

Improving Priory's Response to Safeguarding by Investment in Training.

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How did the conversation begin?

The bringing of new colleagues into an organisation allows for fresh eyes upon something. It allows for opportunity to see things differently.

- Amanda Smith, Named Nurse for Safeguarding Children, Looked After Children and Transitions joined Priory February 2022.
- I started my journey within Priory May 2022.

Together we saw opportunities



Annual Safeguarding Audit

Each year, Priory undertake an Annual Safeguarding Audit which targets 3 layers within the organisation.

- 1) Safeguarding Leads
- 2) All Colleagues
- 3) Service Users / Patients

This takes place between June and July. Much to the horror of the Safeguarding Leads and Colleagues, I changed this up during my first Priory Audit asked A LOT of questions.

What came through is that Priory Colleagues attended safeguarding training every year but it felt tick box. So I asked 'Yes we are meeting compliance, but are we benefiting our staff team, are we benefiting those within our care?'

The Safeguarding Audit cont.

Another item to be taken from the Annual Safeguarding Audit was:

The Safeguarding Senior Leadership Team were not visible. Colleagues and Safeguarding Leads were asked to identify the 'who is who' and the vast majority struggled. There has been significant change to the leadership which may have contributed to this during that audit period.

I was concerned that by the Safeguarding Senior Leadership Team not being known, this could deter colleagues from raising concerns, from asking questions, from Speaking Up.

We all agreed we needed to do something out this

Did the Journey Begin in 2022?

Although I say the opportunity started in 2022 when Amanda Smith and myself started in Priory, Priory started on its development journey prior to this.

It will be close to 3 years now that Priory invested within its Learning and Development team and created **Safeguarding Regional Learning Partners**. This was the first major development for Priory's safeguarding training journey.

The Safeguarding Regional Learning Partners who cover the whole of the UK offering virtual and face to face training to Priory colleagues. The team support all services within Adult Care and Healthcare divisions.

This is a small team of dedicated trainers who started small, but has since grown arms and legs!

Training Proposal

Being a new starter, learning the organisation and systems, I was in a privileged position to be able to have a step back and ask the questions;

‘Are we doing it right?’ ‘Is it fit for purpose?’ ‘What needs to change?’

At the same time, the National Report of Child Protection 2022 was published. Priory had no connection with either children, but as an organisation we asked ourselves;

‘Is there anything we can do better?’

‘Is there any learning we need to take forward?’

The death of children will always leave a mark, it does not go unnoticed. Star and Arthur have absolutely left a mark on Priory



Let's Change It Up

In developing a Training Proposal for Priory Board, it allowed change options to be considered. There was one main feature of the proposal that was the big ticket to allow change.

Priory needed to stop providing the same safeguarding training to every colleague every year.

Without this agreement, there would be no capacity within the system to support any change. Without space, it can be difficult to create change even if the want is there.

Agreement was given October 2022 for Safeguarding compliance training to be moved from mandatory yearly to 3 yearly.

Development was then underway to create a Domestic Abuse training package

The Timeline of Progress



What Has Been Our Focus?

From January 2023, the Head of Safeguarding has facilitated Lunch and Learn sessions. One taking place every month This included internal and external speakers. At Minimum there were 60 Priory colleagues on each of these calls

- + Adulthood and Transitional Safeguarding
- + Domestic Abuse – Impact on Mental Health
- + Domestic Abuse – Using the DASH Risk Assessment
- + Infection, Prevention and Control – What’s that got to do with safeguarding?
 - + Cyber Security
 - + Outcome Starts and Safeguarding
- + Safeguarding and the need for Leadership and Accountability
 - + Prevent
 - + Recording Safeguarding – Using Datix
 - + Priory’s Safeguarding Journey and our next Steps
- + Priory Medical Colleague – Is Safeguarding our business?

7 Minute Briefings

Alongside the monthly Lunch and Learn Sessions, we developed a 12 month 7 Minute Briefing delivery plan. The aim was to provide a 7MB every month that was different from the Lunch and Learn to allow safeguarding to be discussed and explored at minimum twice throughout the month

County Lines - 1179

Fabricated and Induced Illness – 729

Financial and Material Abuse – 1289

Hate and Mate Crime – 436

Making Safeguarding Personal – 2008

Modern Day Slavery – 883

Neglect, Acts of Omission and Organisational Abuse – 1069

Self Neglect – 1522

Victim Blaming Language – 1578

Total thus far – 10,693

Domestic Abuse Training

- + Priory Domestic Abuse Training went live May 2023
- + It is open to all Priory colleagues, Adult Care, Healthcare and Central Services
- + It is a full day training delivered by the Safeguarding Regional Learning Partners
- + This covers all aspects of Domestic Abuse. The focus being on service users and colleagues. It really does emphasis that Domestic Abuse does not discriminate.
- + Priory colleagues feel better prepared in noticing signs of domestic abuse
- + Priory colleagues report they feel more confident in speaking to service users
- + From May 2023 until November 2023 over 100 Priory colleagues have gone through this training course.
- + For our colleagues in Wales, this course has moved to mandatory allowing for the embedding of Welsh Gold Standard practice

Has There Been an Impact?

- + Staff are reporting they feel more confident.
- + Uptake continues to be high – These are non mandatory. The Leadership within all of our services push this so staff are aware and
- + We updated Datix (incident reporting system) To ensure we are gaining the views, wishes and felt risk of our service users and patients.
- + We are then able to review the felt impact on our service users by asking them at the start and end of a safeguarding journey.
- + In October 10 service users reported to feel at high risk – at the end of the intervention / process all service users felt a risk reduction and safer.
- + This is a positive indicator that Priory colleagues are more confident within safeguarding and responsive to the needs of our service users

What is next for Priory?

The development of training does not stop.

The Lunch and Learn sessions continue as does the 7 Minute Briefings

The Safeguarding Regional Learning Partners alongside the Safeguarding Senior Leadership Team move to commence development in a number of courses

- 1) Adverse Childhood Experiences and Its Impact on Adult Safeguarding
- 2) Prevent Beyond the Basics
- 3) Quality Assurance

Priory's Culture



Priory is a learning organisation. This could be learning from internal incidents or external incidents such as the 2022 report previously mentioned.

Priory are very proud to be an organisation that is inclusive. Within Safeguarding Week 2023, we have implemented Safeguarding Visitors Cards. By utilising the 'See Something, Hear Something? Say Something!' Priory are seeking to be vigilant of any concerns that anyone has and act on these.

Staff are handing these cards out rather than waiting for people to pick these up. In every contact, staff become more confident. This is everyone from reception staff to clinical staff.

It is with a special thanks for Sabrina Palz – Newly Qualified Social Worker who raised her hand and said 'I have an Idea!'. Priory's developments don't just come from the top down, they come from anywhere. Every idea is welcome and we support these to grow and develop. These cards have now gone into every service.

Safeguarding Visitor Cards

 <p>If you see anything during your visit that concerns you, please let our Safeguarding team know.</p> <p>Service user safety and protection from harm are our priority.</p>	 <p>If you see anything during your visit that concerns you, please let our Safeguarding team know.</p> <p>Service user safety and protection from harm are our priority.</p>
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OP Form: 15G
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Operational

<p>Safeguarding at [insert site name]</p> <p>Safeguarding is everybody’s responsibility. You can share your concerns with any member of staff or speak to the Safeguarding team directly:</p> <p>[insert name] – Safeguarding Lead / [insert official job title] [insert name] – Safeguarding Deputy / [insert official job title]</p> <p>Contact details:</p> <ul style="list-style-type: none"> • Telephone: [insert tel no] • Email address: [insert safeguarding email] 	<p>Safeguarding at [insert site name]</p> <p>Safeguarding is everybody’s responsibility. You can share your concerns with any member of staff or speak to the Safeguarding team directly:</p> <p>[insert name] – Safeguarding Lead / [insert official job title] [insert name] – Safeguarding Deputy / [insert official job title]</p> <p>Contact details:</p> <ul style="list-style-type: none"> • Telephone: [insert tel no] • Email address: [insert safeguarding email]
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