



NEWSLETTER

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Who Should Read this Newsletter?

Everyone with an interest in safeguarding adults, enabling them to live their lives free from abuse and neglect, to access and receive appropriate care. We hope this newsletter is a useful resource for you to receive information regarding safeguarding adults, keeping you up-to-date, sharing good practice and important information. Please feel free to share this newsletter across your organisation.

Safeguarding Adults Week 2021: 15th - 21st November

This year, Safeguarding Adult Week saw a range of activities carried out by SSAB and its partners, within current Covid-19 guidelines, to promote adult safeguarding within Sunderland. Activities included: a coffee and cake afternoon with customers to share easy read guides on safeguarding information, craft activities such as making “kind word” bunting and posters, and a range of virtual interactions and social media use to raise awareness on a range of safeguarding adults topics.

SSAB held a virtual learning event on the topic of Safeguarding Adult Reviews, the event was well attended by strategic safeguarding partners and provided an opportunity to discuss the implementation of actions following a review and what could be done differently in future to further embed learning.

CARM (Complex Adults Risk Management) - latest update

The CARM (Complex Adults Risk Management) process, a framework to facilitate effective multi-agency working with adults at risk, was first detailed in our [June 2021 Newsletter](#). CARM documentation has been finalised following a consultation process with SSAB partners, and the process is expected to launch in Sunderland by the end of the year.

Further information regarding the launch will be circulated in due course, and the CARM Policy, Practice Guidance and Referral & Risk Assessment form will be made available on the SSAB website.

[Sunderland Safeguarding Adults Board \(SSAB\)](#) is a multi-agency partnership providing strategic leadership for adult safeguarding across the City of Sunderland to promote the welfare of adults at risk of abuse and neglect, and is responsible for ensuring the effectiveness of what partner agencies do to support this. **Follow us on Twitter:** @SunderlandSAB

Focus On: Professional Curiosity

Professional curiosity is the exploration and understanding of what is happening with an individual and/or their family, rather than making assumptions and accepting things at face value. Professional curiosity can require practitioners to think 'outside the box', beyond their usual professional role, and consider families' circumstances holistically and without judgement.

It is widely recognized that there are many barriers to being professionally curious, such as:

- Disguised compliance - a family member or care giver gives the appearance of co-operating with services and professionals to avoid raising suspicions
- The rule of optimism - professionals can tend to rationalize away new or escalating risk despite clear evidence to the contrary. Each new and escalating risk should be looked at with historic and current information and a risk assessment and action plan undertaken and recorded
- Accumulating risk - not looking at the whole picture and responding to each situation an new risk separately
- Normalisation - because a person's ideas and actions are seen as 'normal' they cease to be questioned and not recognised as potential risks
- Professional deference - there can be a tendency to defer to the opinion of a 'higher status' professional who has limited contact with person. Be confident in your own judgement and challenge their opinion of risk if it varies from your own
- Confirmation bias - looking for evidence that supports or confirms our pre-held view and ignore contradictory information that refutes it
- Knowing but not knowing - having a sense that something is not right, but not knowing exactly what. This is where asking difficult questions comes in, to try to get underneath what might be happening
- Confidence in managing tension - disagreement, disruption and aggression from individuals, families or others, can undermine confidence and divert meetings the practitioner wants to explore and back to the family's own agenda. Professionals should strive for a balance between allowing the individual and their representatives' voices to be heard, whilst ensuring their own topics and concerns are adequately discussed

Further Resources:

- [Bitesize Guide: Professional Curiosity](#)
- [Manchester Safeguarding Partnership - Professional Curiosity and Challenge](#)
- Coming soon: SSAB Professional Curiosity Guidance

Developing Skills in Professional Curiosity

To develop skills in professional curiosity and work at removing barriers, consider implementing the following key points in to your everyday practice:

- Be flexible and open-minded, non-judgemental and anti-discriminatory. Don't take everything at face value
- Check your own emotional state and attitudes - leave time to prepare yourself for managing risk and uncertainty and processing the impact it has on you
- Think the unthinkable; believe the unbelievable. Consider how you can articulate 'intuition' into an evidenced, professional view
- Use your communication skills: review records, record accurately, check facts, and feedback to the people you are working with and for
- Never assume, and be wary of assumptions already made, for example whether it has already been stated someone 'has capacity' or 'lacks capacity'. Statements like these should be backed up with documentary evidence, for example a mental capacity assessment
- Use case history and explore information from the person themselves, the family, friends and neighbours, as well as other professionals (known as triangulation)
- Pay as much attention to how people look and behave as to what they say
- Actively seek full engagement, if you need more support to engage the person or their family, think about which other partner agencies can help you. Consider calling a multi-disciplinary (MDT) meeting to bring in support from other colleagues
- Take responsibility for the safeguarding role you play, however large or small

Domestic Abuse Health Advocate Project Sunderland CCG and Sunderland GP Practices

Prevention, early intervention, multi-agency working in supporting and sign posting victims of Domestic Abuse in GP practices

- This project was set up to introduce routine enquiry about domestic abuse in primary care. Initially 10 GP practices were enlisted, and training was provided by the Health Advocate from Wearside Women in Need (WWIN) to provide clinical staff in the GP practice with a basic knowledge and understanding about domestic abuse and how to undertake "routine enquiry". A further 16 practices have now been engaged with the project.
- Each GP practice also nominated at least one person to undertake further training to become a domestic abuse champion and they received additional training so they would be able to provide active intervention including completing the DASH (domestic abuse, stalking and honour-based violence) risk assessment and then undertake referrals to specialist services including WWIN.
- Our Health Advocate also provides ongoing support to all staff in the GP practices, including bi-monthly meetings for all Domestic Abuse Champions and will undertake DASH risk assessments and referrals to MARAC as required for victims of domestic abuse.
- This project has been funded by the CCG to support the implementation to all GP practices in Sunderland with some extra funding agreed from September 2021 for extra hours for training, branding of the project and increasing its social media presence. The purpose of the extra funding for 2021 /2022 is to engage all GP practices in Sunderland with the project in 2022.
- The importance of this project is highlighted by the new Domestic Abuse Bill 2021 and focuses on prevention and early intervention for victims of domestic abuse alongside effective multiagency working.
- This project has already received national recognition and an awards ceremony took place via Microsoft teams on 30th of September 2021 with Kenny Gibson NHS England (NHSE) Head of Safeguarding and Chris Brown regional NHSE lead for Safeguarding in attendance. Twenty badges were awarded to key professionals involved with the project as well as certification from NHSE.
- The project has been presented at two national GP networks by the Named GP for adult safeguarding and primary care professionals and will be shared regionally and nationally by NHSE. The project presentation is being shared on NHS platforms and has been widely praise for its engagement of practice staff and improved outcomes for victim of domestic abuse.
- NHSE have requested a further project overview/proposal from CCG and are indicating that this model may be adopted in regional and national processes.



Useful Resources

Sunderland Safeguarding Adults Board Website

SSAB has its own [website](#) with a range of information that is accessible to professionals and the public. The site hosts the following information and resources:

- Details and materials for current and forthcoming safeguarding campaigns
- Contact details to access SSAB multi-agency safeguarding training courses
- Learning resources, including safeguarding adult reviews, seven minute briefings and safeguarding video animations
- Key documents, including safeguarding adults easy read guide, newsletter archive, SSAB strategic documents and forms
- Multi-agency safeguarding adults policies and procedures

The Hub of Hope

The Hub of Hope is the UK's leading mental health support database. It is provided by national mental health charity, Chasing the Stigma, and brings local, national, peer, community, charity, private and NHS mental health support and services together in one place for the first time.

To date, the Hub of Hope has directed hundreds of thousands of people to life-changing and even life-saving support and it is now the UK's go-to mental health support signposting tool, with thousands of local, regional and national support groups and services listed.

The Hub of Hope can be found by following the link [here](#) and also downloaded as an App onto mobile devices.

R;pple

R;pple is a browser tool which aims to minimise the risks of the internet, while harnessing its potential for good. R;pple is an interceptive tool designed to present a visual prompt when a person searches for harmful keywords or phrase relating to the topic of self-harm or suicide. These phrases include any words or terminology which had been identified as displaying potentially damaging online content.

Follow the link [here](#) for further information.

Ann Craft Trust

The [Ann Craft Trust](#) is a national charity, based at the University of Nottingham, which exists to minimise the risk of abuse of disabled children and adults at risk. The charity supports organisations to safeguard disabled children and adults at risk through training, practice reviews and contributing to research. The Trust's website has a wealth of information and resources on a range of safeguarding topics.

Report a Concern

Everyone has a responsibility to safeguard children, young people and adults who may be at risk of abuse.

If you are worried about someone:

- In an emergency call 999
- If there is no immediate risk, call the police on 101

If you are a professional wishing to report a safeguarding concern regarding an adult, please read the [SAC Form Guidance](#) and [Threshold Guidance Risk-Assessment Tool](#) before completing the [Safeguarding Adults Concern \(SAC\) form](#). Further information is available [here](#).

If your concern relates to a child, please call 0191 520 5560.

Future Articles

If you have an idea for an article for a future publication, please contact the Strategic Safeguarding Team: strategic.safeguarding@sunderland.gov.uk