



& our Partners,

Committed to  
Safeguarding Adults



# Harrow Safeguarding Adults Board (HSAB)

## Safeguarding Adults Annual Report 2018/2019 (easy to read version)



in partnership with:



Say **NO**  
to abuse



## Why do we need a report about safeguarding adults?

The Harrow Safeguarding Adults Board (HSAB) is a group of managers (from the Council, the Hospitals, the Police, care homes, care agencies and voluntary groups) that meets every 3 months to work together to try and keep people with care and support needs safe from abuse. The names below and at the bottom of the front page show how many different groups meet together at the HSAB.



This is the 12<sup>th</sup> time that the HSAB has written a report to tell everyone what was done last year and what it is going to do next year. This report also tells you about how many people were abused in a year, who was abused, where it happened and who was the abuser.

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# 1. Introduction

## What is “safeguarding adults”?

“Safeguarding adults” is about keeping people with a disability or mental health problem safe from abuse or harm.



It is only about people who are aged 18 years or older as there are other arrangements for protecting children.

The “Care Act” started in April 2015 and told Safeguarding Adults Boards that they must help people who have care and support needs if they can’t protect themselves because of those needs.



It also changed some of the words in “safeguarding adults work” and this report uses the new ones.

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## What is abuse? Abuse can be:

- physical (hitting, pushing, slapping, punching)
- financial (to do with money)
- neglect (not being looked after properly)
- self neglect (not looking after yourself properly)
- emotional/psychological (for example – being made fun of because of a disability)
- institutional (more than one person in a care home or hospital is being abused)
- sexual (being made to do something that you don't want to do – for example, kissing)
- discriminatory (for example - being made fun of because a disability makes you look different to other people)
- modern slavery (being made to work for someone against your will without pay or time off)
- domestic violence (for example – when a husband hits his wife and she can't protect herself)

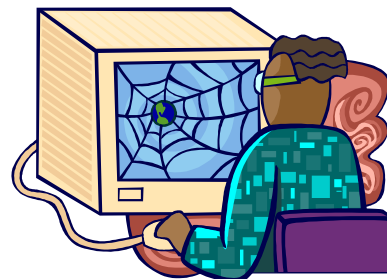
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## How do we let people know about safeguarding adults?

- we have “easy to read” leaflets



- we have information on websites (the link is on the last page of this report)



- the Safeguarding Adults Team visit staff where they work to tell them what to do if they are worried that someone may have been abused



- we write in magazines, newspapers and newsletters about what the public should do if they are worried that someone may have been abused



- this report is written every year  
and is easy to read



## **Harrow Safeguarding Adults Board (HSAB)**

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- there is information on display at hospitals, GP surgeries, care homes and local services (for example, day centres)
- we go to special days in Harrow to give out information about keeping people safe from abuse

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## What did we do together last year to keep people safe?

- 1,247 people had some training in safeguarding adults
- some different people went to training for the first time which is good



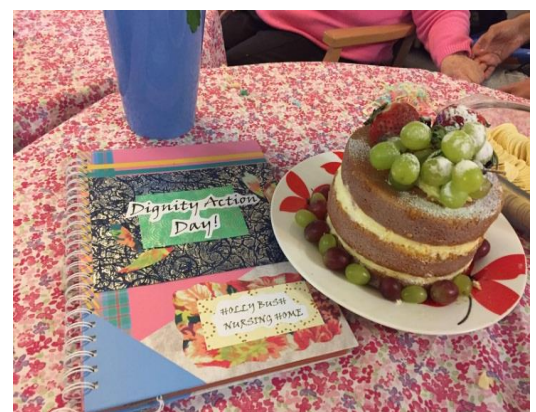
- Harrow Mencap set up a "safety hub" at Morrisons and Cedars Community Centre



- Mind in Harrow ran 4 sessions about scams and fraud for 50 service users
- Mind in Harrow gave user friendly information about safeguarding (keeping safe) to over 200 people with mental health needs



- special events were held on Dignity Awareness Day in February 2019, especially at care homes and day centres





- Central & North West London Mental Health Trust (CNWL)

have a leaflet about sexual safety



- last year the HSAB did more work on “Making Safeguarding Personal” and most people interviewed by an independent social worker said they felt more in control of what happens

- the HSAB sent out a newsletter every 3 months to keep staff and volunteers up to date. Topics included: scams Dignity Action Day 2019; and fire safety



- the local Police told the Safeguarding Adults teams every time they found a person that they were worried about



- local NHS hospitals made sure that all their staff have had up to date safeguarding adults training and that their patients know how to report a concern



- a lot of information was collected from the people who called because they were worried that someone may have been abused.

This information is called “statistics”



## 2. Statistics (numbers)

### How many people were worried about being abused?

Between April 2018 and March 2019 there were 1,403 people worried about possible abuse who contacted either the Council or the CNWL Mental Health Trust



These 1,403 calls are “concerns”. The HSAB is pleased that so many people know who to contact if they are worried that someone may have been abused.

Of the 1,403 people, 590 needed someone to look into their problems more carefully.

This is called “making enquiries”.



## Who was most worried about abuse?

More women were worried about possible abuse than men.



314 of the 590 people were black or black Asian. The HSAB is pleased that people from across all the different communities in Harrow made contact about abuse last year.

## What type of abuse were people worried about?

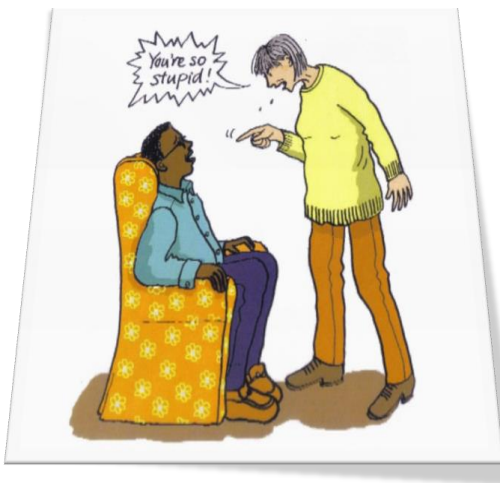
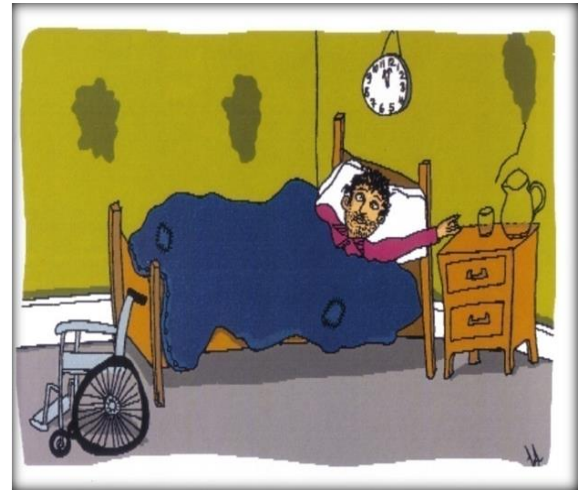


145 people were worried about financial abuse  
(to do with their money)

156 people were worried about physical abuse (hitting, pushing, slapping, punching)



193 people were worried about neglect (not being looked after properly by someone else – for example a care worker)



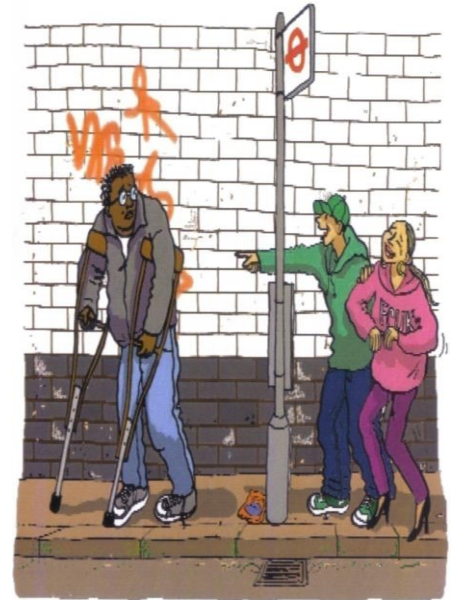
154 people were worried about emotional/psychological abuse (for example – being made fun of because of their disability)



33 people were worried about sexual abuse (being made to do something that they didn't want to do – for example, kissing)



3 people were worried about discriminatory abuse (for example - being made fun of because they look different to other people)



Last year there were 21 people helped where they were not looking after themselves properly (this is called self-neglect and can also include people who hoard)



There were 3 cases of modern day slavery in Harrow last year (being made to work for someone against your will without pay or time off); and

74 cases of domestic abuse (for example – when a husband hits his wife and she can't protect herself)

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## What care and support needs did the person have who was worried about abuse?

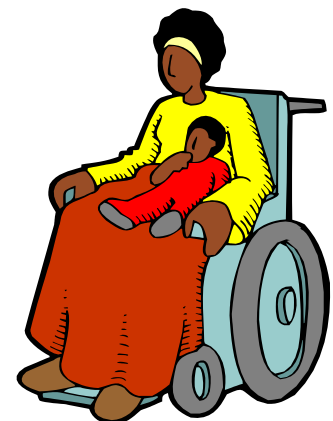
- 309 people were over 65 years of age  
(older people)



- 67 people had a learning disability



- 224 people had a physical disability  
(for example they use a wheelchair).  
Some people with a disability were also  
over 65 years, so have been  
counted twice



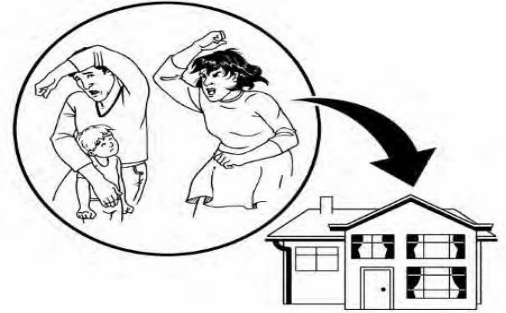
- 163 people had a mental health problem,  
for example bad depression





## Where did the abuse happen?

- 353 people were living in their own home



- 98 people were living in a care home or nursing home



- 44 people were living in “sheltered” or “supported” housing (where they get help from a Warden or support workers)



- 7 people were living in the home of the person that they said was abusing them

- 9 people were in a general hospital



- 6 people were at a day centre



- 31 people were in a mental health hospital ward



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## Who was the person who caused the harm?

- the highest number (254) were family, including husband/wife or partner



- 130 were social care staff (for example home care workers)



- 25 were neighbours or friends



- 27 were health care workers



- 9 were strangers



- 4 were volunteers or befrienders



## What did all the information tell us?

Last year 1,403 people knew who to contact if they were worried that someone might have been abused.

This is good.



Last year 1,247 people had some training about abuse and who to contact if they were worried about someone.

This is good.



Last year some different groups of people were told about how to report abuse. This is good.



Last year there were concerns from lots of different communities in Harrow. This is good because the HSAB organisations have been working hard to be sure that everyone knows how to recognise abuse and how to report it



**But .....**

Where a crime seems to have been committed, less cases were followed up by the Police or taken to Court.

This is not so good, as many users say that they want the person who abused them to be punished;



and

Too many people with a learning disability died from illnesses that staff should know about, for example constipation; pneumonia (lung infections) and sepsis (blood infections).

This is not good and there were 10 deaths like these in Harrow



and

Older people living in their own home are at risk from crime e.g. scams and fraud (e.g. builders tricking them out of their money at their front door)



## What is the HSAB going to do next?

- more work on doorstep crime; scams and fraud for everyone, but especially older people



- write a leaflet (together with users from Mind in Harrow) for hospital patients about how to explain to staff what they want to happen when they don't feel safe - this is called "Making Safeguarding Personal"



- make sure that in every possible case where a crime seems to have been committed (e.g. financial abuse is the same as theft), victims who want to report it to the Police are supported to do so





- speak to more schools about disability awareness



- make sure that all care staff know about how to recognise constipation



and

infections for people with a learning disability



- make sure that fire safety in care homes is working



## Who to contact if you are worried that someone is being abused

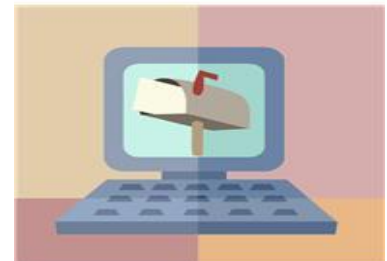
The website for information is:

[www.harrow.gov.uk/safeguardingadults](http://www.harrow.gov.uk/safeguardingadults)



The e-mail addresses and phone numbers are:

[ahadultsservices@harrow.gov.uk](mailto:ahadultsservices@harrow.gov.uk)



(for older people and adults with a disability/learning disability)

Tel: 020 8901 2680 (Access Harrow “golden” number)



[cnw-tr.mentalhealthsafeguardingharrow@nhs.net](mailto:cnw-tr.mentalhealthsafeguardingharrow@nhs.net)

(for people over 18 years with a mental health difficulty)

Tel: 0800 023 4650 (CNWL single point of access)



**“Harrow is a place where adults at risk from harm are safe and empowered to make their own decisions and where safeguarding is everyone’s business” (HSAB Vision)**