On 5th March 2019 Cumbria Safeguarding Adults Board delivered a multi-agency workshop to over 40 practitioners from across the system. Organisations represented included; Adult Social Care, Cumbria Constabulary, Cumbria Fire & Rescue Service, Housing, 3rd and Independent sector organisations and Care Agencies.

The session was facilitated by Louise Mason Lodge as Chair of the Learning & Development sub group. Learning was shared through the use of a case study which included themes from recent SARs and provided an opportunity for multi-disciplinary discussion.

Participants were asked to complete an evaluation form to assess the impact of the session and gather information to inform future planning for similar events.

**Expectations of the event**

Responses indicated that there is a real appetite for learning from SARs to disseminate learning across organisations. Participants indicated an interest in improving their understanding of the safeguarding process and an appreciation of other agencies role and responsibilities.

**Were expectations met?**

Participants largely felt that expectations were met and it was a useful opportunity as a reminder of resources staff can access and utilise.A small number of evaluations indicated that expectations were only partially met. However, this could be attributable to the expectation that the event was training and not about taking learning from SARs.

*“I would welcome more multi agency events”*

*“Helpful to understand different practitioners points of view and their roles”*

**Most helpful about the event**

Without exception all participants commented positively on the opportunity for multi-disciplinary discussions. Networking, sharing skills and knowledge of other professionals and agencies all identified as being most useful from the session.

Delegates found it useful to see the CSAB website, sign up to 5 minute briefings and access other resources available.

The case study content facilitated multi agency discussion in relation to complex cases of self neglect and provided an opportunity to share the CSAB guidance.

*“Training with other providers/professionals and listening to their points of view and approach to given situations”*

*“Respectful discussion about individual’s roles and responsibilities – range of options explored and additional insight into self neglect policy and respective partner’s responsibilities”*

**Least useful about the event**

A number of participants commented on a lack of reference to the specific learning from the SARs published in 2018. However, it was agreed that only “themes” would be shared in acknowledgment of the time passed since SARs took place. Specific learning and actions have been addressed previously.

*One delegate commented – “unhelpful when providers used the session as an opportunity to raise issues with the system”*

*“Use of acronyms for systems etc., assumed that all understand”*

**Use of a case study to promote multi agency discussions and learning**

Responses to this question were all positive supporting this method of delivery and sharing learning system wide. The case study prompted discussion which helped to clarify roles and responsibilities across the system along with other professional’s perspectives.

*“Extremely helpful and informative. Helpful to listen to how others will approach a given situation and what they seen as the priorities”*

*“Felt it needed to be a case study with a clear start and end”*

*“Good range of professionals”*

*“It made us all think about how our own prejudices at times can lead out thinking. This lead to useful discussion and considering all agencies input which in itself can be challenging”*

**Other comments or suggestions to improve sharing learning from SARs in the future**

There was an overwhelming request for more multi agency learning and similar future events. There was challenge raised in terms of what the training offer is from CSAB.

The event promoted networking across the partnership and will lead to improved communication and information sharing.

There were a number of requests to explore real SARs as case studies to share learning to add real life context and provide opportunity to explore with other agencies.

Providers in attendance requested training which is consistent to ensure all providers receive information in a consistent format across Cumbria.

A suggestion was made for a workshop describing the safeguarding journey and process.

The case study encapsulated themes from recent SAR’s including the following;

* Professional curiosity
* Self Neglect
* Domestic Abuse
* Mental Capacity & legal frameworks
* Information Sharing

**The case study**

**The structure of the session required participants to discuss the case study and consider 2 different outcomes specifically exploring;**

* Options available
* What needs to happen next?
* Who needs to do it?

**Groups were asked to discuss and agree;**

* What are the priorities?
* What are the challenges/areas of concern?

**Feedback from group discussions**

Feedback was captured from the group discussions and the following themes were identified;

* Capacity of both Mr & Mrs A – individual’s understanding of risk and perceived threat
* Explore possibility of carers stress – trigger for assault?
* Professionals finding “private space” to speak privately with each individual
* Seek advice of Police colleagues to establish any history of Domestic Abuse including coercive control
* Issues relating to Hoarding & Self Neglect; fire, health and physical risks posed
* Beliefs and wishes being considered
* Options for moving home due to condition of property

**Learning for future events**

* Ensure all agencies are adequately represented to support multi-disciplinary group discussion.
* Link learning to be shared to actual SAR and consider use of real case study to inform learning on a multi-agency basis.
* Refresher of Care Act and description of timescales for safeguarding process.
* Smaller group size.
* Avoid assumptions that all in attendance have the vast level of knowledge and experience of others in the room.
* Sessions could be longer to incorporate other case studies and cross reference safeguarding process; MSP and Practitioner toolkit.
* Consistent training for all providers in Cumbria.
* Training on thresholds to inform understanding of reportable incidents as different regulatory bodies offer different advice.
* Ensure awareness of all those attending – difficult when family/carers in attendance with professionals if not aware.
* Avoid us of acronyms

The positive feedback and support for sharing learning on a multi-agency basis through multi-disciplinary discussion endorses this methodology for future events. This should be considered by the L&D sub group and a recommendation made to CSAB for implementation for future SARs. It is also recommended that the L&D group consider the benefit of repeating the event across other localities.