

Engagement Officer (Adult Safeguarding)

**A joint partnership post with Healthwatch Barnsley
& Barnsley Safeguarding Adults Board**

Quarter 3 – October to December 2023



Contents

About Healthwatch Barnsley	3
Project background	4
Project Update for Quarter 3 Oct to Dec 2023	6
What we hope to achieve in Quarter 4	8
Photographs	9
Case studies	10

**Safeguarding the rights of
others is the most noble and
beautiful end of a human being**

Khalil Gibran

About Healthwatch Barnsley

Healthwatch Barnsley is your local health and social care champion. From Penistone to Goldthorpe and everywhere in between, we make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care.

If you recently visited your GP or local hospital, or used any health and social care services in Barnsley we want to hear from you. Whether you've had a good or bad experience we can use your feedback to improve services for everyone and we have the power to make NHS leaders and other care providers listen to what you say.

We're completely independent and impartial and anything you say is confidential. We also offer information and advice to help you get the support you need. Our service is free, simple to use and can make a real difference to people in Barnsley and beyond.

Find out more about us on our website www.healthwatchbarnsley.org.uk



Our vision

- **A world where we can all get the health and care we need**



Our mission

- **To make sure people's experiences help make health and care better**



Our values

- **Listening to people and making sure their voices are heard**
- **Including everyone in the conversation – especially those who don't always have their voice heard**
- **Analysing different people's experiences to learn how to improve care**
- **Acting on feedback and driving change**
- **Partnering with care providers, Government, and the voluntary sector serving as the public's independent advocate**

Project background

Barnsley Safeguarding Adults Board is committed to empowering citizens of Barnsley to stay safe by providing them with information and enabling them to share concerns with relevant organisations. We have a target to increase the percentage of referrals from the public to 10% of the total number of referrals and the creation of the post is part of this strategy to increase knowledge of and confidence in safeguarding.

Funding the post was possible due to delays in recruiting to the training post and a temporary reduction in other staffing costs. A small percentage was provided by the Barnsley Safer Partnership Board in recognition that the post would identify concerns that fall under their remit.

Our hopes for the post are that it will;

- Increase public knowledge of staying safe and confidence to share concerns with workers or directly.
- Create a network of safeguarding champions, who will additional training and support, will act as a trusted resource within communities.
- Support issues affecting individuals to be resolved/addressed.
- Provide BSAB with feedback from a range of communities to consider when developing future strategic plans/priorities.
- Inform the design and content of our publicity materials

Cath Erine, Barnsley Safeguarding Adults Board Manager

Project update

Quarter 3 Oct – Dec 2023

Activity	Quarter 1	Quarter 2	Quarter 3	Difference
Individual contacts	353	404	337	-67
Groups/Events attended	38	50	35	-15
Safeguarding referrals made	6	4	2	- 2
Total	397	458	374	-84

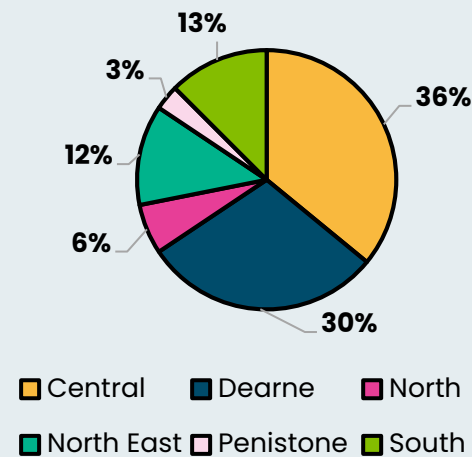
Contact with individuals has been made in a variety of settings including attending events and drop-ins at venues such as;

- Market Places
- Supermarkets
- Carers Groups
- Foodbanks
- Barnsley Hospital
- Community Centres
- Local Parks
- Libraries

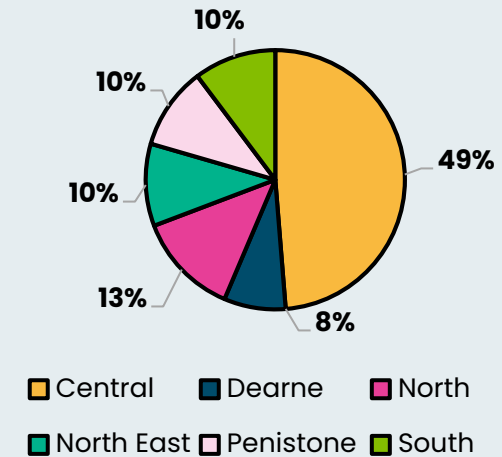
We have been working within the local communities and presented at a number of different groups in the areas including;

- Stroke Association
- SuperJam
- Hesley Group
- The Pantry
- BIADS
- Hope House – Migration Group
- South Area Elected Members

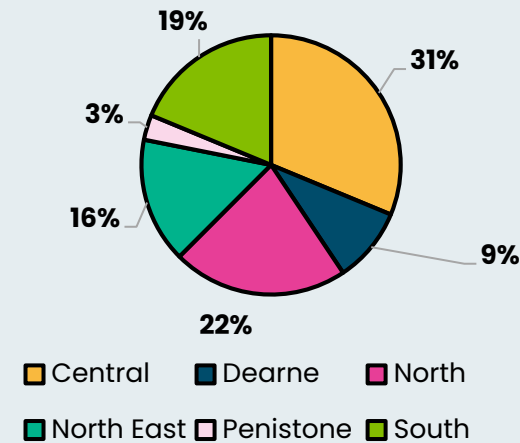
Neighbourhood Areas Quarter 1



Neighbourhood Areas Quarter 2



Neighbourhood Areas Quarter 3



During quarter 3 we have tried to even out the engagement events we attend, although Penistone has seen a decline in engagement activity we have increased our presence in the North and North East of the Borough.

We attended Barnsley Market for the SAW activities and we also returned to the Market during December asking residents what Safeguarding means to them for a short survey we were running.

We have signposted **12** people to other services below for more support. This is a decrease on the number of people we signposted last quarter this could be attributed to the festive period as many people are not interested in engaging with you when they are rushing to be elsewhere, there are also less events taking place during December as many people traditionally take annual leave during this period and things quieten down as schools prepare to close.

Service	No. of referrals Q1	No. of referrals Q2	No. of referrals Q3
Adult Social Care	2	0	0
Amparo	0	1	0
Barnsley Foodbank	0	1	1
Barnsley Hospice	0	1	0
Berneslai Homes	0	4	3
BSARCS	1	0	0
Children's Services	0	1	1
Citizens Advice Bureau	1	0	0
Community Shop (Athersley)	1	1	0
Care Quality Commission (CQC)	0	0	1
DIAL	3	0	0
Dial a Ride	1	0	0
Equipment and adaptations	1	0	0
Game Changer	1	0	0
Lifeline	0	2	0
Hammertons Funeral Directors	0	1	0
Healthwatch	1	0	0
Housing & Cohesion	2	4	1
IDAS	0	1	2
NHS Wellbeing Coach	0	1	0
Recovery Steps	0	1	0
Safeguarding Training	0	2	0
Safer Neighbourhood Team	0	2	1
South Yorkshire Fire & Rescue	1	2	1
South Yorkshire Police	1	1	1
Talking Therapies	0	1	0
Worsborough Cricket Club	1	0	0
Total	17	27	12

What we hope to achieve in Quarter 4



We will continue to engage with local people and raise the profile of Adult Safeguarding within the borough. We will look at the results from our short survey carried out at the end of December and see where we can make changes for people to have a better understanding of what safeguarding means and how to raise a concern. Below are some of the comments from the survey when we asked “What does Adult Safeguarding mean to you?”

- I've never heard of it, but I guess it means adults looking out for children or maybe disabled
- Not sure never heard of safeguarding before
- keeping people who have been beaten up safe

This obviously highlights the need for more public engagement around Adult Safeguarding to make sure people are aware of the service and what Safeguarding actually means.

We plan to publish a short report on our findings from the survey during January 2024 but there is a clear need to look at the language we use when informing people about safeguarding and what it means. The word itself appears to alienate people and conjure up negative thoughts of families suffering unwanted attention by authorities.

Photographs



SuperJam - October



Winter Wellbeing at Mapplewell - November



Winter Wellbeing at Darfield - November

Safeguarding Awareness - November



Super Jam - December



Case Studies (all the names have been changed to protect confidentiality)

What we heard

Susan came to us for some support with her husband who has dementia and was being discharged from his care home.

Susan knew she would not be able to look after him at home and was worried about the costs of paying for his care as she has limited income.

Susan's own mental health was suffering as she was concerned her husband wasn't getting the right care and support and that she may have to sell the family home to pay for his care

What we did

We met with Susan and with her consent we spoke to her husband's Social Worker and the Memory Team.

We eased Susan's worries by talking her through the process and explaining about delays in the system.

We reassured Susan that she would be left with enough money to live on and that her husband would be well cared for.

We encouraged Susan to think about her own mental health and to look at taking some time out for herself

The outcome

Susan is now awaiting a Financial Assessment via Adult Social Care.

Her husband is being looked after in a care home that meets his needs and his medication is being reviewed.

We accompanied Susan to a SuperJam event, where she met other ladies who are also in the same position and she has made a new circle of friends who can offer support and lived experience

Text message received from Susan to Healthwatch Manager;

I have been in a terrible situation and can I just say that Tracy has been absolutely brilliant, she has really helped me a lot, she has sorted things out for me which I never could have done. Thank you Susan.

What we heard

We received a confusing referral from a housing officer regarding a client who was hoarding

We spoke to Lisa's daughter who provided us with some photographs and insight into her mums hoarding.

Lisa couldn't use her kitchen due to the amount of hoarding and relied on takeaways which were unhealthy and not sustainable financially.

Lisa had previously been told to "hire a skip and get it cleaned up or you will be evicted" pay for his care

What we did

We met with Lisa and her daughter, Lisa was very upset and anxious and was repeatedly scratching her hand to the point of drawing blood.

We talked about referrals to NHS Wellbeing Coaches.

We spoke about signposting to Berneslai Homes and BMBC for support with the hoarding and getting help to clean the property.

We attended the property with a Social Worker and agreed that she would look to see if there was any funding available to help Lisa and would be back in touch within the week

The outcome

Lisa's daughter made her an appointment with her GP to reassess her medication for both her mental health and a diabetes review.

Referral made to NHS Wellbeing Coaches with Lisa's mums consent.

Gave Lisa and her daughter information for support for hoarders including D'Clutter club.

Text message received from Lisa's daughter to Tracy;

Hi, thank you for coming out today you are a credit to the team you work for you have given myself and my mum hope for the future which is the most we have had in a long time so thank you! I've arranged a doctor's appointment for later this afternoon to discuss my mums tablets. Again thank you so much.

What we heard

Attended The Pantry and spoke with one of the attendees Nigel who was grieving the loss of his mum

Nigel had also recently lost two friends to suicide and was feeling very vulnerable and alone

He is still living in the property he shared with his mum which is having an impact on his mental health as it is full of memories

Nigel is also feeling angry as his mum was taken shortly after a cancer diagnosis

What we did

We spoke to Nigel at length about his mum and his grief and how everyone has a different experience and there is no right or wrong way to deal with it

We spoke about how it is important for his mental health to keep communicating with people and not lock yourself away

We spoke about the support that is out there for people who are grieving and how he can access the support.

The outcome

We gave Nigel details of the Bereavement Café run by Hammertons Funeral Directors on a monthly basis

We signposted to Amparo and SOBS for support around his friends suicides

We advised Nigel to make an appointment with his GP Services to see if they could offer any support

We spoke to housing regarding Nigel's current state of mind to see if there was any help available to get him re-housed

Text message received from Nigel to Tracy;

I am going to The Pantry tomorrow, it is driving me insane this grieving I have been at my moms place since she passed away and I've been trying to move and make a fresh start, the council are supposed to be moving me but keep giving me false promises, its mentally draining me. I don't know how much more of this I can take, is there anything you can do to speed it up please? Thank you for all your help.

What we heard

Arranged to meet a service provider in Costa to discuss some engagement with their groups

On arrival the young woman was clearly shaken up and explained that she had been approached by a gentleman in the café whilst waiting for her drink and was made to feel very uncomfortable

Staff intervened and the gentleman was asked to leave the premises but he did hang around outside for a good 20 minutes afterwards as if he was waiting for her to leave

What we did

Ensured the lady got to her car safely and there were no signs of the gentleman hanging around

Reported to the Safer Neighbourhood Team and asked if they were able to make visits over the next few days to see if there was any more suspicious activity

Spoke to the Manager about Safeguarding and training that was available to staff which she eagerly accepted

The outcome

Town Centre Wardens now do regular visits to the area and staff have built up a relationship with the team and know what signs to look for and what to report

Staff and visitors to Costa are more confident and feel safer

Training is being planned on Adult Safeguarding

It is believed the same gentleman has previously been arrested for similar offences and is now serving a custodial sentence

When services work together in local communities and listen to residents concerns and fears great things can be achieved. Early intervention and partnership working is the key!

What we heard

Attended regular coffee morning session at Roundhouse

Spoke to Stephanie who was early for an appointment with DIAL

She was nervous and anxious and spoke about a recent breakdown

She was having problems with her sons attendance at school which was causing her to worry about what services would become involved

What we did

When Stephanie had gone into her appointment our Engagement Officer spoke to a member of staff from the Recovery College.

She found out information about some new wellbeing courses being held out in the community which would be perfect for Stephanie

Our Engagement Officer asked to be alerted when Stephanie had finished her appointment.

The outcome

We introduced Stephanie to the Recovery College staff member who explained about the new course starting and what it entails

Stephanie is meeting with the Recovery College in the New Year with a view to signing up to the course and looking what other support they can provide for her and her son.

Stephanie thanked me for offering support & signposting to The Recovery College and said "this feels like a light of hope in my life, I'm so glad I met you this morning"

What we heard

We attended a local foodbank session in the Dearne to speak to residents about safeguarding.

During the session we were introduced to Ryan and his nephew Dan who had recently arrived from Plymouth to stay as he was having problems with his mum and her partner.

Ryan has long standing problems with alcohol misuse and although he wouldn't turn his back on his nephew he is not in the best position to care for him

What we did

With Ryan's agreement we raised this as a Children's Safeguarding concern.

Referrals were also made to DIAL and Adult Social Care for some support for Ryan.

Arrangements were made with the foodbank staff regarding providing emergency food provision for both Ryan and Dan.

Arrangements made with staff for a meeting to explore the possibility of sourcing some Adult Safeguarding training for staff and volunteers

The outcome

With the support of Social Services Dan returned home to his mum's in Plymouth

Ryan received offers of help via Adult Social Care and referrals into other support services for help with his alcohol misuse

A meeting took place with staff at the foodbank and basic safeguarding training has now been arranged for all staff and volunteers via the Adult Safeguarding Board and BMBC POD.

Again partnership working provided the best outcome for Dan and ensured he was safe and well looked after. Ryan received support with his alcohol misuse and an organisation received invaluable safeguarding training to help them spot signs and raise concerns in the future.

What we heard

Our Engagement Officer arranged with some Elected Members to attend a Safeguarding Awareness Session at a local supermarket.

They spoke to residents regarding what safeguarding means, what signs to look for and how to report any concerns.

The session was well attended and received some publicity via the local newspaper.

What we did

Following on from the newspaper article Ann a lady who had been in an abusive relationship for a number of years contacted us.

A chance visit by local police had uncovered the abuse and due to health issues with her partner Ann was removed from her home by the police and taken to a place of safety.

She contacted us to say although she was now safe she felt abandoned by services as she was homeless and paying for hotels out of her limited income.

The outcome

We were able to refer Ann to IDAS and Housing Options

Ann received support to show her what benefits she was entitled to and was also referred to a specialist Family Lawyer.

With support from IDAS and BMBC Ann was able to view a property to rent and had moved in within a week.

She is now settled in her new home, she is free from abuse and looking forward to her future.

Ann messaged me to say she had moved into the property and was sleeping on a camp bed and loving every moment. She followed that up with a message saying..."Thank you Tracy you really have been a good help to me".

For more information

Healthwatch Barnsley
23 Queens Road
Barnsley
S71 1AN

www.healthwatchbarnsley.org.uk

t: 01226 320106

e: hello@healthwatchbarnsley.org.uk

Lets stay connected:



www.facebook.com/HealthwatchBarnsley



www.twitter.com/HwatchBarnsley

healthwatch
Barnsley