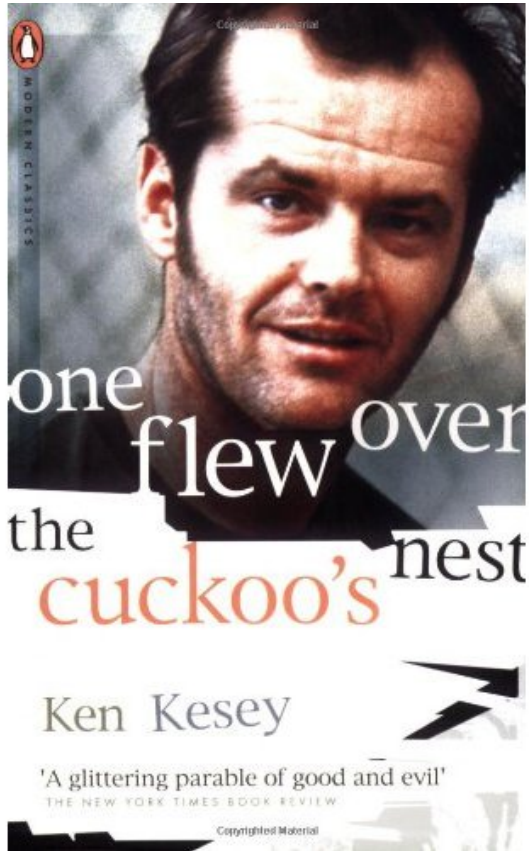


*The implications of the Francis
Report for Adult Safeguarding*

Jill Manthorpe

What would this assignment look like in 2050?



- Write a letter to Nurse Ratchet from 'One Flew over the Cuckoo's Nest' highlighting specific examples of her behaviour in the film and point out how her behaviour either complies with, or breaches, the HCPC Guidance on Conduct and Ethics for Students.

Francis Report

*This is a story of appalling and unnecessary suffering of hundreds of people. They were failed by a system which ignored the **warning signs** and put corporate self-interest and cost control ahead of patients and their safety. We need a patient-centred culture, no tolerance of non-compliance with **fundamental standards**, openness and transparency, candour to patients, strong cultural leadership, **caring compassionate nursing**, and useful and accurate information about services.”*

David Cameron, Prime Minister, February 2013

- ***Put simply, where a significant proportion of patients or staff raise serious concerns about what is happening in a hospital... immediate inspection will result and suspension of the hospital board may well follow. Quality of care means not accepting that bed sores and hospital infections are somehow occupational hazards and a little bit of these things is somehow ok. It is not ok. They are unacceptable. Full stop. End of story. That's what zero harm means."***



Organisational Culture under the microscope

- How can you measure the cultural wellbeing of your organisation?
- How can you develop a culture of caring? What are the practical requirements/basic rules of delivering compassionate/dignified (emotional) care?
- How can you create a culture of openness, transparency and candor where people can raise concerns and complaints freely without fear?
- How can you ensure that each member of staff takes personal responsibility for delivering dignified care and challenging poor practice?
- How can you strengthen relationships with the community and improve joint working with wider health and social care system?

The risks to adult safeguarding – mission creep

- Staffing levels & skill mix– Is there enough staff to provide dignified care?
- *“Recruiting staff who demonstrate the **right values** and behaviours is key”*
- How can you ensure staff feel **valued** and empowered?
- How can you support workers **psychosocially**? *“Disability, dementia, dying and death – we need to help staff understand these issues and to help them cope emotionally”.*
- **Mission creep** – *iffy practice or safeguarding*



CQC - SCREW



Safe (does this mean
safeguarding?)

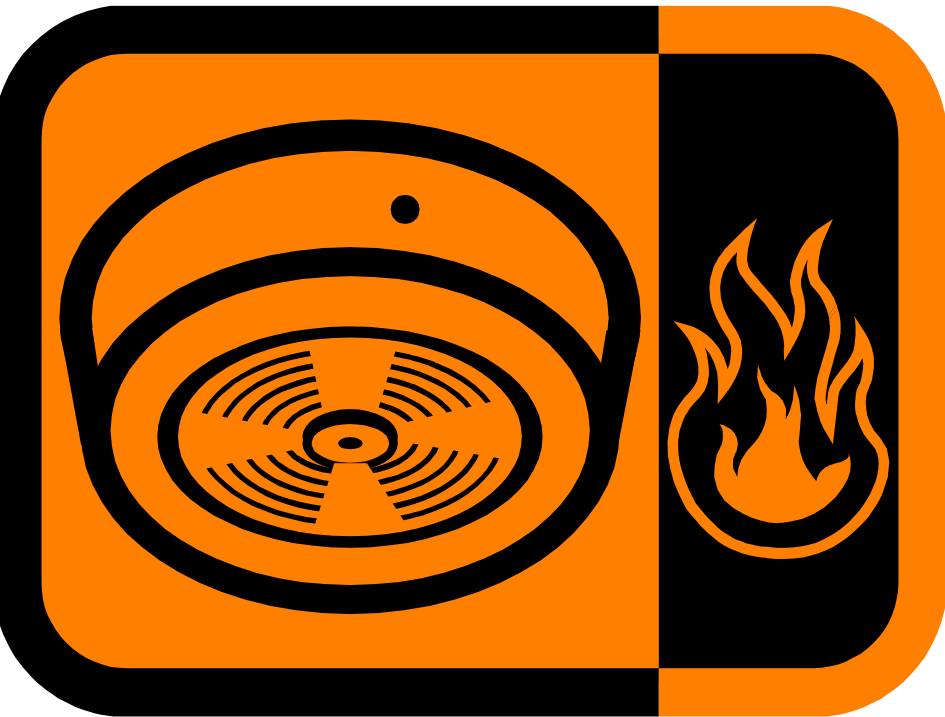
Compassionate Caring

Responsive

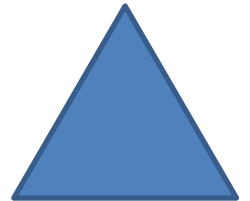
Effective

Well led

Warning signs



- Smoke alarm metaphor
- The benefit of hindsight
- Not a perfect science
- Whistle-blowing
- Managing false positives (AVA)



Beyond safeguarding

- On going work on complaints (Ann Clywd MP) in NHS
- Local complaints about providers
- Key lesson from WV – the role of external professionals
- DoLS – House of Lords review to start



Francis + Winterbourne View = exceptions

- Most SCRs (80+) are local (use similar criteria)
- No statutory basis
- Many areas have never had one (sub SCRs)
- Most are unpublished – reliance on Executive Summaries (75)
- Some overlaps with other investigations
- Few ‘solutions’ possibly interactive



Local Inquiries (SCRs)

New names emerging

- Safeguarding Adult Reviews? SABs

Other developments

- Children's SCRs - publish
- Domestic Homicide Reviews
- Overviews eg  Hampshire on chocking incidents

'Corporate Accountability and Adult Safeguarding' Edited by Rt Hon Paul Burstow MP 2013



Temptations of mission creep

The transmission from one area to another

- eg Bichard (Soham) to adult safeguarding
- Serious Case Reviews to Domestic Homicide Reviews
- Winterbourne View to care homes
- Area Committees – children to adults
- Francis to The Laurels (Ambridge)
- MHA problems to DoLS
- Other examples?



The Francis/Mid Staffs legacy

- Idea of 'Ghosts' in welfare
- Not just long-stay hospitals...
- Testing of professional, governance, regulatory and criminal justice systems
- Clinical and compassionate imperatives
- Weakened trust?
- Power of relatives and the costs to them



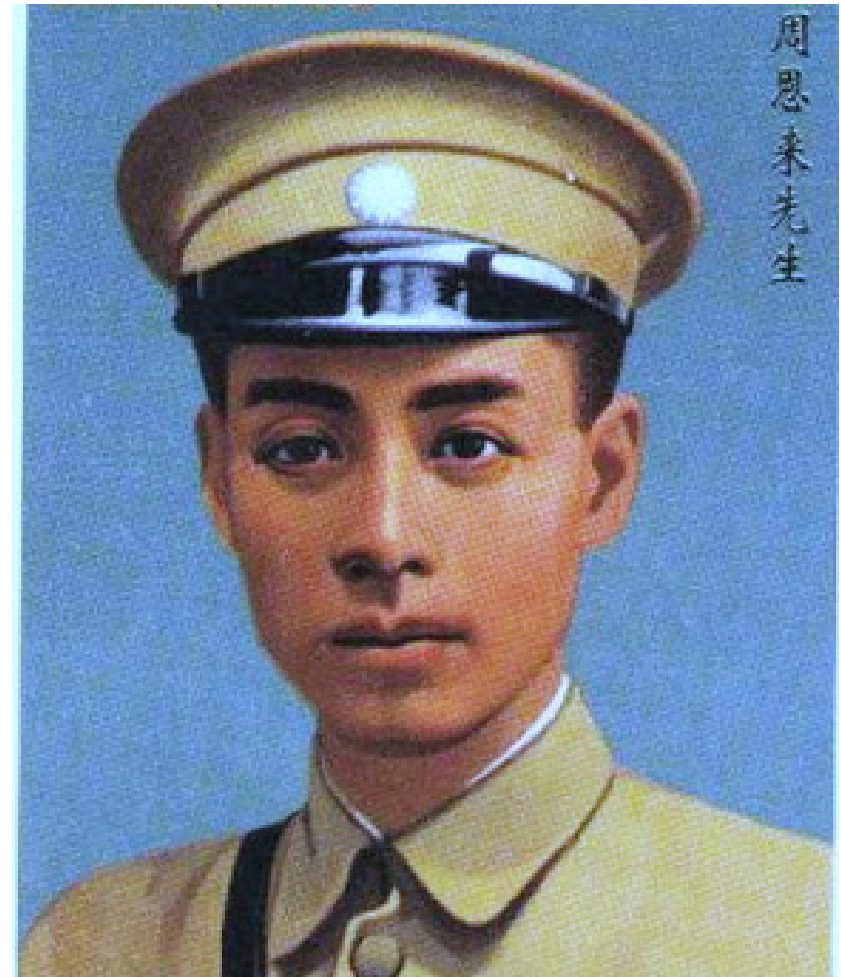
<http://www.dailymail.co.uk/news/article-2274296/Mid-Staffs-report-Families-head-NHS-resign-damning-scandal.html>

The impact of Francis inquiry & reports

When asked about the
impact of the French
Revolution of 1789.

‘It is too soon
to say’

Zhou Enlai, 1924



- **Delivering Dignity**

<http://www.nhsconfed.org/Publications/reports/Pages/Delivering-Dignity.aspx>

- **Executive summary of the Francis Report**

<http://www.midstaffpublicinquiry.com/sites/default/files/report/Executive%20summary.pdf>

- SCWRU acknowledges the Department of Health for its financial support but this presentation reflects the views of the author alone and not necessarily the DH.
- Contact me at jill.manthorpe@kcl.ac.uk

 Thank You for listening!