uk
- ^Kate Baxter – kb515@york.ac.uk
- ^Fiona Aspinall - kb515@york.ac.uk
- >Mohamed Ismail mohamed@analyticalresearch.co.uk

*Social Care Workforce Research Unit

#Coventry university

^Social Policy Research Unit

>Analytic Research Ltd