



Liverpool
City Council

Adult Social Care and Health

Liverpool Safeguarding Board Report: 2018/19 Baselines

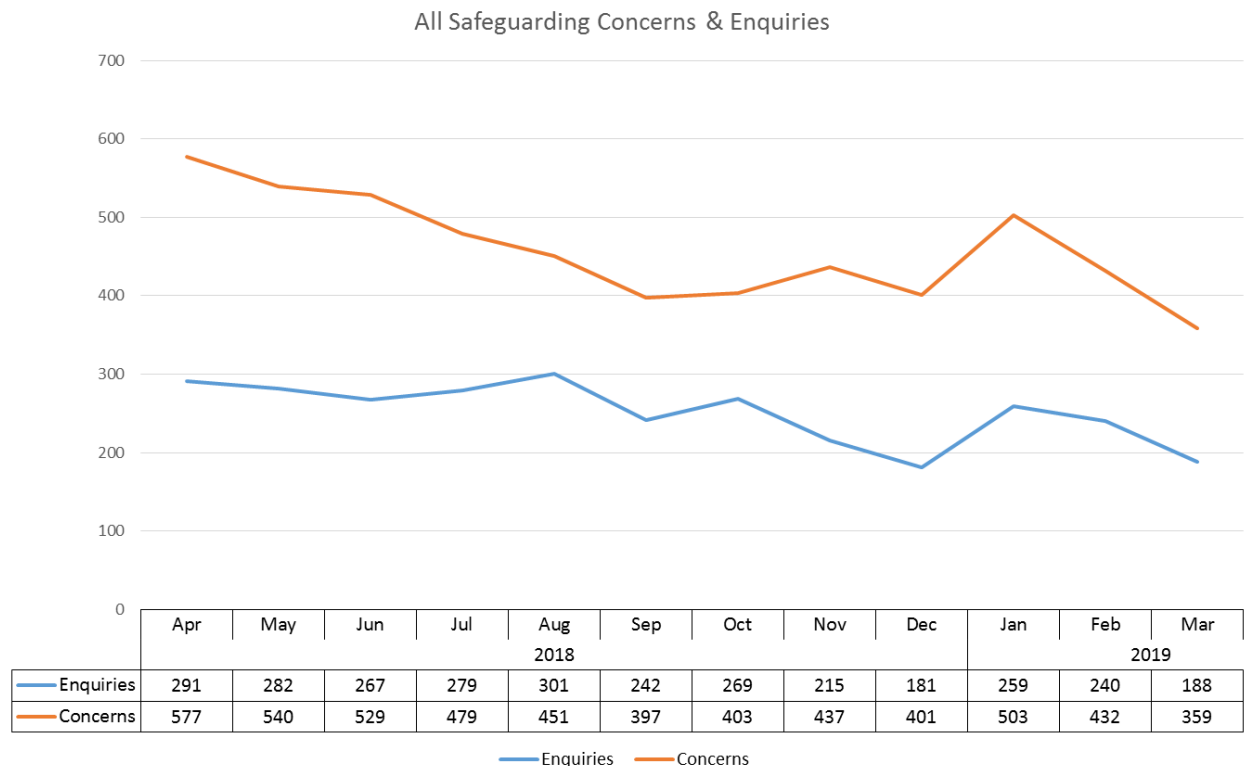
April 2019



Demand, Throughput and Trends

The chart below indicates that the overall volume of safeguarding concerns and enquiries was on a gradually decreasing trend between April 2018 and March 2019. During the period, there were a total of 5508 safeguarding concerns raised. These decreased by 38% during the 12 month period.

Figure 1: Safeguarding concerns and enquiries, April 2018-March 2019



Not all concerns received progress to enquiries. On average, across the 12 months, 55% of concerns received were progressed to an enquiry. This varies slightly month by month, with October 2018 being the peak for the number progressed to enquiry, at 67%.

Concerns have reduced by 36% between April 2018 and March 2019. This decrease is a reflection of the improved screening processes within Careline. At the beginning of 2018 it was recognised that a proportion of enquiries being conducted where not safeguarding issues, revised guidance and practice was implemented to address this inefficiency.

Figure 2: Safeguarding enquiries by location and month, April 2018-March 2019

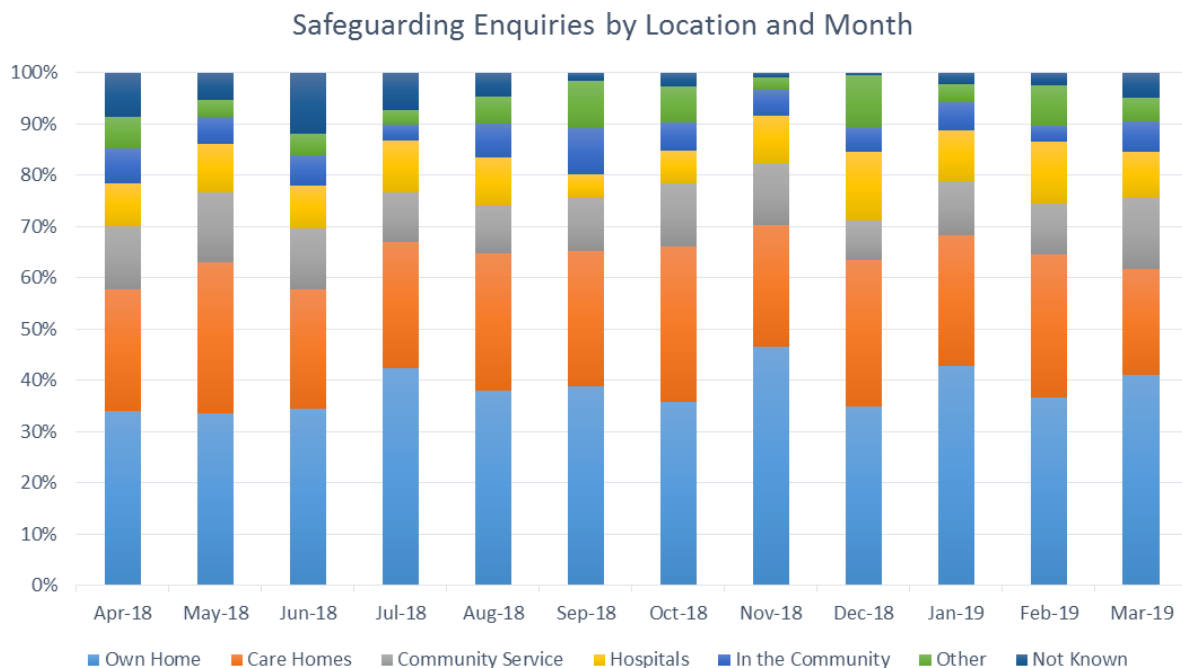


Figure 2 shows the proportional distribution of safeguarding enquiries by location. The majority of enquiries were received from service users own homes, 38% across the 12 month period. 26% of enquiries came from care homes. Enquiries from community based services, being supported accommodation, day centres and day services, are less common and accounted for 11%. Enquiries from all other locations, including hospitals, are the least common and account for 25% combined, across the 12 month period.

Themes and Outcomes

The majority of allegations over the 12 month period are allegations of neglect and acts of omission, accounting for 41% of all enquiries, followed by physical abuse at 19% and financial and material abuse at 18%.

The top 4 types of allegations account for 86% of all concerns raised. All abuse types are on an improving trajectory, showing overall improvement across the 12 month period. The greatest improvement was seen for physical abuse, reducing by 56%, and emotional/psychological abuse reducing by 49%.

Figure 4 proportional breakdown of allegation types

Abuse Type breakdown April 2018 to March 2019

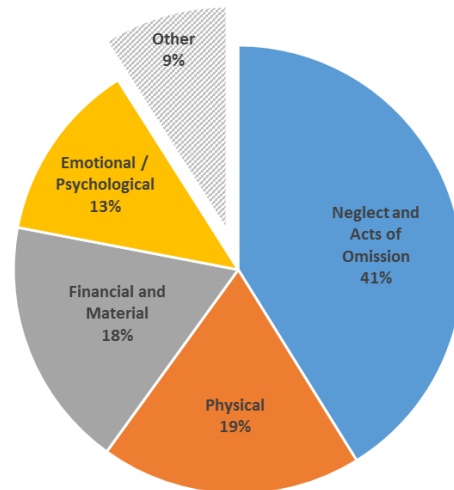
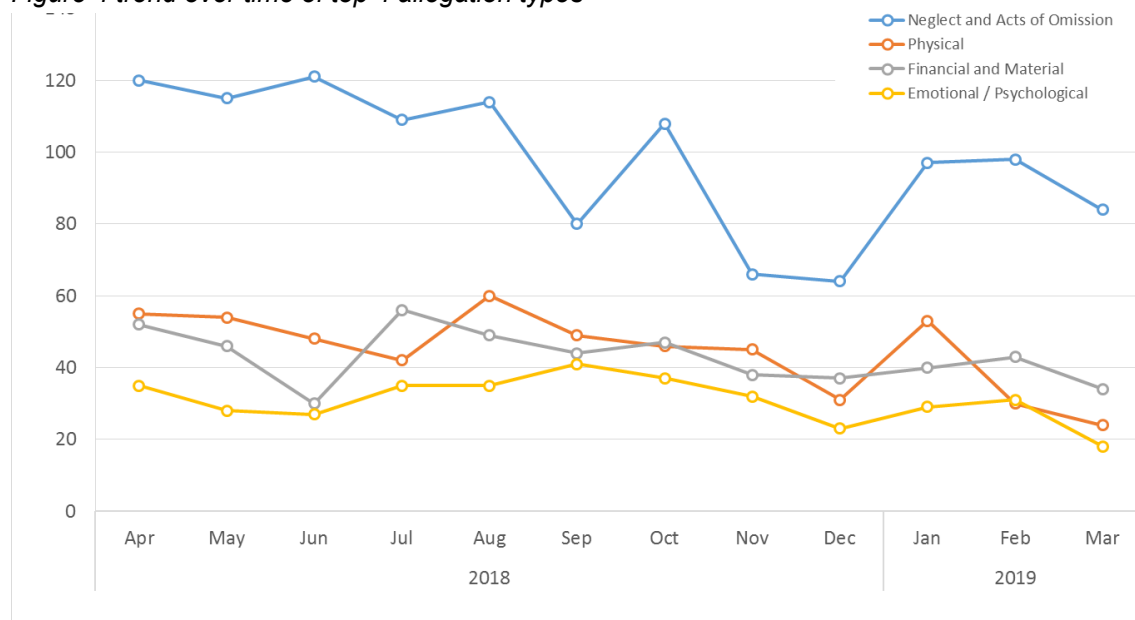


Figure 4 trend over time of top 4 allegation types



The most common alleged perpetrators across the last 12 months are social care staff, professionals and health care workers, who combined accounted for 37% of enquiries. Partners and other family members accounted for 22% and other vulnerable adults (other service users), 9%.

Table 1 (overleaf) shows the proportional breakdown of various scenarios that can be inferred from the safeguarding data. When looking at the thematic trends occurring within safeguarding concerns three main scenarios are evident, accounting for over a third of all safeguarding.

Three core trends are:

1. Domestic abuse or related concerns perpetrated by friends or family members within the victims own home (14.8% of all safeguarding received)
2. Neglect and acts of omission perpetrated by professional care staff / workers within care homes (12.4% of all safeguarding received)
3. Neglect and acts of omission perpetrated by carers (either informal or professional) within the service users own home (7.9% of all safeguarding received)

Table 1: percentage of safeguarding enquiries by abuse type, location and perpetrator for the period April 2018 to March 2019

Location & Perp. Type	Neglect and Acts of Omission	Physical	Emotional / Psycho-logical	Financial and Material	Self-Neglect	Sexual	Discriminatory	Domestic Abuse	Modern Slavery	Organisational	Sexual Exploitation
Own Home											
Professional / Staff	5.4%	0.2%	0.4%	1.1%	0.1%	0.1%	0.0%	0.0%	0.0%	0.2%	0.0%
Friend or Family	2.5%	4.0%	3.8%	5.3%	0.1%	0.7%	0.1%	1.1%	0.1%	0.0%	0.0%
Other Vulnerable Adult	0.0%	0.2%	0.2%	0.1%	0.0%	0.2%	0.0%	0.1%	0.0%	0.0%	0.0%
Unknown to Victim	1.5%	1.0%	1.5%	2.8%	0.4%	0.3%	0.1%	0.2%	0.0%	0.0%	0.0%
Self	0.2%	0.0%	0.0%	0.1%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Care Home											
Professional / Staff	12.4%	2.2%	1.0%	0.8%	0.0%	0.2%	0.0%	0.0%	0.0%	0.5%	0.0%
Friend or Family	0.1%	0.2%	0.2%	0.5%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other Vulnerable Adult	0.4%	2.7%	0.1%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Unknown to Victim	3.1%	0.7%	0.2%	0.6%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Self	0.2%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Community Service											
Professional / Staff	2.5%	0.6%	0.7%	0.7%	0.0%	0.2%	0.0%	0.0%	0.0%	0.2%	0.0%
Friend or Family	0.1%	0.2%	0.2%	0.2%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Other Vulnerable Adult	0.2%	1.0%	1.0%	0.6%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Unknown to Victim	0.6%	0.4%	0.4%	0.8%	0.1%	0.2%	0.0%	0.0%	0.0%	0.1%	0.0%
Self	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Volunteer / Befriender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Acute Hospital											
Professional / Staff	1.9%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Friend or Family	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other Vulnerable Adult	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Unknown to Victim	0.6%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Self	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Non Acute Hospital											
Professional / Staff	1.9%	0.2%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%
Friend or Family	0.1%	0.1%	0.2%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Other Vulnerable Adult	0.0%	1.2%	0.2%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Unknown to Victim	0.6%	0.1%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other											
Professional / Staff	0.9%	0.2%	0.2%	0.3%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%
Friend or Family	0.2%	1.0%	0.9%	1.2%	0.0%	0.3%	0.0%	0.3%	0.1%	0.0%	0.1%
Other Vulnerable Adult	0.0%	0.3%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Unknown to Victim	0.7%	0.8%	0.5%	0.6%	0.1%	0.6%	0.1%	0.1%	0.0%	0.0%	0.1%
Self	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Volunteer / Befriender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not Known											
Professional / Staff	1.1%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Friend or Family	0.1%	0.2%	0.1%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other Vulnerable Adult	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Unknown to Victim	1.1%	0.3%	0.3%	0.5%	0.1%	0.2%	0.0%	0.1%	0.0%	0.0%	0.0%
Self	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Grand Total	38.6%	18.4%	12.4%	17.2%	4.9%	4.2%	0.4%	2.0%	0.2%	1.3%	0.3%

Table 2 overleaf identifies the proportion of abuse types against perpetrators within care homes and service users own homes. As commented earlier, neglect and acts of omission comprised the majority of enquiries over the last 12 months. This is reflected in both care homes and service users own homes.

Within care homes, neglect and acts of omission by staff members were the most common abuse type. This is also reflected in service users own homes yet here, family members were also common perpetrators of physical, financial and emotional abuse.

Table 2: percentage of safeguarding enquiries within a specific location by perpetrator for the period April 2018 to March 2019

		Abuse Type	Perpetrator Type					
			Staff Member	Other Service User	Self	Neighbour / Friend	Family Member	Other
Proportion of Enquiries (April 2018-March 2019) by Location and Alleged Perpetrator	Care Homes	Neglect and Acts of Omission	48.7%	1.5%	0.4%	0.1%	0.5%	11.2%
		Physical	8.7%	9.4%	0.0%	0.1%	0.9%	2.0%
		Financial and Material	1.4%	0.0%	0.0%	0.1%	1.9%	2.2%
		Emotional/Psychological	4.2%	0.5%	0.0%	0.0%	0.5%	0.8%
		Self-Neglect	0.0%	0.0%	0.4%	0.0%	0.3%	0.1%
		Sexual	0.8%	1.5%	0.0%	0.1%	0.0%	0.3%
		Domestic Abuse	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%
		Organisational	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%
		Discriminatory	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
	Own Home	Neglect and Acts of Omission	14.5%	0.0%	0.6%	0.3%	6.5%	4.3%
		Physical	0.7%	0.3%	0.0%	0.6%	9.7%	2.6%
		Financial and Material	2.7%	0.3%	0.2%	3.9%	10.7%	7.3%
		Emotional/Psychological	1.1%	0.4%	0.0%	1.8%	8.6%	3.2%
		Self-Neglect	0.3%	0.0%	8.8%	0.3%	0.1%	1.1%
		Sexual	0.3%	0.4%	0.0%	0.8%	1.2%	0.8%
		Domestic Abuse	0.0%	0.3%	0.0%	0.0%	3.1%	0.5%
		Organisational	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%
		Discriminatory	0.0%	0.1%	0.0%	0.1%	0.0%	0.2%
		Modern Slavery	0.0%	0.1%	0.0%	0.0%	0.3%	0.0%

Of those enquiries which have been concluded in the last 12 months, the majority were fully or partially substantiated (45%). 22% were unsubstantiated, 32% were either inconclusive or the investigation was ceased prior to conclusion.

Safeguarding personalisation and giving the victim a voice is a key priority. Of the victims that expressed desired outcomes as part of an enquiry, 94.1% had there

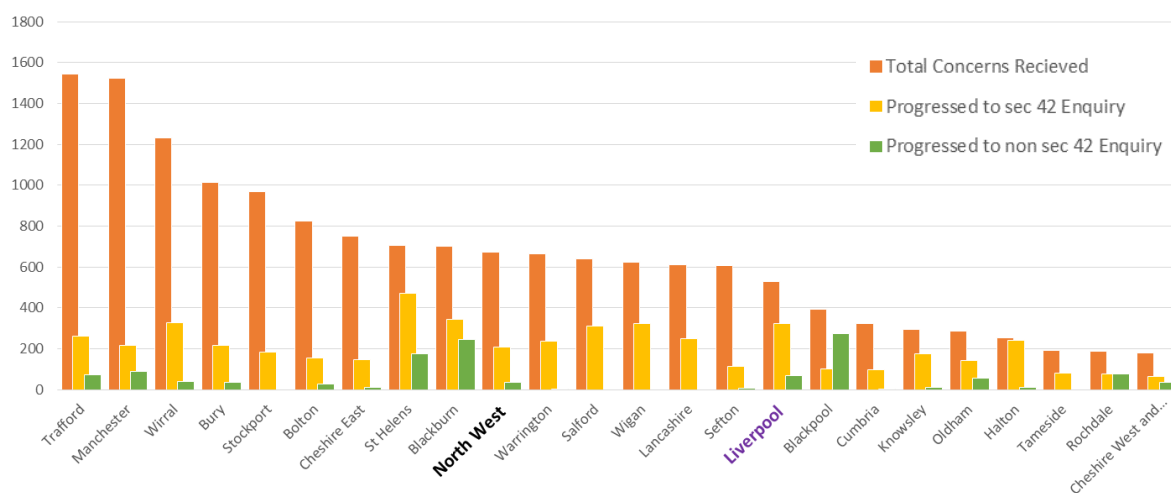
outcomes met for enquiries completed between April 2018 and March 2019. In the same period 90.1% of victims who lacked capacity had an advocate provided.

Benchmarking

There is still a national debate on what constitutes a reasonable benchmark for safeguarding. Higher rates may indicate a serious issue in care quality, equally it may highlight a robust and well implemented recording system. Within the North West and Liverpool City Region comparator data is presented as ratios to avoid the debate surrounding volumes in the majority of measures.

The interpretation of sec.42 legislation varies greatly and has a significant impact on demand management. Within Liverpool 61% of concerns received in 2018/19 were escalated to enquiries under sec.42 criteria, in comparison the North West average is 31% and the LCR average is 63%.

Figure 5 volume of concerns and escalations under section 42 by local authority area in 2018/19 per 100,000 population (ages 18+)

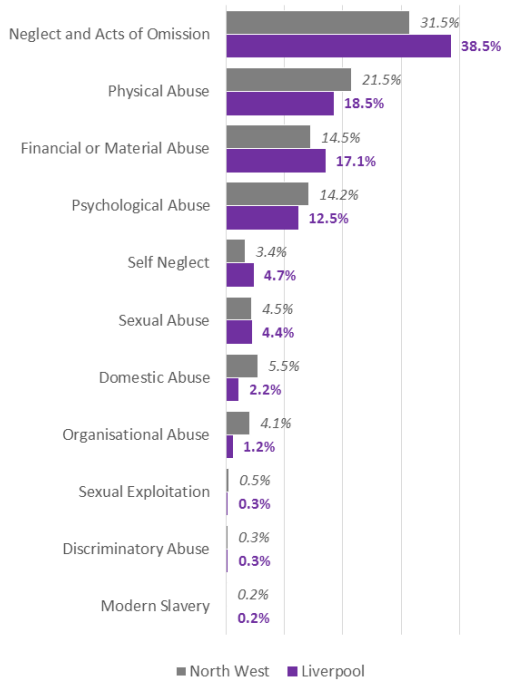


Liverpool is not an outlier in any particular abuse type. The rates of prevalence across each of the reported abuse types is largely within the expected ranges, when compared against the region as a whole.

However, the levels of alleged neglect and financial & material abuse are higher for Liverpool. Conversely the rates of abuse types linked to domestic violence/abuse and consistently lower, as is the rates linked to organisational abuse.

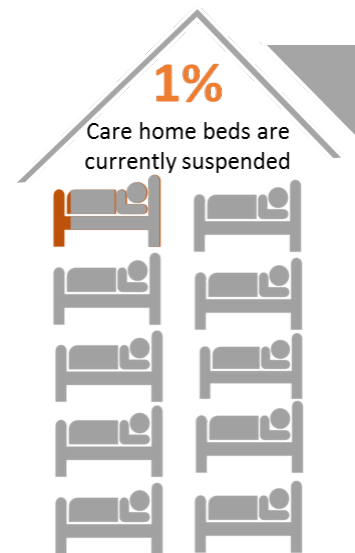
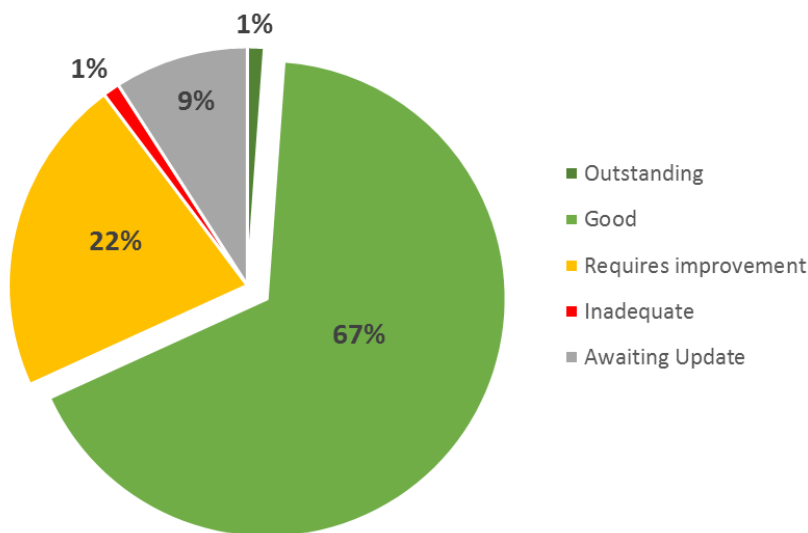
In particular allegations of domestic abuse were received in Liverpool at less than half the rate of the North West average.

Market Quality



Liverpool current has 89 care homes registered with CQC, providing a total of 3,422 beds. As of April 2019, 68% of the care homes are rated as good or outstanding covering 1,865 of the 3,043 beds with an active rating (the remaining sites are awaiting inspections and do not have a rating).

Figure 6 breakdown of April 2019 CQC ratings for Care Homes and the current suspension rate of care home beds in Liverpool.



Liverpool also commissions (as at the time of writing) with 23 domiciliary/home care providers. 78% of which are rated as either good or outstanding. This particular market provides around 30,000 hours of support per week for over 2,200 service users.

As a direct comparison the current ratios of concerns received (as of April 2019) for these two markets are:

- Concerns received in a care home setting - 1 concern for every 24 beds.
- Concerns received in a home care setting - 1 concern for every 55 service users.

The types of abuse reported across these markets are consistent as both predominantly related to neglect and acts of omission perpetrated by staff/care workers.