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We currently have **860** followers

Introduction

This is a special edition of the SSAB's newsletter which has been produced to share important information with professionals in relation to safeguarding adults and Covid-19.

You may have already seen some of the information on our website or Twitter, but the aim of this newsletter is to pull together key messages to allow those who may not use social media to receive the information. It also provides an opportunity to remind everyone of the importance of continuing to be vigilant about safeguarding.

You or your colleagues may be the only people seeing some individuals and so it is vital that you remain alert to the possibility of abuse or neglect. In addition to day to day safeguarding, Covid-19 has the potential to increase the risk to our most vulnerable citizens such as self-neglect, domestic abuse, fraud/scams.

Safeguarding should remain a high priority. If you have any concerns that an adult with care and support needs is being abused or at risk of abuse please report your concerns to Adult Social Care on 0121 704 8007 or if someone is in immediate danger call the police on 999.

In this newsletter we will cover the following topics with a focus on the impact Covid-19 may have and including some useful resources:

- Modern Slavery
- Radicalisation
- Financial Concerns
- MCA and DoLS
- DANCPR
- Planning a safeguarding response
- Domestic abuse
- Scams
- Learning Disabilities

We tweet up to the minute news and information on our Twitter page daily so please follow us if you don't already [@SolihullSAB](https://twitter.com/SolihullSAB)

Modern Slavery

Calling All Volunteers!!

Covid-19 is putting many people at risk of exploitation and modern slavery.

Modern Slavery is where someone's freedom is taken away in order to exploit or take advantage of them.

Examples include:

- sexual exploitation
- labour exploitation
- domestic servitude
- criminal exploitation

For volunteers helping food banks and delivering goods to people's houses, if something doesn't seem quite right, contact the Modern Slavery Helpline **08000 121 700** (National 24h Helpline).

If someone is in immediate danger, contact **999**

New Government Guidance to Businesses for Reporting Modern Slavery During the Coronavirus Pandemic

During the coronavirus pandemic, it is essential that businesses continue their activity to identify and address risks of modern slavery in their operations and supply chains.

As well as focusing on the health and safety of their workers, businesses will need to consider how fluctuations in demand and changes in their operating model may lead to new or increased risks of labour exploitation.

The government has released guidance for businesses on modern slavery reporting during the coronavirus pandemic, with lots of useful links. [Find it here](#)

[Home](#) > [Coronavirus \(COVID-19\): reporting modern slavery for businesses](#)



Home Office

Guidance

Modern slavery reporting during the coronavirus (COVID-19) pandemic

Published 20 April 2020

Working Together to Prevent Radicalisation

While we are all self-isolating and socially distancing due to Coronavirus, social media platforms, like Twitter, Snapchat and video calls, are a great way to stay in touch with friends and family, share your thoughts and ideas and connect with like-minded people.

Unfortunately, whilst rare, there are negative influencers and online groomers who use the internet, social media and online gaming to spread their extreme ideas. Some of these ideas may be considered radical or extreme and when a person starts to support or be involved in them, this is called radicalisation.

[Let's talk about it](#) is an initiative designed to provide practical help and guidance to the public in order to stop people becoming terrorists or supporting terrorism. It's hoped that by highlighting the issues and initiating discussions around the potential threats communities face, greater understanding and wider awareness can be created.



Financial Concerns

News From Power Suppliers

Those at home self isolating may be worried about being able to top up their meters and could be using more power than normal because they are at home.

If you or someone you know is struggling with money problems there are options:

- Reviewing bill payment plans including debt repayment plans
- Payment breaks or reductions in how much you pay
- Giving you greater time to pay
- In some cases access to hardship funds

No credit meters will be disconnected during the outbreak.

If you think you can't afford to pay for any extra gas or electricity used because you're having to self-isolate at home, support will be available through your energy supplier. Your supplier must take into account how much you can afford, and will explain your options.

The contact details for suppliers are below:

• BRITISH GAS	0330 100 0303	britishgas.co.uk
• EDF	0330 200 5110	edfenergy.com
• EON	0345 052 000	eonenergy.com
• NPOWER	0800 073 3000	npower.com
• SCOTTISH POWER	0800 027 0072	scottishpower.co.uk
• SSE	0345 600 2006	sse.co.uk

Contact the Citizens Advice helpline for additional help with an energy problem, for example with your bills or meters. Go to citizensadvice.org.uk/energy or call **0808 223 1133**. Calls are free.

Financial Concerns

Gambling

The coronavirus pandemic has been "absolutely disastrous" for people suffering from gambling addiction, an MP has said.

Boredom, sport cancellations and money freed-up from mortgage holidays could increase the risk, according to Swansea East MP Carolyn Harris. She said she is getting reports of people returning to gambling after seeing online ads. [Read more here](#)

Treatment and helpline services at [GamCare](#) are still continuing.



The national gambling helpline is available 24/7 on Freephone **0808 802 0133** or via [online chat](#).

Treatment services are available via video link and telephone support. [GameChange](#) is an online treatment course for those concerned with their gambling behaviour, with regular support from a GamCare therapist.

MCA & DoLS During the Coronavirus Pandemic

The Department of Health and Social Care has produced guidance for hospitals, care homes and supervisory bodies called '[The Mental Capacity Act \(2005\) \(MCA\) and Deprivation of Liberty Safeguards \(DoLS\) During the Coronavirus \(COVID-19\) Pandemic](#)'.



The Mental Capacity Act (2005) (MCA) and Deprivation of Liberty Safeguards (DoLS) During the Coronavirus (COVID-19) Pandemic

Published 09 April 2020

This guidance is only valid during the COVID-19 pandemic and applies to those caring for adults who lack the relevant mental capacity to consent to their care and treatment. The guidance applies until withdrawn by the Department.

During the pandemic, the principles of the MCA and the safeguards provided by DoLS still apply.

Webinar - 'Holding Onto Principles - the MCA and COVID-19'

On 16th April 2020, 39 Essex Chambers hosted a webinar called 'Holding on to Principles - the MCA and COVID-19', which discussed:

- Capacity assessment under adverse conditions
- Best interests and public health restrictions
- Best interests and scarce resources
- Advance care planning
- DoLS dilemmas

The recording of '[Holding on to Principles - the MCA and COVID-19](#)' and a copy of the presentation are available from 39 Essex Chambers' website.

DNACPR

Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) is a decision not to attempt CPR, made and recorded in advance, to guide those present if a person subsequently suffers sudden cardiac arrest or dies.

A DNACPR decision may be made and recorded:

- at the request of the person themselves
- as a shared decision (made by the person themselves and their doctor and/or other healthcare team members) that the likelihood of CPR being beneficial in their current situation would not outweigh the potential burdens and risks of receiving attempted CPR
- by the healthcare team, because CPR should not be offered to a person who is dying from an advanced and irreversible condition and therefore CPR will not prevent their death
- by the healthcare team because the person themselves is not able to contribute to a shared decision and a decision has to be made in their best interests.

If a person is unable to contribute to making the decision (for example because they are unconscious, severely cognitively impaired, or too severely ill to participate in the discussion) the decision will be made by the senior clinician responsible for their care, whenever possible after taking advice from those close to the person, such as family members. However family members are not expected to or entitled to make the decision unless they have been given legal power (e.g. Power of Attorney) to make such decisions on the person's behalf.

The decision is usually recorded on a specific 'CPR decision form', so that it can be recognised quickly and its content assessed very quickly by those who may need it to guide their decisions and actions in an emergency situation. Increasingly such forms are designed and used to allow recording of a decision that attempted CPR is still appropriate as well as a DNACPR decision, and to allow recording of decisions about other life-sustaining treatments that may or may not be wanted by or effective for the person.

More information can be found via Resuscitation Council UK [here](#).



Resuscitation Council (UK)

Joint Statement on Advance Care Planning

The importance of having a personalised care plan in place, especially for older people, people who are frail or have other serious conditions has never been more important than it is now during the Covid 19 Pandemic.

Where a person has capacity, as defined by the Mental Capacity Act, this advance care plan should always be discussed with them directly. Where a person lacks the capacity to engage with this process then it is reasonable to produce such a plan following best interest guidelines with the involvement of family members or other appropriate individuals.

Such advance care plans may result in the consideration and completion of a Do Not Attempt Resuscitation (DNAR) or ReSPECT form. It remains essential that these decisions are made on an individual basis. The General Practitioner continues to have a central role in the consideration, completion and signing of DNAR forms for people in community settings.

It is unacceptable for advance care plans, with or without DNAR form completion to be applied to groups of people of any description. These decisions must continue to be made on an individual basis according to need.

This is a joint statement from the following organisations: British Medical Association (BMA) Care Provider Alliance (CPA) Care Quality Commission (CQC) Royal College of General Practice (RCGP)

Planning a Safeguarding Response

The following framework [Responding to COVID-19: the Ethical Framework for Adult Social Care](#) intends to serve as a guide for the difficult decisions that will have to be made when planning adult social care responses to safeguarding concerns.

It reinforces that consideration of any potential harm that might be suffered, and the needs of all individuals, are always central to decision-making. You will need to give particular consideration as to whether proposed plans are safe and sustainable, given the current restrictions on social contact between individuals. As with any safeguarding safety planning, explicit consideration should be given to the person's capacity to make or be involved in specific decisions.

Domestic Abuse

To quote a recent [Women's Aid report](#) "Covid-19 does not cause domestic abuse, only abusers are responsible for their actions. The pandemic does, however, threaten to escalate abuse and close down routes of escape".

We wanted to remind professionals that despite current restrictions, there continues to be a variety of support options for people experiencing domestic abuse.

Safety Resources

Many survivors will be feeling unsafe isolating in a house with an abusive person, and isolated from their support networks. In partnership with fellow specialist organisations, Women's Aid have put together some advice and information about support available.

They have also developed a support resource for friends, family, neighbours, and community members who can be a vital lifeline for survivors. [Download their safety resources here](#)



No Excuse for Abuse

West Midlands Police would like to remind every victim of domestic abuse that help is available, read more [here](#).



Support for Victims of Sexual Violence and Abuse

The government acknowledges that recent measures announced to tackle coronavirus (COVID-19), such as the order to stay at home, can cause anxiety and other mental health challenges for those who have experienced sexual violence and abuse, and worsen the suffering of those who are currently experiencing or feel at risk of sexual violence and abuse. Sexual violence and abuse is unacceptable in any situation, no matter what stresses an individual is under.

They have developed a guide which highlights the help and support available and how the government is working with the charity sector and the police to ensure that these support services remain open. [Read it here](#)

Domestic Abuse

Responding to Domestic Abuse During Telephone and Video Consultations

IRISi, a social enterprise established to promote and improve the healthcare response to gender based violence have developed guidance for general practice teams responding to domestic abuse during telephone and video consultations. Whilst written for GPs primarily, some of the guidance and tips may well be useful for other professionals no longer able to engage with individuals face to face.

Read the guidance [here](#).

Boots Providing Help for Domestic Abuse Victims

As of Friday 1st May, Domestic abuse victims are now able to access safe spaces at Boots pharmacies across the country, under measures to improve access to support during the coronavirus lockdown.

The domestic abuse charity Hestia is overseeing a safe space model in consultation rooms at most of the 2,400 Boots pharmacies across the country to provide access to support for anyone experiencing domestic abuse.

[Read more here](#)



Silent Solution

If you are in danger and ring the Police, but are unable to speak, you can use the #SilentSolution system to ensure you make yourself heard.

1. **Dial** 999
2. **Listen** to the operator's questions
3. **Respond** by coughing or tapping the handset, if possible
4. If prompted, **press** 55. This lets the operator know it's a genuine emergency and you'll be put through to the Police.



Scams

Coronavirus-related scams are on this rise. [Here's](#) where you can get the latest information on how to protect yourself from Action Fraud.



Victims of coronavirus-related frauds have lost **£2,759,579**

Action Fraud has received 1,289 reports from victims of coronavirus-related frauds, with losses totalling over £2.7 million. The majority of these reports relate to online shopping scams where the victims purchase goods that were never delivered. We have also received 4,727 reports relating to coronavirus-themed phishing emails.

Watch out for scam messages:

Don't click on the links or attachments in suspicious emails, and never respond to unsolicited messages and calls that ask for your personal or financial details

Shopping online:

If you're making a purchase from a company or person you don't know and trust, carry out some research first, and ask a friend or family member for advice before completing the purchase. Where possible, use a credit card to make the payment, as most major credit card providers insure online purchases.

Protect your devices from the latest threats:

Always install the latest software and app updates to protect your devices from the latest threats.

For more information: actionfraud.police.uk/covid19

OFFICIAL

CORONAVIRUS SCAM ALERT



There has been an increase in the number of COVID-19 related scams

Here are 7 of the most common scams currently being used:

- 1 Individuals going door-to-door selling face masks and attempting to enter people's homes
- 2 Individuals going door-to-door impersonating Red Cross or health workers, claiming to be carrying out mandatory testing for COVID-19 as an excuse to enter the home
- 3 Text messages or emails claiming to be from Police or government, stating you have been fined for leaving the house
- 4 Text messages or emails claiming to be from HMRC, offering tax rebates
- 5 Text messages or emails claiming to be from government, stating all residents will receive a payment, with a link to a fake gov.uk website asking people to enter personal details
- 6 Phone calls offering priority vaccinations
- 7 Fake 'missed parcel' notes asking recipients to call a premium rate phone number to arrange delivery



Solihull Safeguarding Adults Board

www.ssab.org.uk

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DOORSTEP CRIMINALS ARE TAKING ADVANTAGE OF THE PANDEMIC

TOP TIPS

- **YOUR DOORSTEP, YOUR DECISION**
If you feel pressured, ask the person to leave
- **FRIENDS AND FAMILY ARE BEST**
Support from trusted friends, family or neighbours is ideal. Be vigilant for strangers offering services at the door
- **NO SNAP DECISIONS**
Take time to talk to someone you trust before you make any decisions
- **DO THE CHECKS**
You can check ID badges and contact employers to check they are who they say they are. Call the organisation, but find the number yourself



BOGUS DOORSTEP CALLERS ARE OFFERING FAKE COVID-19 TESTING.

IF YOU THINK YOU HAVE THE VIRUS, CONTACT NHS 111 FOR MORE INFORMATION



THERE IS LOTS OF MISINFORMATION ONLINE AND ON SOCIAL MEDIA



BE SURE TO STAY UP TO DATE WITH THE LATEST INFORMATION



FIND IT ON THE OFFICIAL GOVERNMENT WEBSITE www.gov.uk/coronavirus

REPORT TO:

- CITIZENS ADVICE CONSUMER HELPLINE
0808 223 1133
- ACTION FRAUD
0300 123 2040

Learning Disabilities

Keep Safe have produced a series of easy read posters available for free download such as the one here explaining what to do if you get ill from coronavirus.

[Find them here](#)

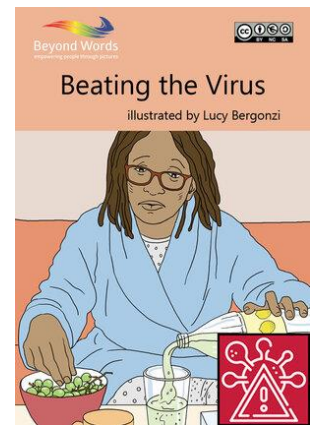


Beyond Words - When Pictures Are Easier to Understand Than Words

Beyond Words is a charity that provides books and training to support people who find pictures easier to understand than words.

They have produced a selection of free resources to support people through the coronavirus pandemic:

- Beating the Virus - A short wordless story, that will help people to understand what to do if you have Coronavirus and how to keep yourself and those who you care about safe.
- Good Days and Bad Days during Lockdown - A wordless booklet with scenes from existing Beyond Words stories looking at what makes a 'good day' and what makes a 'bad day'.
- Jack Plans Ahead for Coronavirus - A guide for family and carers. An illustrated resource on end of life care planning in the context of coronavirus.
- When Someone Dies from Coronavirus - A guide for family and carers. An illustrated resource on how to respond when somebody dies from coronavirus.



[Download these free resources here](#)

Supporting Autistic People and People With Learning Disabilities

The Social Care Institute for Excellence (SCIE) has produced a guide on supporting people with autism and people with a learning disability during the pandemic.

The guidance has been developed in a number of sections so it covers advice for social workers and occupational therapists, advice for care workers and advice for family and carers.

[Find it here](#)

West Midlands Adult Safeguarding Policy & Procedures

Adult Safeguarding: Multi-Agency Policy and Procedures for the protection of adults with care and support needs in the West Midlands

The Procedures can be viewed [HERE](#)



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Follow us on Twitter [@SolihullSAB](https://twitter.com/SolihullSAB)

SSAB TRAINING INFORMATION - ssab@solihull.gov.uk

To report adult abuse

Tel: 0121 704 8007 (office Hours)
101 – Police
0121 605 6060 (out of hours)

On-Line Referral Form

Public - SSAB WEBSITE: www.ssab.org.uk SSAB TRAINING INFORMATION/BOOKINGS - ssab@solihull.gov.uk

Professionals - https://eservices.solihull.gov.uk/SMBCWebForms/?Form=Report_Abuse