



Newsletter

Wellbeing Partnerships

What are Wellbeing Partnerships?

Integrated care is about providing health and social care services where they are needed, giving service-users easy-to-access and continuous care in one location instead of 'fragmented' care across several locations.

The Wellbeing Partnerships (which is the preferred title identified during public consultation) are based wholly on the results of feedback received through consultation and engagement but there are core elements that are replicated in each locality including a period of stakeholder and public consultation.

Wellbeing Partnerships are a locally-based team who provide co-ordinated support for people to help them stay well in their own community through a single point of referral.

Why were they established?

The Integrated Care Project was established in April 2018 to establish localised integrated care teams for adults under the auspices of the Department of Health and Social Care 'Health and social care on the Isle of Man – the next five years' (2015) strategy. This was reinforced by the 'Delivering Longer Healthier Lives' vision document. The goal was to establish a pilot integrated care team in one area, the West, before cascading around the Island. This direction was reinforced by the publication of the Sir Jonathan Michael's report into the Islands health and social care system.

How do they work?

The shape and working of the Integrated Care teams are based wholly on the feedback obtained through the consultation and engagement process undertaken prior to full roll out.

- A single point of access for all community services, via our team, via phone, e-mail or in person, using one referral form. The one form replaces multiple referrals and facilitates person centred care.
- Weekly practitioner meetings to discuss allocation and complex needs.
- A single shared assessment for all practitioners.
- Co-location of a core group of practitioners which includes Third Sector Partners.
- Regular drop-ins and events to promote health and wellbeing, including access to information.

Cont...

Editor's Note

In this the fourth edition of the Safeguarding Board's newsletter the focus is on adult safeguarding and other services in the adult world.

The Eastern Wellbeing Partnership has now been established and so an article has been produced detailing what the Wellbeing Partnerships do, where they are based, contact details and two case studies.

The Day in the Life article has been produced by the Team Manager for Adult Safeguarding. Information has been included about Local Authority Housing and an interesting article about World Social Work Day.

There is the regular update from the Training and Development Officer and there is information about a few of the key staffing changes that have happened this quarter.

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Wellbeing Partnerships

Where are they?

The Western Wellbeing Partnership was formally launched in February 2020. The Southern Wellbeing Partnership has been operating since June 2021 and was formally launched in December 2021. The Northern Wellbeing Partnership has been operating since December 2021. An interim Eastern Wellbeing Partnership was commenced in December 2023 with plans to develop into the full model by the end of 2024.

How can you get in contact?

Referring someone is easy, for the public simply call or contact our teams, and for practitioners its one simple referral form to the partnership along with the person's consent. Our practitioner teams will coordinate the support the person needs.

Alternatively we are able to chat with people informally and provide signposting and advice in relation to questions around health and social care, including cost of living and warm spaces. If you are a concerned relative, friend or neighbour, you can also enquire about the services or relevant assistance that might be available to someone you think is in need. Names must only be disclosed if the individual has given their consent.

We also bring practitioners and services to our locations providing them space to hold appointments with people nearer their homes. We also have meeting areas and rooms available to the community and are happy for them to be used for community meetings, consultations or events.

Wellbeing Partnerships and Self-neglect

The new Self Neglect Pathway, launched in September 2023 has Wellbeing Partnerships front and centre. The Wellbeing Partnerships will manage all low risk (green) and medium risk (amber) self-neglect cases in the community as they are the ideal multi-disciplinary model to do so. They will also function to aid step up or step down for high risk (red) cases to the Adult Safeguarding Team. Self-neglect is often a contributory

factor in the risk of homelessness so again supports the fifth focus of the strategy.

How Self-neglect works at Wellbeing Partnership level

Practitioners are encouraged to complete the new Self-neglect assessment tool as best they can and submit a referral to the relevant Wellbeing Partnership for support. A member of the Wellbeing Partnership Team is available to undertake a joint visit to help complete the assessment if that would be helpful.

Once received the Self-neglect assessment will be reviewed and the scoring checked. Any Red results are referred directly to Safeguarding who will oversee the response and required support. Wellbeing Partnerships will often be a part of the group called by safeguarding to support that case. Any self-neglect assessments scoring green or amber remain with the Wellbeing Partnership. Any practitioners involved with that individual will be informed and information checked. The case will be discussed at the next weekly practitioner meeting where the group will agree a support lead and make recommendations for a plan of care to support the individual.

Future direction

Wellbeing Partnerships will be at the forefront in delivering the objectives of the Homelessness Strategy 2023 – 2028. With regard to the first focus of that strategy 'clear pathways' Wellbeing Partnerships will provide a single point of access to services for people experiencing homelessness, in terms of providing a counter service, clear phone and e-mail details where the partnerships can offer support, signposting and help people to find urgent overnight accommodation where required. The weekly practitioner meetings will draw on services involved with that individual to ensure a plan of care is in place to help address the underlying issues that have led to their current homelessness situation.



Case Story 1:

'We received a number of referrals for potential self-neglect cases, and will complete initial visits to people's homes to establish if self-neglect is feature, but also to look at no statutory interventions to help people who struggle to look after themselves, we then have a number of options at this stage based on the severity.

We were asked to see a lady who lives in a rented house, she is in her 50s, and the landlord had made contact stating that they were concerned that she may be unable to look after herself. We visited this individual who stated that she had got into difficulties following a series of difficult life events. The house was indeed very cluttered and some of the rooms were unusable. She did however recognise that it was a problem and wanted help to address the problems, we were able to enlist the help of family and a number of other agencies to help her with reducing the amount of things that she has in her house. This has also led her becoming involved with one of the agencies that were helping her, in a volunteering capacity.

We have often found that people in similar situations get set on a certain path following a significant life event, This could also lead to isolation and loneliness. This example had a particularly good outcome due to the combined benefit of addressing her hoarding, but also creating a social network.'

Case Story 2:

'A young gentleman had been residing on a very small boat for a number of years, which was not designed for living or staying overnight. He was not known to any services and was living off the kindness of the local community with regards food as he was not in receipt of any benefits or funding.

The Partnership was made aware of this gentleman and arranged to visit him in a neutral venue. He initially was a little wary of engaging with agencies due to the extremely poor conditions he was living in. We started to develop a relationship with him and he soon started to trust us.

Very quickly but carefully, the Partnership involved the Benefit's Office and Housing, and by working closely together we were able to access funds and start the process to find appropriate accommodation, in a short space of time. Other services became involved and he was soon receiving support with regards his health, accessing furniture and white goods for his new accommodation, and help with starting to run a home.

The gentleman is very grateful for the support he has received, and acknowledges that it has turned his life around.'

News from the Training and Development Officer

Training Update

It has been busy last few weeks completing 6 sessions of training on childhood neglect, 3 full days of Child Exploitation Training, Safeguarding Children, MASM training, Adult Safeguarding and Professional Curiosity workshop coming up. 300 practitioners have received training.

The feedback for all subjects have been largely positive and follow up interviews will be completed to further understand the impact of training on practice.

Neglect sessions were commissioned by the IOMSB and delivered by the safeguarding consultant Nicki Pettitt who also completed the two most recent SCMRs. Siobhan Burns has returned to deliver the Child Exploitation training.

In addition, the pilot TEAMS 'Lunch and Learn' sessions have taken place in the last weeks and I look forward to developing this format over the coming months to include bitesize learning about other safeguarding subjects (Ideas welcome).

Joint adult and children service MASM training was offered with the designated officers for both sectors walking practitioners through the process,

where there has been an allegation against a member of staff. A further opportunity to attend the MASM training is available 25 September 2024.

Professional Curiosity workshop is planned to be piloted early July and we have a further date in September. It is planned that this workshop will be a regular feature of the IOMSB training.

Adult Safeguarding Training level 2 was delivered in May and June using a pool trainer from the Health Safeguarding Team who also were instrumental in supporting in the development of the material. More level two adult safeguarding is planned later this year and plans are moving forward for a level three to be developed.



Local Authority Housing in the Isle of Man

The Housing Section of the Department of Infrastructure is a public sector housing landlord and a provider of several different services for tenants, residents, home owners and landlords. We also act as a regulator and are responsible for the development of housing strategy and policy for the Island.

As a public sector housing landlord, we manage and maintain the Department's public sector housing stock of 1261 homes that are located across the Island from the north in Andreas and Bride to the South in Castletown. In addition to our function of provision of housing we are the regulator for public sector housing across the Island and set policy and legislation for housing providers to follow. There over 6200 public sector houses across the Island and the breakdown of where these properties are is as follows:

The sector as a whole is working together on a number of projects to improve housing provision which includes updating policies for access to housing, bringing forward new affordable housing schemes and ensuring that housing stock is future proofed to meet environmental and building condition standards for the future.

You can find out more about the work we do and advice about your housing needs at housing@gov.im or by calling the housing team on (01624) 685955.

[Isle of Man Government - Public Sector Housing](#)

General Housing	Stock
Braddan	151
Castletown	265
DOI	1264
Douglas (Inc. OPH) *	2367
Onchan (Inc. OPH) *	508
Peel *	357
Port Erin	214
Port St Mary	122
Ramsey	557
Ramsey & Northern *	143
Cooil Roi *	34
Peel & Western *	72
Southern Sheltered *	178
Total	6232

World Social Work Day



The Isle of Man celebrated World Social Work Day on Tuesday 19 March. The event was held at Douglas Golf Club and was attended by over 80 social workers and allied professionals from across the island.

The Chief Executive of Manx Care, Teresa Cope opened the day and spoke about the theme of the day: 'Buen Vivir: a shared future for transformative change.' The notion of Buen Vivir relates to the importance of emphasizing the need to adapt to innovative, community-led approaches which are grounded in indigenous wisdom and harmonious coexistence with nature.

In line with this theme, the event was intended to bring together social work professionals to celebrate the positive outcomes achieved by social workers in the Isle of Man with a view towards identifying the importance of interconnectivity between people, organisations and communities.

Attendees heard from Tim Bishop who is a non-executive director on Manx Care's Board and outgoing Chief Social Worker (Adults), for the UK, Lynne Romeo.

The newly appointed Executive Director for Social Care, Integrated Mental Health and Safeguarding for Manx Care, Tim O'Neill, who took up his post on 15 April, was able to attend in person. This was a welcome opportunity for staff members to meet with Tim and for him to be able to set out his vision for social work in the island.

A range of other speakers presented on topics including positivity in the workplace, the importance of life story work with children and young people, and making safeguarding personal. Additionally, attendees were able to explore the value and opportunities afforded by positive behaviour interventions with people with learning disabilities.

Given the central importance of engaging directly with service users and cares to better understand and learn from their experiences of social work, a highlight of the day was provided by a local carer who came to speak about her own story in caring for several close relatives. This was a particularly powerful account of facing adversity and overcoming real challenge.

The afternoon session was led by Staff Wellbeing who led a lively series of seminars associated with a range of aspects of working life including managing pressure, maintaining personal boundaries and compassionate self-care.

Feedback was overwhelmingly positive, with attendees reporting that this had been a useful and thought-provoking event. The challenge will be in facilitating an equally varied and diverse celebration of World Social Work Day next year.

A day in the life: Community Adult Safeguarding Team Manager

A typical day starts with preparation for the daily triage meeting which starts at 09:30 Monday through Friday to review all adult safeguarding referrals received to determine whether the criteria and threshold for adult safeguarding is met. Specifically, a person must have care and support needs, must be at risk of or have experienced abuse or neglect, and, as a result of their care and support needs, be unable to protect themselves from such abuse or neglect. Generally, referrers understand that this criteria must be met in order for a safeguarding alert to be processed by the Team, but sometimes there can be quite a lot of discussion and challenge. Therefore, there is a need for good levels of respect and communication and clarity around evidence. All our decisions and interventions are evidence-based.

The Triage meetings are multi-agency with representatives from Health Safeguarding, Older Person's Mental Health Services, Integrated Mental Health Services, the Drug & Alcohol Team and police colleagues. It is crucial during these meetings that all relevant information is shared to support good quality decision making. Alongside determining whether criteria and threshold are met, the triage looks at immediate actions that may be required to safeguarding the person. Threshold decision making aligns with the key principles of safeguarding (proportionality, prevention, protection, accountability, partnership and empowerment).

The team receive approximately 4 referrals per day. The highest number that has been received in one day was 11. The team is made up of a Team Manager, Senior Practitioner, 2 Safeguarding Officers and a Social Work Assistant. Since 2021, the referral rate to the team has increased 150%, whilst the staffing levels have remained the same. Indeed, at the time of writing, the team is depleted and new appointments are in process. It is no secret that this is a busy team and there is a need for team members to be resilient given the ongoing pressures.

Once the daily triage meeting is completed, the team member who has led triage reviews all of the actions which have been set from the morning's triage meeting. These could include a wide range of tasks which generally include completing a making safeguarding personal (MSP) visits, liaising with Registrations & Inspections, and gathering additional information from other colleagues.

The Making Safeguarding Personal visits are an integral part of the safeguarding process as the team are required to actively listen to the person's story and their perspective about what has happened or is happening; clearly recording what the person would consider to be a satisfactory outcome in respect of the safeguarding process. It is important to consider that the outcome which the person wants to achieve may be very different from that which others believe is appropriate. The Isle of Man is often considered to be a small island but in reality, the time spent travelling to people's homes can be considerable and needs to be properly factored in, to ensure that these processes are not rushed. People need time to work towards

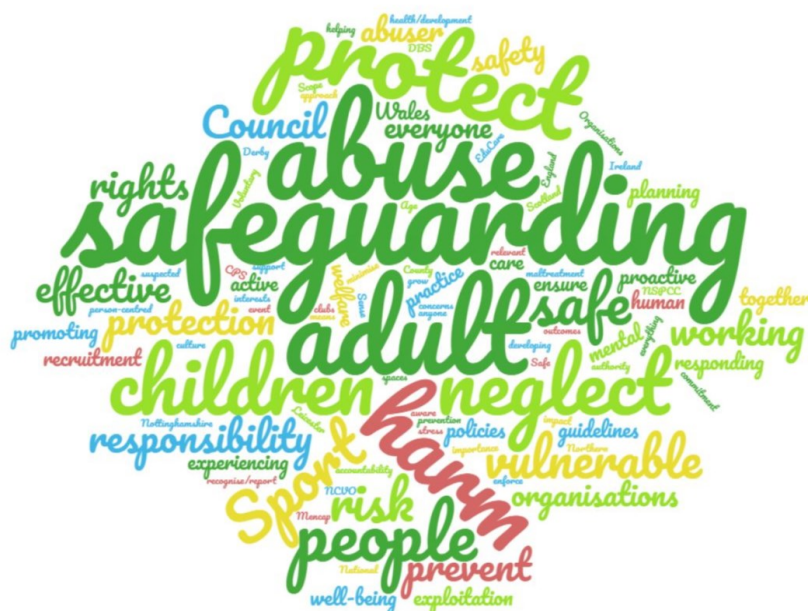
devising an initial safety plan. This might include involving family, friends, police, social work colleagues and so on.

In most instances, a Planning Meeting will be convened. The Chair of the meeting is likely to be the allocated Safeguarding Officer, although either the Senior Practitioner or Team Manager will often chair the meeting. At this point, the concern is discussed alongside the individuals' wishes (MSP), whether there are any regulatory issues, health concerns, criminal aspects etc. An action plan is then devised which is a means of working towards keeping the person safe, in line with their own wishes and expectations.

Alongside the day to day operational running of the team, there are always strategic is-

ssues which may need addressing. Currently the team are leading a partnership group looking at some of the teething issues of the new self-neglect policy.

Within safeguarding, no two days are the same. It is a rewarding role, but seldom a straightforward one.



Information Sharing

In a recent survey practitioners are still reporting GDPR is a barrier when it comes to sharing information for safeguarding purposes. Other barriers listed were the cross agency sharing of information and interestingly, consent (or the lack of) was named as a barrier in this survey.

The Safeguarding Board has started a series of Lunch 'n' Learns and the pilot topic was information sharing. 8 colleagues attended over two sessions where the co-facilitators ran through the information sharing guidance, legal considerations and barriers. As a professional if you

wish to sign up for a lunch 'n' learn session contact safe-guardingboard.co@gov.im

It is important that you know when you can share information.

The [Myth busting guide](#) on our website dispels myths as to when you can and can't share information.

There is also a [video](#) on the website which explains when you can and cannot share information."



Information sharing is critical to protect children and vulnerable adults from abuse and harm!



The Isle of Man Safeguarding Board is made up of a partnership of safeguarding agencies. Since the publication of the last newsletter two key appointments have been made and a senior officer from within the Isle of Man Constabulary who had day to day contact with the Safeguarding Board has retired.

The Safeguarding Board is pleased to advise that an Independent Member for the Third Sector has been appointed.

Ms Hannah Murphy, who works for Crossroads Care Isle of Man has been appointed on a 2-year term and attended her first Safeguarding Board meeting in June.

Professor Tim O'Neill has been appointed Executive Director for Social Care, Mental Health and Safeguarding. He takes over from David Hamilton who left in April.

Chief Inspector Juliette Everett also left the partnership in June and below are some parting words from her.

It is time to say goodbye, and I do so with both with a heavy heart in as much as Policing has been part of my life for over 33.5 years, and a sense of excitement to explore pastures new.

With 30 years served in Bedfordshire Constabulary, risk assessment and safeguarding has always been a factor to consider throughout my policing career. With families involved with drugs, guns, counter terrorism, murder, extortion, knife crime, sexual and domestic abuse through to neighbourhood policing, with acquisitive crime, anti-social behaviour and the impact it has on people's lives.

Little did I know then that I would spend an additional 3.5 years as the Safeguarding Lead for the world of Protecting Vulnerable People for the Isle of Man Constabulary. And what a journey that has been.....

The policy writing both for adults and children was a mammoth task but as partners we did it together. The partnership work then developed into relationships, and through this continued work of appreciation and understanding, whilst professionally challenging and being curious we, together, have been able to deliver the MASH and the new I-MPPA process and much more. The SCMR's have been challenging for all partners, but it is too everyone's credit that we have learnt lessons and moved forward, in particular around Self-

Neglect, and likewise with CSE and the daily exploitation meetings. Nothing is perfect, and there is always room for growth and development, but if I take a moment to reflect we have come a long way and we shouldn't lose sight on that and I would like to take this moment to wish each and every one of you I have worked with all the very best in the world of Safeguarding and I look forward to our paths crossing again soon.



What to do if you have a safeguarding concern

What to do if you are aware of something that worries you.

If there is an imminent risk to life then call 999.

If you are a child or young person and are concerned that yourself or a friend may be being abused, there is advice available on our [website](#). There is always someone to talk to and you can contact either of the numbers below and speak to a trained professional about your concerns.



If you work for or volunteer with an organisation and you are concerned about the safeguarding or protection of a child or vulnerable adult you must inform your line manager or the safeguarding officer/lead in your organisation - and you should record that you have shared this with them.

If you are a member of the public then it is your duty to report it .

'Doing nothing is not an option.'

Contact details for concerns about children are as follows:

(01624) 686179 (Initial Response Team, Manx Care) during office hours

(01624) 631212 (Isle of Man Police Headquarters) out of office hours and ask to speak to the on-call social worker.

In an emergency always call the police on 999.

Alternatively you can email: dutyinitialresponseteam.dhsc@gov.im This email address is monitored by Children and Families Division (Social Care) during office hours only.

Contact details for concerns about an adult are as follows:

(01624) 685969 during office hours

(01624) 650000 (Nobles Switchboard) out of office hours and ask to speak to the on-call social worker

Alternatively you can email to: ASTeam@gov.im

This email address is monitored by the Adult Safeguarding Team in Manx Care during office hours.

To pass on information about crime anonymously, call Crimestoppers on 0800 555 111 or fill out their secure, encrypted [Anonymous Online Form](#).



 **CRIMESTOPPERS**
0800 555 111

If you need to contact the Safeguarding Board, the easiest way is to email:

Safeguardingboard.co@gov.im

This is not monitored outside of office hours and is not to be used to report specific safeguarding concerns.



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