

**“Everyone matters and protecting people
is everyone’s business”**

“How Engaged are You?”

Report on the East Ayrshire Adult Protection Committee
Development Day 25 October 2023



Author: Donna Sinforiani AP Lead

Date: December 2023

What you told us:

Getting the key themes back to frontline staff

Emphasise that people need to be treated as individuals and with respect

The magic of the Adult Protection Committee is founded in those professionals who attend and actively contribute

Very helpful, I observed members thinking deeply and connecting.

Consume, understand and disseminate = very challenging

Introduction

This annual session forms part of our Adult Protection Committee approach to strategic self-evaluation by bringing together APC members. With a focus on engaging and connecting strategically and operationally we will build on learning from our previous 'Looking Forward' Session in 2022.

This will evidence that joint working is alive and well in East Ayrshire and forged on strong relationships. It provides an opportunity for partners to learn together about national emerging themes and good practice that are influencing adult support and protection activity so we can inform and influence this locally.

It will demonstrate how our approach to supporting members in their role is growing & developing within our APC. The learning and outcomes from this session will be used to inform activity to further support members in their role and identify any new emerging priorities for our APC going forward.

Purpose

The overall aim of the event was for APC Members to:

- Continue to build an APC culture based on relationship building, shared ownership and understanding of our business
- Sharing emerging national ASP themes, good practice and learning
- Developing how we support members in their role
- Learning together from lived experience to influence operational connections
- Networking opportunity for members new and old to get to know each other better

Attendance

33 invites were made to the current Core and Support members of the APC. There were 17 in attendance, which reflected statutory partners of the Health and Social Care Partnership across wellbeing & Recovery as well as adult and older people's services, NHS Ayrshire and Arran Public Protection Health Service, Scottish Care Integration Lead, Scottish Fire and Rescue, Independent Advocacy Services.

In the main the APC Subgroup Chairs and key statutory partners were represented with the exception of Police Scotland and Housing & Communities staff however there are plans to consider the outcomes of this session with the APC of 14

November 2023 which is anticipated will be attended by all partners and provide an additional opportunity to input.

Methods Used

The programme for the day (Appendix 1) focussed on;

- A presentation from the APC Chair to set the scene
- An Interactive conversation using the newly developed APC Induction Handbook
- Learning from lived experience workshop via a graphic walkthrough on Being Ben adapted from Adult P19 Significant Case Review. This was used to bring a person centred approach to adult support and protection. It facilitated reflection on what change we could all influence as well as how members could communicate across and within their organisation.

Evaluation of the event

There was a blended approach to feedback and evaluation from the session which included an interactive Menti Meter style question set allowing real time feedback as well as the standard reflective style evaluative tool completed following the event which is included as Appendix 2.

It was clear from the evaluation that the methods and approach to the session were effective in meeting the outcomes and are an approach that we will continue to develop on and mirror in our next session for October 2025.

There was a clear emphasis on the power of face to face communication and networking to be able to understand the complexity and human impact of what we do therefore having a higher number of attendees would have enriched this experience further. It is hoped in light of this partners will prioritise and support higher levels of attendance at the next annual session.

Overview of the Programme

Susan Maguire, Independent Chair of the EAAPC opened the morning session welcoming all and highlighted the focus of the session was to check in from the previous session and in particular to challenge ourselves by asking;

How are we getting on at continuing our work around building relationships across our services and agencies?

Susan reflected that work has already started and that the development of the APC Induction Handbook demonstrates our commitment to support for members. The

proactive engagement with new members and continuing to build relationships is key so that there is shared ownership and understanding of our business!

Is engagement and involvement of people with a lived experience of ASP at the centre of our work?

We heard that we are doing some good work in relation to getting feedback from people with Lived Experience. We have more to do in relation to involving adults at risk of harm and their loved ones and Carers in their protection journey both at an individual and collective level. A return to our multi-agency self-evaluation arrangements early 2024 will be a vehicle for this.

What can we learn from our Learning Reviews?

We know we have now nearly completed two learning reviews and have Improvement plans almost completed. One more Learning Review has just been initiated and there are a few others we are considering. We want to learn from each of these processes but also when we can join up our areas for learning so we can take forward shared learning across our partnerships. A key message for all was and continues to be;

“What underpins everything is how we relate and work with each other!”

At the heart of all we do is to create the right environment for effective multi-agency working and collaboration. Susan reinforced this is about good;

- professional relationships
- professional conversations
- professional decision making
- multi-agency risk management & care planning; and
- multi-agency reflection and review

In order to support members to have an improved understanding and analysis of Adult Support and Protection in Scotland and therefore how this may inform local improvement activity, we had a presentation on the IRISS Adult Support and Protection – Biennial Report Summary 2020-2022. The focus was on highlighting good practice and ideas for development which gave an overview of the key themes.

Susan summarised that in order to look forward we have to look back a little however be tuned in to developing innovations and how they are taken forward for local use. In relation to this national learning some key aspects were;

- There is an emphasis on finding ways to continue to support ASP work through a multi-agency approach
- In East Ayrshire we have used development sessions to continue to address the issues of changes in membership and focussing on how to build

relationships with new and existing members. We have introduced a conversation style workshop at our APC

- There are national developments and a range of new Guidance, new ways to gather and analyse our data as well as more self-evaluation, audit and quality assurance work going on across all APC's. A number of APC's are developing a Quality Assurance Framework as we are in East Ayrshire!

A key message from Susan was we know ourselves well both strengths and where we need to improve. The central themes from the Biennial Report Summary will continue to be our mirror and as such we will take account of these to ensure;

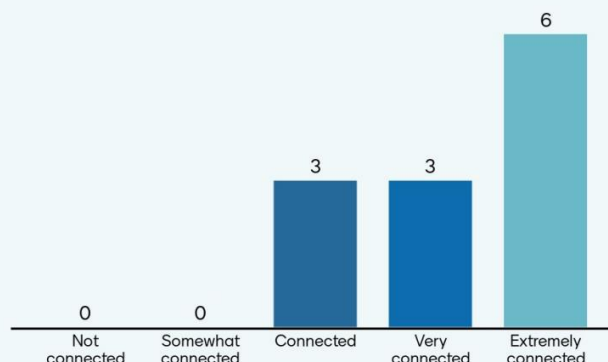
- Multi-agency approaches at all levels – operational and strategic
- People with a lived experience need to be at the centre of things both operationally and strategically – this is complex and challenging!
- Requires a statement of VALUES!
- Requires significant commitment of **time**, **energy** and **resources**.

We are up for the challenge!

Adult Protection Committee Induction Handbook

Emma Guthrie, Practice Development Coordinator highlighted the previous development session identified members need for an interactive induction to support them and this was prioritised for development within the APC ASP Improvement Plan 2022-2024.

How well feel your agency is connected to the work of the Adult Protection Committee?



How confident do you feel in your roles and responsibilities as a member of the Adult Protection Committee?



The graphs above on page 6 highlight that 50% of our APC members attending the session felt extremely connected with 25% being either connected or very connected with high levels of confidence in their roles. To explore our mutual understanding we posed ourselves the questions of;

- What is the APC and what are the key functions and responsibilities?
- What is your role within the committee and what does this mean for your organisation and vulnerable adults?

The outcome of these conversations gave a clear indication that the statutory role and function as well as the responsibility for collaborative oversight and assurance for adult support and protection was understood.

There was also a sense of growing maturity in the partnership in respect of awareness of the key role of understanding the human element of our work for both people and their families also in the understanding of the need- and role in ensuring we remain engaging, informing and empowering our workforce and wider partners to influence this work.

The identified role for members was expressed as an overriding understanding of the need for leadership in all agencies to promote and understand the lived and living experience for people and their families who experience harm.

A strong sense of the need to elevate the profile of our work both at a national and local level and at this time our members are well represented on the national ASP Subgroups and any further opportunity to become learning partners in future innovations should be proactively pursued and supported given the benefits of this.

A continued collaborative approach and engagement of both strategic and frontline staff will be critical in promoting understanding of emerging themes and commitment to future improvement activity as well as ensuring the voice of individuals and their families. An ideal opportunity exists as we review and refresh our APC Improvement Plan for Jan 2025 -December 2026.

Moving Forward

Participants were then asked to use one word or phrase to describe what we can improve or work on moving forward:

- More MDT Networking
- Lived Experience
- Ownership
- Communication beyond the APC
- Lived Experience
- Lived Experience Referrals
- Networking
- Confidence, partnership, communication
- Networking
- Get key partners round the table e.g. housing
- Inclusive/involved
- Getting the key themes back to front line staff

Being Ben

Donna Sinforiani Adult Protection Lead led members through a graphic journey adapted from the Angus Adult P19 Significant Case Review. The feedback from the recent Ayrshire Seminar where the SCR was shared highlighted the need to share wider and across each APC. Following a joint session within the Protection and Learning Team Practitioners event “No Closed Door” co facilitated with Housing colleagues, it was decided to share learning at a strategic level.

By adopting a person centred approach to this learning the message of ensuring the values of seeing the person were reinforced.

Ben was a kind, caring person with a wicked sense of humour and a passion for northern soul. He gave love and was loved by his family so when he died from cancer aged 50 in pain and unsanitary conditions a review of his journey that included significant involvement with services was used to honour Ben’s memory by sharing this learning through “a walk in his shoes”.

This situation was real therefore we owed it to Ben and his family and partners in Angus APC to ensure that learning was directly shared and influences change to local policy, practice and service systems wherever possible .

In order to do this members were asked to reflect on their role in service development and delivery on APC priorities and particularly areas of improvement

relating to;

- Information sharing
- Person centred planning
- Adult Support and Protection
- Capacity assessments
- Self-Neglect
- Use of Legislative Powers

Following these reflections each group was asked to consider good things going on in East Ayrshire and how these could be built on. In order to understand the learning from this session on members the following question was posed;

➤ **What impact did Bens Story have on you?**

Responses included:

- Who asked this man what he wanted?
- Was advocacy linked into Multiple Sclerosis Clinics etc. – don't think there is
- Stigma the whole way through
- Only so much frontline can do if not being supported by management
- People get caught up in systems. If alcohol not seen by Mental Health and vice versa gatekeeping is challenging
- MAT Standards for dual diagnosis
- Professional conversation – allow make decision – get right people at right time to make decision – need shared ownership
- Significant Occurrence Forms – worker found adult dead
- Trying to get information but GP would only provide following written request
- Medication not being taken, collected – how was this being identified?

In order to understand where further improvement may be required we posed the question;

➤ **If there was one improvement I could influence to make a positive change in my role, it would be?**

- Communication
- Partnership Working
- Professional Curiosity
- Escalation pathway from bottom to top with no repercussions from the bottom who may fear “going above”
- Always support practitioners to empower themselves to use their roles to support people at risk of harm. Don't be scared be tenacious
- Emphasise people need to be treated as individuals and with respect
- Timely Multi-Disciplinary- Team Working (MDT)
- Promote Advocacy (early referral)

- To think outside your remit, Out of the box!
- Better joined up working between Community Mental Health Team and Alcohol and drug services to prevent individuals going back and forth for support and interventions
- Campaigns to reduce stigma
- Reinforce need for communication around perceived non engagement

Key Messages and Conclusions

The key word from our partnership that summed up the meaning of adult support and protection at this time for us is **Safety**. Feedback would suggest that this relates to continuing to nurture a partnership that is actively engaged and sharing the valued contribution they have to make and making being at the table a priority.

There was also a sense of the safety felt in understanding ourselves, those we support and protect and a knowledgeable, skilled, confident and well supported multi agency frontline staff who understand the emerging themes. They are ultimately the key to being that bridge from strategic to operational delivery on our priorities with and for individuals and communities.

Methods and approach to the session were effective in meeting the outcomes will be the basis for the next annual session in October 2025.

An emphasis on the power of face to face communication and networking to be able to understand the complexity and human impact and recognition the higher attendance at future sessions would have on the session.

We know ourselves well, our strengths and where we need to improve. A commitment to supporting our members has already started to support continued understanding of Committee business and function and relationships across partners as demonstrated through the new APC Induction Handbook.

Our APC members feel extremely connected to the work of the committee with a strong understanding of role and function that moves beyond statute and is growing in maturity. There is a feeling of readiness to elevate our profile and widen our reach Through building on our role as a contributing learning partner for national innovation when the opportunity arises.

Our early work of building on a trauma informed approach to business as well as supporting work that has anti stigma at its core will- be our strength in understanding how we can engage and build relationships at every level.

We are doing some good work in relation to getting feedback from people with Lived Experience. We have more to do in relation to involving adults at risk of harm and their loved ones and Carers in their protection journey.

A continued need to promote and understand multi-disciplinary working, access to independent advocacy earlier and exploring how our services for wellbeing and recovery work together to respond to those in need are of interest to members.

There are already a number of opportunities presenting themselves for this with key ones being the return of our annual multi-agency self-evaluation audit programme in spring 2024 and the review and refresh our APC Improvement Plan for Jan 2025 - December 2026.

A **central** key message from our Chair was and continues to be that at the heart of all we do is to create the right environment for effective multi-agency working and collaboration;

“What underpins everything is how we relate and work with each other!”



Appendix 1

**East Ayrshire Adult Protection Committee
Development Session: How Engaged Are You?**

Wednesday 25 October 2023: 9.30am – 1.30pm

Venue: WG 13, 13 West George Street, Kilmarnock KA1 1DH

| Time | | |
|-------------------|--|--|
| 9.30am – 10am | | Registration - Tea & Coffee |
| 10am – 10.30am | Susan Maguire Chair EAAPC | Welcome and Introduction National Overview of emerging themes and good practice in ASP |
| 10.30- 11.15am | Emma Guthrie Practice Development Coordinator | Supporting Our Members – Induction Handbook Presentation and Discussion |
| 11.15am – 11.30am | | Comfort Break – Tea/Coffee |
| 11.30am – 12.45pm | Donna Sinforiani ASP Lead | Being Ben - Interactive Group Activity |
| 12.45 – 1pm | Susan Maguire Chair EAAPC | Moving Forward, Next Steps & Thank You |
| 1pm– 1.30pm | | Networking Lunch |

Appendix 2

REACTION LEVEL EVALUATION

Title of Development Event: APC Development

Date : 25th October 2023

Total in attendance: 7

Learning Outcomes of this event: * Strengthen APC rules

* Understand rules better

* Being Ben – Taking action locally

1. Take-away Relevance / value to your role / post?



Comments:

- Very relevant and helps me think about communication.
- Very informative and great opportunity to discuss out with APC Meeting.
- Excellent session and very relevant to my role.
- Share Top 3 of the APC.
- Communication is APC messages.

2. Extent to which your objectives were met/ what new knowledge have you gained and how will you use this in your work practice?



Comments:

- Very helpful, I observed members thinking deeply and connecting.
- Will focus on feeding back key points and issues to our management and team meetings.
- Good networking which is always useful. Induction handbook will be useful for sharing.
- Opportunities are everywhere to impact support/advocate.

3. Most useful part of the session? Why?

- Engaging and innovative.
- MDT input.
- Ben's story, as it really highlighted that we need to work in partnership to ensure that this does not continue to happen.
- Being Ben – very powerful and lessons for all to take on board.
- Networking is really helpful to share ideas and have that informal conversation of asking questions.
- Ben's Story – Useful learning and discussions.

- Informative aspect, well designed.

Least useful part of the session? Why?

- Attendance – some gaps.
- Donna’s expression dance (not enough).

4. Level and Pace of the Event?



Comments:

- Relaxed atmosphere.

5. Scope / Length of the course?



Comments:

6. Would you recommend this course to others? If yes - why? If no - why not?



Comments:

- Yes, very relevant for my staff.
- APC members missed out if they did not attend.

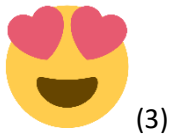
7. FACILITRainer. Communicated clearly / knowledge of the subject matter / linking the learning to work practice?



Comments:

- Well-presented throughout the session.

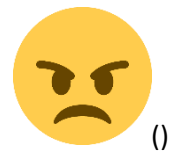
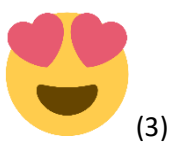
8. Any other comments you wish to make? What has this event identified as your future learning and development needs?



Comments:

- Keep raising awareness of the need to involve independent advocacy.
- Having a better flow of information coming down from staff teams.
- Great informative event.
- Thank you

9. Overall evaluation of this event?



Comments:

- Great session, thank you.