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## Welcome

Welcome to our latest Safeguarding Adults Newsletter. In it you can read updates on the work of the Safeguarding Adults Board, its partners and opportunities for you to become aware of new systems and practise.

Following a period of discussion and consultation, the SAB is pleased to present it's new priorities for the next three year period. These priorities strengthen the commitment from the board to being more inclusive across our diverse communities, to increase our engagement with practitioners and carers and to understand how the SAB can support them more in delivering the best care and support to people who need care and support.

The board is also promoting its work on prevention focussing especially on issues relating to transition, self neglect and now, recurring rough sleeping. The board will also seek to support issues relating to the completion of mental capacity assessments, trauma informed practise and professional curiosity.

The forthcoming Safeguarding Adults Week together with Stoke City Council's Festival of Practice, seek to support and present opportunities to raise awareness and offer continuous professional development. We also highlight Stoke City Council's new professionals portal for the direct reporting of concerns to adult social care and the Better Care Support self assessment portal where members of the public can identify the care and support needs they or their loved ones may have.

In this edition we have included a piece on learning from a case study involving self neglect where medical health issues and substance use co-present and the strength of using multi disciplinary team meetings. Please take the time to read this newsletter. I hope you enjoy it and if you would like us to cover other issues specifically, please don't hesitate to contact the SAB business Unit.

Adrian Green, Independent Chair

# Mission Statement & Strategic Priorities

**Mission Statement:** We will listen to and empower our communities and support the workforce to keep adults who may have care and support needs in our communities, safe from abuse and neglect.

We will do this through:

*Seeking Assurance*

*Being Responsive*

*Working in Partnership*

*Prevention of harm*

*Engagement*

*Being Inclusive*

## Strategic Priorities

Connect	External
	Promote equality
	Amplify the voice of communities especially those hard to hear groups
	Internal
	Engage with and continue to support the workforce
	Awareness
	Continue to raise awareness of abuse and neglect and how to report it
	Raise the profile of the SAB
Prevention of harm associated with:	Rough sleeping
	Transition of 18- to 25-year-olds/service/area
	Self-Neglect
Confident Practice	Trauma Informed
	Mental Capacity Assessment and awareness
	Information sharing
	Professional Curiosity

## Festival of Practice

**Join the Fun and Learn Something New!**  
**Explore the Festival of Practice 2025 Event Schedule!**



Stoke-on-Trent City Council are thrilled to announce the return of our Festival of Practice for its fourth consecutive year! Based on your feedback, we have made this year's Festival even bigger – now running from Tuesday 10 to Friday 20 June 2025.

Organised jointly between our Adult Social Care and Children Social Care teams, this learning event is open to all professionals in Stoke-on-Trent who work with adults, children, and families. It's a fantastic opportunity to engage in continuous professional development and connect with others in the sector.

We also welcome colleagues from key partner agencies, including education, health, emergency services, as well as the independent, voluntary and third sectors, who are interested in attending sessions to learn from sector experts and network with peers across agencies.

This year's programme includes sessions on trauma resources, transition pathways, advocacy awareness, dementia support, and so much more!

Check out the full Festival programme and sign up for sessions by [clicking here](#).  
For any questions, feel free to get in touch at [festivalofpractice@stoke.gov.uk](mailto:festivalofpractice@stoke.gov.uk)

We can't wait to see you there!

# Learning from Case Studies

## **A case study where agencies have worked well together to protect an adult who was self neglecting at his home.**

Involved:

Stoke on Trent Local authority

Combined Healthcare

Midlands Partnership Foundation Trust

GP Surgery

Paramedics

Changing Futures

University Hospitals of North Midlands

A referral was received into the District Nursing team on the 22.03.24 to support an adult with diabetic care and insulin administration. The adult had a history of mental health issues and had, had multiple hospital admissions over the previous year in relation to exacerbations of his Chronic Obstructive Pulmonary Disease (COPD), and poorly controlled Diabetes.

The adult was supported with the self administration of his insulin by the District Nursing team twice daily. At times he wouldn't engage which often resulted in him letting the nurses into the home but not allowing them to support him with his insulin. His blood sugars were low, and his diet was poor, he was refusing to let nurses treat his hypoglycaemic episodes. He was on a D2A package of care following a discharge from hospital, however his excess alcohol consumption became an issue whereby he started to decline care and become verbally abusive to staff.

In April 2024 an MDT was arranged to determine how best to support the adult with his Diabetes management and his refusal of care. The diabetic team, safeguarding named nurse, district nurses, home first and the GP practice manager attended this meeting. The meeting identified that the adult required urgent mental health input, and this was going to be sourced by the GP. The safeguarding nurse contacted her colleague within combined health care safeguarding team who was able to identify that he was no longer under mental health services but due to his frequent attendance in hospital that she would request input from the high-volume user's team. They did accept the referral and arranged to see him on the 30<sup>th</sup> of May 24. His insulin regime was adapted to support him if he was not eating. The Diabetic Team continued to support the District Nursing team in relation to his insulin. A locked box was issued for his medication due to his risk of taking an overdose of his medication.

Safeguarding referrals were raised by the High-Volume Users and the Paramedics under the category of self neglect.

## Learning from Case Studies

A further MDT in August 2024 was called as it was identified that risks were increasing. Concerns in relation to increased alcohol consumption, increased hypoglycaemic episodes, refusing to take medication offered by carers, having increased COPD exacerbations which required further hospital admissions. Attendance at that meeting included the high-volume users, paramedics, care agency, district nurses and the diabetic team. Following the meeting the safeguarding nurse contacted Stoke on Trent social care team to request whether the case had been allocated to a particular social worker following the referrals being raised. In the meantime, a nurse from the diabetes team and the lead specialist practitioner (LSP), from the district nursing team attempted mental capacity assessments on two visits around his diabetes decision making. This was unsuccessful due to the adult being intoxicated by alcohol on both visits.

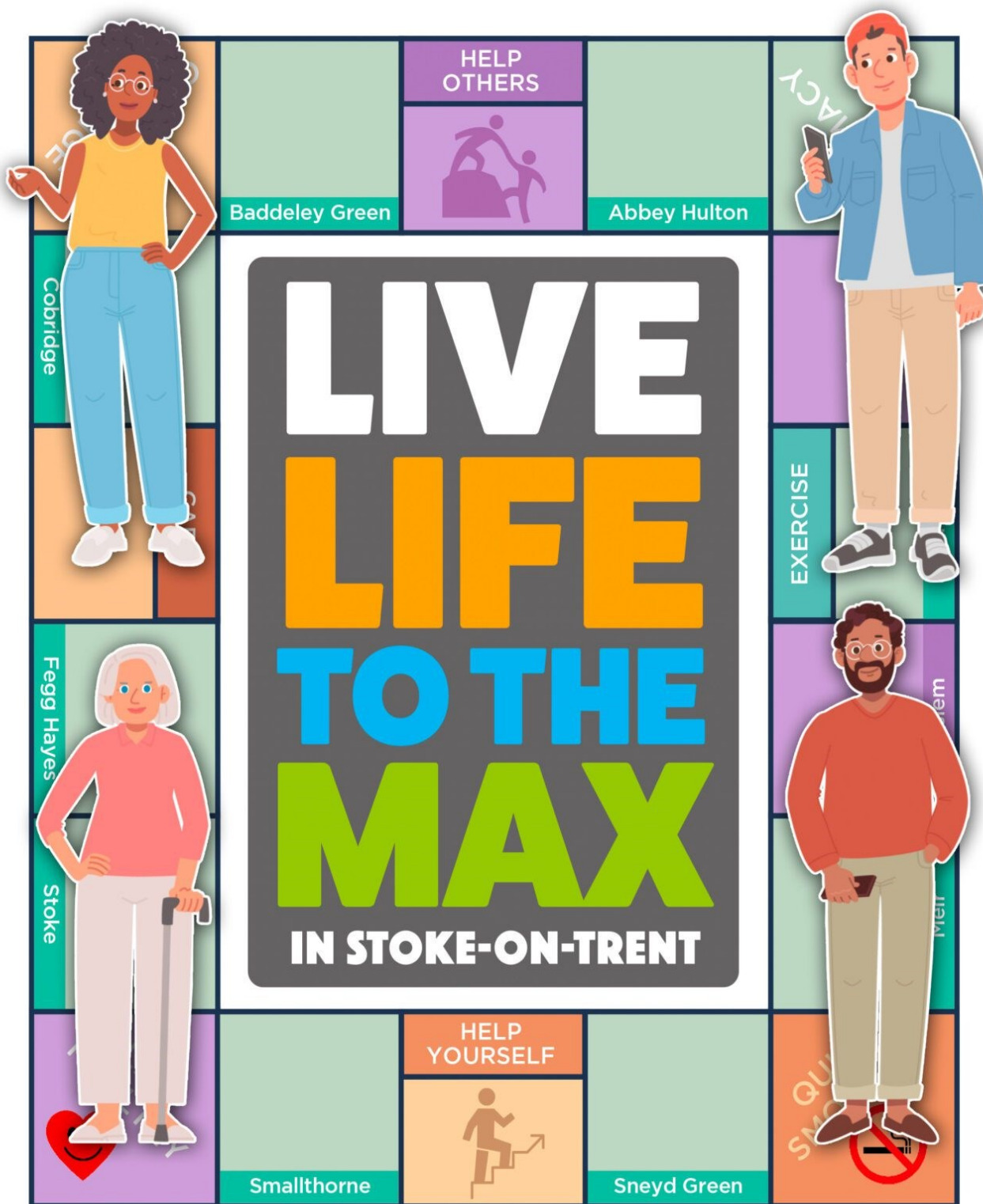
Social care arranged another MDT in September 24. A decision was made that a joint visit would take place between the community matron in the area and the social worker as the community matron seemed to have built up a good rapport and relationship with the adult. In the joint visit a discussion took place with the adult around support groups and networks as he admitted to being lonely and that was why he drank alcohol. He admitted to having fractured relationships with his family but agreed to have support from changing futures. The adult did continue to drink alcohol and sadly took an overdose of medication that he had been discharged from hospital with for his COPD in October 2024. (He had declined support from the alcohol team while in hospital. From August to October, he had 6 admissions to hospital)

An MDT which took place in November 2024 identified that the adult would be a suitable candidate for a supportive living accommodation and with the adult's consent the social worker completed the relevant applications.

Sadly, the adult continued to deteriorate in the sense of continuing to drink which impacted his cognition and mobility following a fall. This further breaking point allowed the adult himself to identify that he required further care and support and that he was not coping at home. The Lead Specialist practitioner (LSP), for the District Nursing team tried to get him into a step-up bed in the Haywood hospital, however this was declined due to his alcohol consumption. Following communication between the LSP and the social worker, the social worker was able to apply for an emergency respite placement which he agreed to. This was challenging as on the day he was due to leave he became intoxicated and verbally abusive. Later, this day the adult reflected upon his behaviour whereby he telephoned his social worker to apologise and agreed for the placement to go ahead. Working effectively alongside the social worker the LSP from the DN team was able to visit the next day to support with his transfer to the respite placement. The LSP told the adult that the MDT team would not give up on him and he thanked the LSP and became tearful. A non urgent ambulance was booked, the team went above and beyond to ensure that he went in the ambulance and followed him to the care home with medication that had been forgotten at his property.

The adult continues to have social work involvement and unfortunately has been in 3 care homes since leaving his home in the community due to his challenging behaviour. The adult who is deemed to have capacity around where he resides no longer wishes to be in a 24hr care setting and frequently discusses returning home. The adult has agreed presently to remain in 24hr care while the social worker attempts to find a supported living placement that can meet his needs. (Places that can meet his needs are limited.) The social worker has also referred the adult to mental health services, and he is awaiting an assessment from the CPN.

## Promoting Stoke-on-Trent Online Portals for Adult Safeguarding Referrals



# Promoting Stoke-on-Trent Online Portals for Adult Safeguarding Referrals

## **Professional Portal:**

Last year, Stoke-on-Trent City Council launched their new online professional portal, designed to streamline the referral process for all professionals who need to report safeguarding concerns and/or other adult social care related concerns. This user-friendly portal allows for quick, secure, and efficient submissions directly to Stoke-on-Trent Adult Social Care, offering a modern alternative to traditional methods like phone calls, face-to-face meetings, or paper forms.

The portal is specifically intended for use by all professionals (unless agreed otherwise), such as those working in children's services, housing, finance, the NHS, primary care, private sector care providers, emergency services, and the third sector. By using the portal, you can easily refer concerns related to suspected care and support needs, adult safeguarding, deprivation of liberty safeguards, occupational therapy, and sensory impairments.

Each referral made through the portal is routed directly into our Adult Social Care system, ensuring that the appropriate team receives the information promptly. This means cases are dealt with more quickly, helping to ensure the safety and wellbeing of vulnerable adults in our community.

In addition to speeding up the referral process, the portal also enhances data security, reduces paperwork, and improves information accuracy. By using the online platform, you are contributing to a more effective, collaborative approach to adult safeguarding. One which we hope encourages better communication between agencies and ensures that all professionals involved have access to the same up-to-date information.

To make your next referral, simply [visit the portal by clicking here](#) and follow the easy steps to submit your concern.

## **Self-Assessment Portal:**

In addition to the professional portal, Stoke-on-Trent City Council has also launched a brand-new online service called Better Care Support. This user-friendly system makes it easier than ever for individuals to find the care and support they or their loved one might need.

It is a supported self-assessment that offers online advice, connecting individuals to resources and support to help either themselves or their loved ones to live their life independently.

It contains animated videos to get individuals thinking about their life and where they may need some further advice or support. The platform is available around the clock so individuals can access advice and start the conversation with us, at their convenience and from the comfort of their own home.

To check out the self-assessment portal, [simply click here](#) and follow the directed steps.

# Safeguarding Adults Events

## **SSASPB Practitioner's Forum – Adult Safeguarding Procedures**

**Date:** Monday 7<sup>th</sup> July 2025

**Time:** 2:00pm – 3:00pm

**Location:** Online via Microsoft Teams

### **Session Overview:**

Join us for an informative session exploring the latest updates to the Staffordshire and Stoke-on-Trent Adult Safeguarding Procedures, including:

- Self Neglect

- Safeguarding Plans

- Closure of the Safeguarding Process

- Appeals and Complaints

- People in Position of Trust (PiPoT)

This is a valuable opportunity for Practitioners to stay informed and aligned with current safeguarding practices.

Join the meeting by following the link below:

**[Join the meeting now](#)**



# Safeguarding Adults Events

## **The Right Start: Adult Safeguarding Awareness Training Sessions for the VCSE Sector**

**10<sup>th</sup> June 2025 Online 1.30pm – 3pm**

### **Who should attend:**

This session is aimed at individuals in the VCSE sector who work or volunteer with adults who may be vulnerable to abuse

### **Overview:**

This introductory session will provide participants with an understanding of what to look for to safeguard adults from harm, how to recognise abuse, respond effectively and refer appropriately.

### **Topics covered:**

- An overview of the legislation relevant to adult safeguarding
- The risks associated with vulnerable adults and how to help lower these risks
- An explanation of 10 types of abuse
- Recognising signs and symptoms of different forms of abuse
- How to deal with a disclosure of abuse
- Referral and reporting procedures - the internal processes and the responsibility of local authorities

To book, please click on the following links: [The Right Start: Adult Safeguarding Awareness - 13th May 2025](#) [The Right Start: Adult Safeguarding Awareness - 10th June 2025](#)

Alternatively, if your organisation would like to run a session solely for your own staff/volunteers please email [training@supportstaffordshire.org.uk](mailto:training@supportstaffordshire.org.uk) and we can provide you with a quotation.

## Raising an Adult Safeguarding Concern

If you think that an adult with care and support needs is being abused or neglected:

### If the abuse took place in Stoke:

Telephone: **0800 561 0015** at any time

Minicom: 01782 236037

### If the abuse took place in Staffordshire:

Telephone: **0345 604 2719**

Monday to Thursday 8:30am to 5pm,  
Fridays 8:30am to 4:30pm, excluding Bank  
Holidays

0345 604 2886 at any other time

### Contact SSASPB

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SSASPB Team  
Staffordshire Place 1  
Tipping Street  
Stafford  
ST16 2LP

Email: [SSASPB.admin@staffordshire.gov.uk](mailto:SSASPB.admin@staffordshire.gov.uk)



**stop adult abuse**