

KSAB Development Day

Healthwatch Kingston:

Engaging adults with lived experience in Kingston

Thursday 1st February 2024

Healthwatch Kingston

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Is safeguarding everyone's business?

KSAB Development Day Workshop Agenda

1. Setting the context - a brief history (CRG > MSP > LSV) 5 min
2. Learning from LSV - and help us shape KSV 10 min
3. MSP 2022-23 report recommendations and ACTIONS...Gemma and Claire talk through what RBK ASC have done in response to MSP recommendations 10 min
4. WORKSHOP DISCUSSION: 20 min
 - How can everyone contribute to a seamless multi-agency safeguarding experience in Kingston?
 - What can YOU or your organisation do to support this?
 - How can the voice of people with lived experience be heard at KSAB?
1. Feedback 10 min

What is the aim of the LSV?

- To bring together three people with lived experience of Safeguarding from each London borough.
- HW Kingston worked with local Safeguarding Adults Board (SAB) Chairs and Managers, and local Healthwatch organisations to identify a range of local representatives with lived experience of Safeguarding, tapping into and sharing local approaches.
- This initiative will support the LSAB to ensure its work is co-produced and more person-centred in future.
- Once the LSV group is more established, members will be asked to nominate three representatives, who will be democratically elected to sit on the LSAB.

LSV What have we achieved so far?...

- Ensure people with lived experience are involved in all safeguarding projects.
 - We have presented our work at the Chief Social Worker Launch event.
 - Participation in 5 London Peer Reviews
 - Recruitment panel for LondonADASS Programme Manager and Project Manager roles
 - We presented our work at an Adult Safeguarding Practice Conference
 - We were asked for our views on the development of the Carer Workforce Strategy - how to improve the recruitment, retention and wellbeing of staff in Adult Social Care (ASC)
 - LSV feedback on CQC methodology when it comes to local authority assessments.
- Involvement in LSAB Conference 2023 planning via the Conference Planning Team.
- Developed Easy Read Documents on the Adult Safeguarding Process.
- Looked at training needs for our members - invite members of LSAB to our meetings to benefit from their safeguarding experience. Already had both the Met Police and London Fire Brigade along.
- Learned from each other and host useful information about safeguarding, from all London Boroughs on our Safeguarding Resource Hub hosted on the HW Kingston website. Learn from good practice.



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VOICES

'Our Voices Together Are Stronger'

What Experts by Experience bring to the table - LSV member:

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- Real-life Insights into what works and what doesn't
- Highlighting the difference between policy, procedures and lived experience
- A critical friend
- A commitment to help make safeguarding better: effective, personal, person centred
- A sounding board for new ideas
- We can help make MSP truly personal
- We can coproduce effective systems, policies and procedures to allow you to get it right first time, saving human and fiscal resources
- We can network with peers, so we represent more than ourselves.



LSV: lessons learned

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- Learning disability - Easy Read
- Accessibility - Virtual meetings monthly, with an additional subgroup.
- Confidentiality - could have a Part A and Part B to meetings
- Jargon/ plain English
- 'Feel' of the meetings - relaxed, a safe space, code of conduct, respect, peer support etc.
- Plan for referral of new safeguarding issues that could be raised in meetings.
- Not a 'token exercise' - how to engage with people with lived experience.
- Recruitment is all stakeholder's responsibility
- Raise the profile of the group - must advertise and everyone to talk about it
- Confidence ladder - KSV could be a safe space to nurture those conversations.

How to recruit people with lived experience

- It's not easy! (we need YOUR help) 😊
- Relationships with local groups and VCSEs is key
- Go to local groups and talk to them about the opportunity and what a difference they can make
- Have a clear offer and what the benefits are to them - take leaflets to hand out
- Budget for tea, coffee and cake!
- Listen to their needs - do they need digital support?
- Some members need extra support outside of meetings - one-2-ones
- Be honest - the group will work on trust
- Offer a 'try before you buy' option.

Making Safeguarding Personal: 2022-23 Recommendations (1-3)

Recommendation	Finding	Response and action - SAB Partners			
		ASC	ASC commissioning	Kingston Hospital	ICB
1	Healthwatch Kingston recommends social workers formally offer everyone (particularly the elderly, people with disabilities and men of all ages) going through the adult safeguarding process, access to an advocate (professional or personal) and that the potential benefits of having someone speak up on your behalf is explained to all at the beginning of their safeguarding experience.	1. local safeguarding arrangements reviewed 2. Safeguarding Triage Guidance being developed and implemented 3. Advocacy question on safeguarding contact form within IAS, which can be reviewed through the process 4. discussed as part of monthly catchups with HWK and agreed for wording of advocacy question to be amended			
2	Healthwatch Kingston recommends extra attention is paid to involving service users from the beginning of the process. Asking more about their situation and asking what outcomes the service user would like.	1. local safeguarding arrangements reviewed 2. Safeguarding Triage Guidance being developed and implemented			
3	Healthwatch Kingston recommends the Learning Disability Team share their safeguarding practice experiences with other RBK adult social care teams to support department-wide safeguarding practice development.	1. case to be identified for reflection/discussion at SAM meeting and shared with all ASC SW teams			

Making Safeguarding Personal: 2022-23 Recommendations (4-5)

Recommendation	Finding	Response and action - SAB Partners			
		ASC	ASC commissioning	Kingston Hospital	ICB
4	Healthwatch Kingston recommends more focus on conversations about future risk (safety plan and potential for recurrent future risk) to ensure service users understand that what happened may happen again or continue to happen without continuing with their plan.	1. local safeguarding arrangements reviewed 2. case audit programme			
5	Healthwatch Kingston recommends continued involvement from social workers to discuss and encourage service users to share feedback through the MSP project, to support future insight gathering.	1. MSP questions on IAS tracked to monitor referrals to MSP feedback. 2. MSP on SAM meeting agenda			

Making Safeguarding Personal: 2022-23 Recommendations (6-7)

Recommendation	Finding	Response and action - SAB Partners			
		ASC	ASC commissioning	Kingston Hospital	ICB
6	Healthwatch Kingston recommends RBK Adult Social Care and Commissioning ensure care providers inform family members or friends involved in a person's care about safeguarding incidents.	1. continued joint working with QA within QAF 2. Attendance at Care Governance Board			
7	Healthwatch Kingston recommends improved understanding of safeguarding processes across all partners of the Kingston safeguarding system (for example, but not limited to, safeguarding between hospital and care home providers) to ensure all partners provide a seamless and positive safeguarding experience.	SAB workstreams comms/training			

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KSAB Development Day Workshop Discussion

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