

# **Pooling data and information on quality and safeguarding**

**Vic Citarella**

**Leading Adult Safeguarding  
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# WHY?

- Collate and describe good practice
- Spot what is really potentially serious amongst all the data and information.
- Stimulate ideas within a framework of common purpose - early intervention, safe and personal adult health and social care services
- Make effective use of the right data and information, at the right time and in the right way.
- A guide as a supportive response to concerns expressed about data overload, gaps in information and uncertainty about how to manage and share intelligence – not least in a number of serious case reviews.

# APPROACH

- Not prescriptive
- 10 part framework but *'Culture eats strategy for breakfast'*
- Linear - dip in and out
- Pick and mix – theory and practice
- Variety, priorities and local
- Guide and tools
- Further reading

# The Framework

- **SAFEGUARDING GOVERNANCE**
- **PURPOSE**
- **PRINCIPLES**
- **PRIORITIES**
- **DATA & INTELLIGENCE - MAPPING THE SYSTEMS**
- **DEVELOPING & MAINTAINING SYSTEMS**
- **HOLDING SYSTEMS TO ACCOUNT**
- **ACTING TO LEARN & IMPROVE**
- **ACTING TO ESCALATE AND/OR ENFORCE**
- **KNOWING AND SHARING OUTCOMES**

# SAFEGUARDING GOVERNANCE

- Good governance (for social care) is about making sure that services have excellent ethical standards and continue to improve.
- Data and information are unlikely to be robust if good governance is not a strong foundation stone
- Governance structures are layered between strategic and operational
- There are clear linkages with other partnership boards that have to be cultivated
- Time should be spent on partnership building and communications

# PURPOSE

- Prevention of abuse – early intervention and help
- Protection from harm – responding when harm is likely or has occurred
- Promotion of personalisation – safeguarding people's dignity and rights, choice and self-direction
- Start by using the guide to assist the Board clarify its purpose in collecting and using data and information
- Make time for the Board to work through its understanding of 'risk' and the potentially beneficial and harmful outcomes for people who use services. This will shape the data collected
- Encourage a balanced approach to data collection so that is possible to both check (and act if necessary) on compliance with standards and improvements in service quality

# PRINCIPLES

- It is recommended that data and information is:
  - Held securely and confidentially
  - Obtained fairly and efficiently
  - Used effectively and ethically
  - Shared appropriately and lawfully
- Risk, early invention, involvement, partnership and accountability are important principles in considering the effective use of data and information
- All organisations storing personal data are subject to Data Protection legislation as well as their own information governance and management principles and requirements.
- To achieve a common purpose across organisations there is need to have shared principles both in terms of intent and method. This may take the form of a multi-agency protocol

# PRIORITIES

- Data and information should be used to assist define and meet the SABs business priorities
- People choosing or having to live in accommodation where they have a personalised care, support or treatment service from a CQC registered provider should reasonably expect to be safe from abuse.
- There are 'institutions' and activities in the community where there are greater risks of abuse. The SAB should have intelligence about these to promote safety
- The SAB should have data interfaces with broader community safety activities through Community Safety Partnerships and the Health and Well-being Board



# DATA & INTELLIGENCE – MAPPING THE SYSTEMS

- **Community Intelligence**
- **Market and Contracts**
- **Care Management Reviews**
- **Complaints**
- **Professional Practice**
- **Regulation**
- **Healthwatch**
- **Criminal**

# DATA & INTELLIGENCE – MAPPING THE SYSTEMS

- Understand the nature of data, information and intelligence and define terms and language
- Discuss and agree how data and information will be sifted and weighed to form intelligence. Use the concept of triangulation
- Invest in simple visual mapping involving partners at both a high level and in the ‘nuts and bolts’
- Liaise with local CQC Inspectors about their developing approach to Quality and Risk Profiles
- Use material from the JSNA and Market Position Statements
- Prepare and use a matrix to map the data and information picture – classify types and sources as well as identifying gaps

# DEVELOPING & MAINTAINING SYSTEMS

- Data and information is unlikely to be perfect – working with and learning from the imperfections helps avoid and manage big problems
- The mechanisms developed to make effective use of data and information should clearly link to the relevant SAB group through its chair and lead officer
- The NHS Quality Surveillance Groups are new and require engagement with SABs. It is important that this is determined locally with awareness that there are risks of duplication and possible false assumptions about who is checking what.
- Approaches to developing mechanisms should involve service providers at an early stage and be about improvement as well as compliance.
- Multi-Agency Safeguarding Hubs have potential for improving data and information flows between professionals and agencies as well as with people who use services and the public.

# HOLDING TO ACCOUNT

- ONE: describe your ideal of an effective adult safeguarding service
  - TWO: undertake a whole service review to check against the ideal
  - THREE: agree actions as a result - naming people to own problems and take actions
  - FOUR: review action at a recall day - calling problem owners to account for progress
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- SABs need confidence in the data and information they are receiving to hold each other to account
  - In specifying their data and information they will need to distinguish between what it would be 'nice to know' and what is necessary.
  - A simple joint effort to describe, check, act and review data and information necessities will lead to better intelligence. Thereby SAB members can have increased confidence in challenging and holding each other to account.

# ACTING TO LEARN & IMPROVE

- Promote a culture of open and continuous improvement in adult safeguarding practice
- Define your local improvement offer, involving service providers, and demonstrate how it is linked to data, information and intelligence
- Consider how and when you can make good use of independent professionals particularly in the impartial evaluation of data and information
- The national peer review programme is a good opportunity to undertake a data and information review. Integral to this there is scrutiny and evaluation of all documentation

# ACTING TO ESCALATE AND/OR ENFORCE

- Involve and listen to people who need care and support
- Make sure all partners have whistle-blowing policies in place ideally with common aspects. Further that they are familiar with the CQC whistle-blowing arrangements
- Understand and practice the duty of care (candour) and expect all SAB partners and service providers to do the same
- Develop an escalation policy and procedure that makes it clear between commissioners, regulators and the police who should act to enforce and in what circumstances
- Communicate clearly and document the data and information to determine and differentiate between improvement and enforcement action

# KNOWING AND SHARING OUTCOMES

- The test of effective use of data and information is whether it generates the intelligence to answer basic questions from the SAB
- The SAB should identify some specific measures by which it wishes to measure its success
- An audit tool that members of the SAB (and their constituent stakeholders) sign-up to using will improve information sharing and data consistency and quality
- There needs to be a clear division of responsibilities of how quality of care is assessed
- The intention is to make best use of existing data metrics rather than develop new ones
- Effective use of data and information (that is it shows how much or how well we did or demonstrates that people are better off) to further the work of SABs is a cause for celebration

# KNOWING AND SHARING OUTCOMES

- How much did we do?
- How well did we do it?
- Is anyone better off?
  
- **THANK YOU**

[vic.citarella@cpea.co.uk](mailto:vic.citarella@cpea.co.uk)

**07947 680 588**