



A Summary of the Findings from the 'No Secrets' Event for Older People held at St Paul's Church, Manningham on 7 January, 2009

Introduction

The event was held in response to a government consultation on the document 'Safeguarding Adults: A Consultation on the Review of the 'No Secrets' Guidance'. The closing date for the consultation was 31 January 2009 and a full report of the findings has been submitted to the Department of Health.

Due to the lengthy and complex nature of the consultation document discussions were centred on two key areas from the review document: Choice and Housing.

In addition, participants were given the opportunity to comment on other topic areas in the document by means of a 'wall exercise'. These included: Leadership, Prevention, Outcomes and Guidance and Legislation. Key themes were:

General

- There was a strong feeling that giving people more say in how they buy services was generally good, combined with a feeling that some vulnerable people could be made even more vulnerable.
- Some of the questions were difficult to answer and raised further questions rather than solutions.
- There was a need to raise awareness with members of the public on the nature and types of abuse.
- Although discussions tended to focus on services rather than abuse prevention these revealed suggestions for improvements and changes in services, which could help, prevent abuse.

Choice

- Effective monitoring procedures are needed, common protocols
- Information help lines and contact points about services
- Creation of 'approved service providers' directory
- To know who to contact if things go wrong

FINDINGS

Housing

- Staff trained in recognising abuse with confidence to act
- Familiar, regular staff eg Bradford Handyman scheme
- Regular contacts from staff, traditional warden role
- Suggestions of practical nature eg peepholes, sensor systems etc
- Comprehensive list of 'approved' handyman and repairs providers.

Leadership

- Council has a key role
- Agencies to work in partnership

Prevention

- Strong case for a uniform approach nationally
- Major publicity exercise required to raise awareness and understanding of types of abuse
- Confidential help line(s), free phone
- Needs to be an awareness of stress placed on informal carers and ensure they get adequate support

Outcomes

- Teach those in care agencies/services about the things that have happened so they cannot happen again.
- Discreet and confidential networking may support staff to act.

Guidance and Legislation

- Strong acceptance that staff should have a 'power to enter premises'.
- Recognition those staff would need to be qualified and well trained.
- 'Mixture' of staff required but definitely with Police support. Joint working essential.

A full copy of the report is available from BACC, Unit 37, Carlisle Business Centre, 69 Carlisle Road, BRADFORD BD8 8BD. Tel: 01274 481590
e-mail: kath@bacc.uk.com or on the BACC website: www.bacc.uk.com .