

Wiltshire Safeguarding Adults Board

Newsletter, June/July 2017



Chair's Welcome

It is my pleasure to present the first WSAB newsletter. I hope this regular briefing will help keep you informed about the work of the Board and its members.

Our role is to make sure that local safeguarding practice is continuously improving the quality of life of adults in Wiltshire. We can only do that by sharing what we know across agencies and more widely.

This month we will be publishing our annual report for 2016/17. The report reflects how much work is being done in Wiltshire to safeguard adults who are at risk of abuse or neglect, the challenges faced and the work the Board did during the year.

In 2016/17 we launched a new website and you can now find information, advice and guidance for professionals, carers and vulnerable adults at www.wiltshiresab.org.uk. We also started working more closely with the local Safeguarding Children's Board and the Community Safety Partnership because together we can do more.

Most importantly, after discussion at Board meetings last year, partners are exploring potential to develop a local multi-agency safeguarding hub for adults. This shows how determined local agencies are to work together to prevent abuse and neglect where possible. The year ahead should present a huge opportunity for effective multi-agency work that makes a difference to the lives of vulnerable people locally.

Thank you to everyone who is involved in the Board's work. To those of you who know less about our Board I hope this newsletter will provide you with plenty of useful updates. Safeguarding is everybody's business and you can make a difference by speaking out.

Best wishes,

Richard Crompton
Independent Chairman of Wiltshire Safeguarding Adults Board

World Elder Abuse Awareness Day 2017

On 15 June events around the world marked Elder Abuse Awareness day and locally Board members and partners were out raising awareness of financial abuse.

In Wiltshire almost 60% of financial abuse cases confirmed by the council's safeguarding adults team in 2016/17 involved a victim who was over 65. Tackling financial abuse is a priority for WSAB because we can all take steps to help prevent it and because financial abuse can make someone who is independent feel, and then become, less confident and more vulnerable.

Professionals from the council's safeguarding adults and trading standards teams, Carer Support Wiltshire, Dorset and Wiltshire Fire and Rescue Service and the Wiltshire Bobby Van Trust talked to professionals and the public in Trowbridge. The team were there to answer questions about how to protect yourself, those you care for and those who are most vulnerable, from financial abuse and scams. [You can find out how to stay safe and how to access free help from the Wiltshire Bobby Van Trust and Warm and Safe Wiltshire here.](#)



Organisations team up at County Hall to offer advice to the elderly



Pictured (from left): Carolyn Hamblett (Associate Director for Adult Care Operations, Wiltshire Council), Alan Docherty (Carer Support Wiltshire), Cllr Jerry Wickham (Cabinet Member for Adult Social Care, Public Health and Public Protection) Trista Thomas (Carer Support Wiltshire), Ken Griffin (Warm and Safe Wiltshire), Doug Batchelor (Wiltshire Bobby Van) and Simon Childe (Detective Inspector, Wiltshire Police)

Person-centred care

The Social Care Institute for Excellence (SCIE) has published new resources to help care providers deliver person-centred care for older people in residential care and nursing homes. Available on the SCIE website the information provides advice and guidance to support care home owners and managers in developing a person-centred (or personalised) approach to care in their homes. [You can find out more here.](#)

Carers Week 2017

Between 12 and 18 June events took place across Wiltshire to mark Carers Week. The event is an annual campaign to bring caring out into the open by recognising and celebrating the contribution carers make to families and communities throughout the UK.

The focus for Carers Week 2017 was Building Carer Friendly Communities. That means creating places where local people and services support carers to look after their loved ones, while recognising that carers are individuals with needs of their own. The Carer Support Wiltshire team were out raising awareness in GP surgeries and in local hospitals with displays, trolley dashes and staff quizzes. They also offered carers a break with afternoon teas in Market Lavington, Trowbridge, Salisbury and at Bowood. You can find out more at www.carersinwiltshire.co.uk

Helping people who can't help themselves

Hoarding is a type of self neglect which involves excessively collecting and keeping things to the point that living space is cluttered. It may no longer be possible to prepare or cook food in the kitchen, or to wash in the bathroom as the rooms cannot even be accessed due to build-up of items and waste. The problem agencies have in helping someone whose hoarding is impacting on their quality of life, and who may want help, is that although the problem might be identified by professionals visiting the home there is no pathway in place to help them know how to help. Information is not always passed onto the correct agency and while the professional does their job, the hoarding may not be dealt with.

To improve multi-agency understanding of hoarding and how to access support for someone who is struggling to cope the public health and public protection team are working with partners. They will be developing a protocol that partners can sign up to and establishing a multi-agency framework to deal with cases of hoarding. If you have questions or want to know more contact Rachel.Kent@wiltshire.gov.uk

Wiltshire Police - Community Messaging

A new service is available offering you free messages from your local Community Policing Team about policing and crime matters in your area.

Signing up to Wiltshire and Swindon Community Messaging is free, quick and easy. You can sign up online for free now by visiting <https://www.wiltsmessaging.co.uk/> With their permission, you can sign up a family member or friend if they don't have internet access and you can change your preference or unsubscribe to the system at any time.

The messages you'll get will give you updates from Wiltshire Police, Wiltshire and Swindon Neighbourhood Watch, Dorset and Wiltshire Fire and Rescue Service and Action Fraud. Messages are also now sent from Farm Watch via Community Messaging. **Please remember the community messaging service is NOT monitored 24 hours a day. Always call 999 in an emergency or 101 in a non-emergency.**

How can you access training?

Wiltshire and Swindon Skills for Care Partnership have produced a guide to where you can access training to help you ensure you and your staff have the right skills to provide high quality care. The training matrix covers a whole range of specialist and generalist care training – from care of diabetics to mental health awareness. Please visit the Wiltshire & Swindon Care Skills Partnership to find out more - <http://ws-careskills.org.uk/>

Stay safe this summer

During the warmer weather, we enjoy longer days and sunshine, however this can result in some unwanted health issues. Together with local GPs, NHS Wiltshire Clinical Commissioning Group have put together advice and tips to help you stay well this summer. [Click here to find information on dealing with hayfever and asthma in the warmer months, staying safe in the sun and how to avoid tick bites \(which can lead to conditions like Lyme Disease\).](#) Most importantly remember that staying hydrated is crucial in hot weather both for anyone you are caring for and for you. When you're dehydrated your body also loses salt and sugar. Advice about staying hydrated and dealing with dehydration is [available here](#) and you can read the [Heatwave Plan for England](#) at www.gov.uk

The Wiltshire Safeguarding Adults Board website

At www.wiltshiresab.org.uk you will find information about how to stay safe and well and how to protect people with care and support needs from abuse and neglect. On the website you will find:

- Information and advice for people with care and support needs on how to report a concern
- Advice for relatives, friends and those who care for people who are vulnerable
- Support for professionals working in social care, health, the police and other agencies to help you safeguard adults at risk

Are you following WSAB on Twitter? Stay up to date with the Board @WiltshireSAB

If you have news or information to share please contact the Board at LSAB@wiltshire.gov.uk