

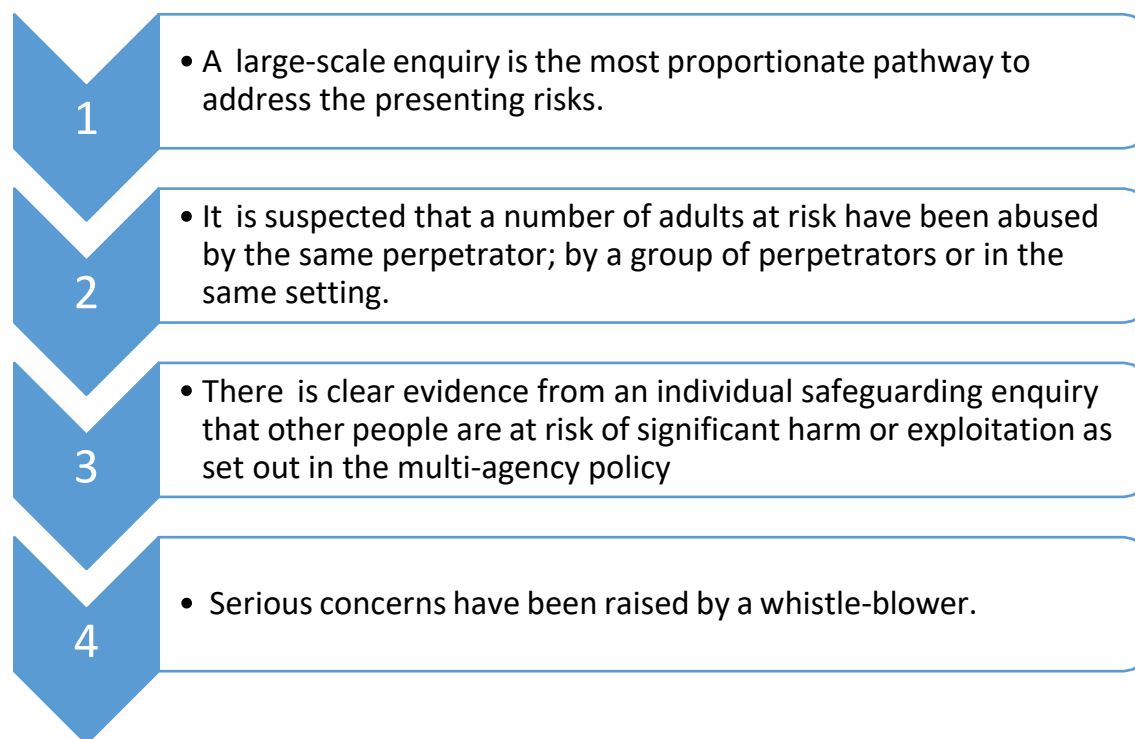
11. LARGE SCALE ENQUIRIES (LSEs)

A large-scale or whole service Adult Safeguarding enquiries would be indicated when there has been an appearance or allegation of Organisational Abuse, or where a number of vulnerable adults at risk have been allegedly abused in the same setting or by the same individual, or patterns or trends are emerging from data that suggest serious concerns about poor quality of care in a particular resource/establishment. LSEs provide an opportunity to review a number of individual safeguarding enquiries together to identify patterns and potential underlying cases of abuse and/or neglect and to identify any learning outcomes and measures needed to safeguard vulnerable adults at risk.

Large scale safeguarding enquiries, for example within the UK may include: whole service issues (e.g. Winterbourne View, Gosport War Memorial Hospital), situations where many individuals may have been abused by a particular person (e.g. Dr Harold Shipman, Jimmy Savile) or other aspects such as death cults, incitements for mass suicides or new and emerging large-scale matters that negatively affect or influence, or prey upon vulnerable people.

N.B. Accumulated complaints about a Regulated Service Provider are likely to be managed and overseen by the Department of Health and Social Care (DHSC) Registrations and Inspections Unit not adult safeguarding, unless DHSC are the referring agency initiating the LSE.

1.1 CRITERIA FOR UNDERTAKING AN LSE



The Adult Safeguarding Team manager will apply judgment as to whether and when a concern requires a large-scale enquiry.

Other Criteria

- Accumulated complaints about the same service by people accessing the service, their families or members of the public, which amounts to serious safeguarding concerns;
 - Serious concerns of a safeguarding nature following contract compliance reviews of the service
 - Reports of serious safeguarding concerns from other professional services / organisations involved in the service
 - Serious concerns following a Safeguarding Adults planning meeting or enquiry
 - The absence of effective monitoring or management oversight by managers has allowed the practice to occur
 - There are environmental factors (e.g. unsuitable buildings, lack of equipment, many temporary staff) that adversely affect the quality of care

- It is systemic e.g. factors such as a lack of training, poor operational procedures, poor supervision and management all significantly contribute to the development of organisationally abusive practice.

11.2 ESCALATION

The following core group will be appointed to oversee or inform Large Scale Enquiries. This is an escalation pathway requiring managerial oversight from senior officers.

- ✓ **Assistant Director of Adult Social Care (Manx care)**
- ✓ **Head of Safeguarding for Health (Manx Care)**
- ✓ **Named Nurse for Adult Safeguarding (Manx Care)**
- ✓ **Chief Inspector (Isle of Man Constabulary)**
- ✓ **Head of Mental Health Services (Manx Care)**
- ✓ **Commissioning (and contracts)**

It is expected that a minimum of FOUR core attendees will play a part in any large-scale enquiry – and provide objectivity, professional challenge and scrutiny. The Assistant Director (or appointed representative) will chair large-scale enquiries.

Relationship with other safeguarding enquiries

When there is an adult safeguarding concern about an adult (vulnerable) at risk, the focus of the enquiry will be on what has happened to that individual, their safety and wellbeing, their desired outcomes and what actions will be needed to support them to be safe.

If there are concerns that more than one adult at risk is experiencing abuse or neglect within the same service or setting, then this process should be followed. As such each individual safeguarding enquiry will need to result in its own safeguarding plan and outcome discussion / meeting for the vulnerable adult at risk. Where there are safeguarding concerns for more than one vulnerable adult at risk within the same service or setting, then a Large Scale Enquiry should be considered. However, this will only be appropriate where the nature of the various individual enquiries, when considered together, potentially indicate organisational

abuse. The Large Scale Enquiry will need to draw upon the findings of each individual safeguarding enquiry undertaken, and undertake additional enquiries and actions as required in order to respond to the concerns of organisational abuse.

11.3 INVITATIONS

As with all safeguarding enquiries, other agencies and invitees will be considered for possible inclusion in LSE enquiries dependent on the nature of the concern being raised.

For example (not exhaustive list):

- ✓ **Attorney General's Chambers**
- ✓ **Principle Social Worker – Adult Safeguarding Team (Manx Care)**
- ✓ **Primary Care GP**
- ✓ **Named Nurse for Adult Safeguarding (Manx Care)**
- ✓ **Home Affairs - Probation Services**
- ✓ **Isle of Man Constabulary, Public Protection Unit – Sargent/Inspector**
- ✓ **Service Providers**
- ✓ **Public Health**
- ✓ **Other invitees as requested, for example, Specialists**
- ✓ **Registrations and Inspections (DHSC)**

11.4 PURPOSE OF THE LSE

1. To accept **collective responsibility** for the LSE for its duration
2. To provide **managerial oversight** at a senior level
3. To ensure **empowerment** of people affected in decision making and informed consent with access to independent advocacy as appropriate
4. To ensure **proportionate and consistent intervention** with the least intrusive response appropriate to the risks presented

5. To **risk manage** the enquiry at a strategic level and to provide clear instruction and actions regarding the conduct of the enquiry
6. To receive reports and **information**, monitor progress, identify further areas for improvement and **develop action plans** as appropriate
7. To ensure the enquiry in relation to each individual agency is effectively **coordinated** and delivers its action plan
8. To act as a conduit of **communications** for all partner agencies at a local and strategic level
9. To ensure **resources, knowledge** and **expertise** are available to conduct and support the Investigation
10. To ensure appropriate and consistent **representation** to the meetings
11. To ensure **transparency** and clear lines of accountability in the conduct of the enquiry
12. To participate in the **de-escalation** process and recommendations to the Safeguarding Partnership Board in relation to future inter-agency learning including policy, procedure and practice guidance if appropriate.

11.5 THE LSE STRATEGY MEETING WILL NEED TO CONSIDER:

1. The immediate safety of all adults at risk – this may include taking action to suspend

The need for alternative accommodation or care provision for a number of individuals

The range of organisations that may need to be involved

4. How best to coordinate the enquiry – who has overall responsibility for

5. Roles and responsibilities of each agency and individuals involved, ensuring that all are aware or how their contribution to the enquiry fits in

6. Who needs to be notified of the enquiry, where responsibility sits and the method for doing so – this may include key services. Ministers

7. Resource allocation – the number of investigators needed, facilities for conducting interviews, funding for relocating individuals at risk, etc.

8. How to support the adults at risk and their family, carers or representatives through the enquiry process

9. How to support staff throughout the enquiry process

10. How media enquiries will be dealt with

11. Timescales and framework for ensuring all actions are completed

12. A communication

11.6 CORE AGENDA FOR LSE MEETINGS (WITH SCOPE FOR ADDITIONS)

1. Introductions, and confidentiality matters
2. Brief synopsis of concerns raised, and who is involved / implicated
3. What are the risks, who do they impact upon, likely outcome without intervention?
4. What action has already been taken to minimise risks?
5. Are there any criminal proceedings to be considered?
6. Are there any regulatory requirements / enforcements?
7. Regulation and contractual history of service(s) or named personnel
8. Contractual / legal implications
9. Abilities and co-operation of any service provider to highlight concerns and take effective remedial action
10. Details of funding arrangements / responsibilities/ risks
11. Known health and social care needs of people accessing the service (including capacity and decision making)
12. Previous independent support offered by advocacy ?????
13. Are there appropriate risk, health and care management plans in place to safeguard people with care and support needs?
14. Need for further enquiry or enquiries
15. Need for remedial contractual actions, e.g. suspensions or transfer of services
16. Agree action plan: timescales, and responsible officers
17. Resources and funding
18. Agree communications strategy
19. Agree date of follow up meeting to review progress

11.7 LSE REVIEWS

The LSE Chair will consider inviting all involved agencies to participate in a review of the enquiry process.

The purpose of LSE review meetings is to:

- ✓ **Provide feedback on the different strands of investigation;**
- ✓ **Plan further actions;**
- ✓ **Evaluate progress of previously agreed actions;**
- ✓ **Evaluate ongoing risk.**

It is the responsibility of the LSE Chair to convene review meetings and ensure appropriate and consistent attendance.

11.8 LARGE SCALE ENQUIRY - CLOSURE

An LSE closure meeting will take place to ensure:

