

# Newham Safeguarding Adults Board

## Dhiren and Paul Multi-Agency Action Plan



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Focus area/ Who should lead on the action?	Recommendations	SMART Actions/ Update
<p>1. Cultural Competency Professional Curiosity - Training</p> <p><b>The Board and partner agencies</b></p>	<p>The Board should seek evidence from partner agencies that the knowledge and confidence of key staff groups in the practice areas of (a) cultural competence and (b) professional curiosity are adequate (e.g. holistic assessment work including learning disability diagnosis).</p>	<p>1. East London Foundation Trust (ELFT) mandatory training programme Oliver McGowan training across ELFT. Tier One training was launched across London in August 2023. This training is mandatory for all non-patient-facing staff partnered with NEL ICB. ICB update (15/04/25)- Oliver McGowan online training is mandatory training for all staff.</p> <ul style="list-style-type: none"> <li>• Safeguarding Adults L3 training has sections relating to Equality &amp; Diversity and intersectionality</li> <li>• Cultural competencies also form part of the GP SGA L3 training</li> </ul> <p>ELFT has launched mandatory <u>Oliver McGowan training</u> in August 2023. Oliver McGowan training includes a film on patient experience, used across Barts Health.</p> <p><u>Jonathan's Story EDIT 2 - YouTube</u> ELFT has highlighted that intersectionality training is being developed to address community-specific needs.</p> <p>2. Professional networks multi-agency around Professional curiosity, cultural competency, for people with Autism, LD and understanding diagnosis – Learning &amp; Communication Subcommittee to lead on sessions for SAW and produce 7-minute briefings.</p> <p>3. Public Health info pack on population health issues in Newham for health social care staff" and "multi-agency cultural competency training on regular basis feedback to public health –</p> <p>4. Running multi-agency regular learnings from SAR recommendations. As 3. above</p> <p>5. Hospital passport in Newham for all LD and autism patients which provides a diagnosis and sets out reasonable adjustments is required - ongoing</p>

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<p>2. Competency Professional Curiosity - Case Audits</p> <p><b>The Board and partner agencies</b></p>	<p>The Board should seek assurance from partner agencies that they actively support meaningful improvement in relation to the cultural competence of their staff, evidenced through:</p> <p>(i) Leaders in partner agency overtly confirm the importance of this set of skills, (ii) partner agencies have in place mechanisms to support staff in demonstrating their cultural competence (e.g. through case audit) that can be shared with the board to support assurance.</p>	<p>PQA subcommittee is leading on audits and gathering information from partner agencies</p>
<p>3. Review MCA Training</p> <p><b>The ICS and the Local Authority</b></p>	<p>Health and social care agencies should review their current training arrangements in relation to mental capacity to ensure it covers:</p> <p>(a) core requirements (e.g. basic practice responsibilities and the law) and (b) advanced requirements (e.g. undertaking more complex mental capacity assessments and best interests' consultations).</p>	<p>Training for CQC (see comments below)</p> <p>LBN ASCs are reviewing MCA training, auditing attendees, review content within 6 months has been completed.</p> <p>ELFT MCA team, provide training across trust, MCA package being reviewed, training offered by Edge.</p> <p>MCA oversight group action plan includes for partner agencies to 'Evidence (audit) that staff training is embedded in practice' this action is due for completion in September 2024 and objective 2 'Organisations to develop a competency framework for MCA Training for all levels of staffing (including children's services)' the target date is September 2024. ELFT has confirmed that this has been achieved.</p> <p>Training for CQC (see comments below)</p> <p>LBN ASCs are reviewing MCA training, auditing attendees, review content within 6 months has been completed.</p>

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		<p>ELFT MCA team, provide training across trust, MCA package being reviewed, training offered by Edge.</p> <p>MCA oversight group action plan includes for partner agencies to 'Evidence (audit) that staff training is embedded in practice' this action is due for completion in September 2024 and objective 2 'Organisations to develop a competency framework for MCA Training for all levels of staffing (including children's services)' the target date is September 2024. ELFT has confirmed that this has been achieved.</p> <p>ELFT's statutory and mandatory training has a matrix for clinical staff. MCA training is mandatory for all clinical staff, with specific modules for CAMHS staff, for example, around Gillick Competence.</p> <p>There are tests &amp; activities which the practitioner must complete to pass.</p> <p>An MCA audit cycle is being developed by the Trust with Standard Operating Procedures and specific Key Performance Indicators will be in place with a formal report via ELFTs Power BI dashboard. This is now live via Power BI. <b>See DMT report below on the references section.</b></p> <p>The quality assurance framework covers ELFT's DOLs urgent authorisations, capacity assessments, and a 100% compliance target for consent to informal mental health admissions under the MCA. Compliance is monitored through reports from ELFT's Mental Health Law Group, please see attached in the references section below.</p>



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		<p><b>London Ambulance Service (LAS):</b> A LAS training framework is being developed (level 2 live and looking at Level 3 training for senior clinicians. A deep dive audit in 2026/2027 is planned to initiate a review of education of LAS clinicians. Guidance for clinicians developed on a national level. Special interest group for Ambulance Trusts across England on MCA being considered.</p> <p><b>LBN Adult Social Care:</b> A competency framework for ASC has been drafted, has been approved. There are many aspects that are being delivered via the MCA Forum and the BIA Forum.</p> <p><b>MET Police:</b> The College of Policing's Authorised Professional Practice guidance. Requires that MET Officers must Act within the law in the best interest of the patient.</p>
<p>4. MCA training – Audit quality of service</p> <p><b>The ICS and the Local Authority</b></p>	<p>Health and social care agencies should require or recommend (where enforcement is not possible within existing contractual arrangements) audits are undertaken to indicate how far mental capacity training is making a difference to the quality-of-service delivery and being applied in practice.</p>	<p>The objective of the SAB MCA priority group action plan includes for partner agencies to 'Evidence (audit) that staff training is embedded in practice'</p> <p><b>ELFT:</b> MCA online training on ELFT Learning Academy is mandatory for clinical staffing groups, incl. CAMHS, CHS and inpatient adult and CMHS.</p> <p>There is a 90% target for MCA training which is to be reported quarterly by the MH Law monitoring group and by Learning &amp; Development to the Directorates monthly. The ELFT MCA audit cycle will be to provide assurance for evidence of embedment of training in practice.</p>

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		<p><b>LBN ASC:</b> Training is generally well attended, and feedback is positive. Ongoing audits and regular training program.</p> <p><b>Mandatory training</b>-Mandatory report of MCA; 188 staff were invited to participate in this training, 107 attended (57%) in 2024-25.</p> <p>Scheduled further advanced MCA sessions and MCA Awareness e-learning and forums are taking place that consolidate learning. In addition, monthly Mental Capacity Forums, BIA Forms take place every 6 weeks, Training offer reviewed monthly, Regular case file audits have identified issues regarding executive capacity. <b>LAS MCA</b> training module built in for statutory mandatory training in 2025/2026.</p>
<p>5. Multi-agency protocol for Safeguarding Thresholds</p> <p><b>The Board</b></p>	<p>The Board should ensure that there is in place a multi-agency (as opposed to single agency) shared understanding of risk and safeguarding thresholds. This approach or protocol should then support and inform risk and safeguarding training across all agencies.</p>	<p>The SAB to work with Children's' Partnership Board on shared priorities in relation to their multi-agency safeguarding – ongoing.</p> <p>Transitional Safeguarding exploring links in crossover from children to adults.</p>
<p>6. Monitoring protocols for those with Learning Disability</p> <p><b>The ICS</b></p>	<p>Health partner agencies should ensure (or advise in the case of primary care depending on contractual arrangements) that they have in place an effective protocol to support staff recognising and responding to repeated missed appointments in adults who may be less able to manage their treatment and that adequate attention is given to mandatory annual health checks (e.g. adults with learning disabilities). The principles should be applicable across health and social care partners.</p>	<p>ICB stated it may be difficult to audit this unless someone has sight of the discharges for all LD patients and audits a selection. No targeted work is currently being undertaken</p>

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<p>7. Protocol for those with Learning Disability - Audit of the effectiveness</p> <p><b>The ICS</b></p>	<p>Health partner agencies should regularly audit the effectiveness of what impact the protocol is having in practice.(N.B. requests to be made to primary care but enforcement is not possible within contractual arrangements) .</p>	<p>LBN LD Commissioner reported that Health related issues have been discussed at our Governance Groups; the Learning Disability and Autism provider forums.</p> <p>As a result of joint working - Barts Health have just initiated a scheme to involve Newham residents with Learning Disabilities in staff training with Junior Doctors starting 15/07/24</p> <p>The Learning Disability Governance groups are running and meetings have been taken place monthly since June 2024.</p>
<p>8. Evidence of best practice partnership working with family carers</p> <p><b>The ICS and the Local Authority</b></p>	<p>The Board needs to be assured about the quality of partnership working with family carers in Newham. In order to seek assurance the Board should ask health and social care partners to share their existing developments and examples of best practice that evidence and support partnership working with family carers, so the wider network can benefit from and build on that work. For example the messages within the <u>Carer's Strategy 2021-24</u> and co-production work with families that has been achieved by the ICB.</p>	<p>The ASC Learning Disabilities Team has regular meetings set up with our partners in the Learning Disabilities Health Team to track Safeguarding, discuss protection plans/solutions to ensure that all residents with LD have adequate support to access appropriate health services. This is ongoing.</p> <p>There is a Senior Learning Disability Carers Group that feeds into and from the Carers and Learning Disabilities Governance structures/groups.</p> <p>A new Autism Carers Group has recently started and is feeding into the Autism Carers and Carers Governance structures/groups. All are ongoing.</p>



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<p>9. Good practice with representation from Black, Asian ethnic communities</p> <p><b>The ICS and the Local Authority</b></p>	<p>Health and social care agencies should advise the Board how they will place an increased emphasis on collating evidence of examples of meaningful partnership work with carers. In particular it would be positive to share examples of good practice in your partnership working alongside family carers in Black, Asian and ethnically diverse communities, and how local advocacy services have been used effectively to support the voice of family carers.</p>	<p>The LBN LD Commissioner manages the Integrated Advocacy Contract, and this was added to the agenda in July 2024. The contract was awarded to Voiceability, and they are still the commissioned advocacy provider.</p> <p>Partners to consider implementing carers forums, including ethnically diverse representation. This could be independently chaired by Health Watch or from the ICB.</p> <p>Healthwatch Newham organised a public meeting with the families/carers and wider community in March 2025 to feedback on the actions that had been undertaken which directly responded to the points residents made.</p> <p>One of the areas of development for consideration is for SAB recommendations to be reviewed through a resident 'lens' and identify metrics which will inform practice and improve outcomes for all.</p>

# Resources

## Oliver McGowan code of practice

Page summary: Sets out standards for training on learning disability and autism for Care Quality Commission (CQC)-registered health and social care providers and their staff. This was updated on the 19 June 2025.

## ELFT-Intersectionality training

### ELFT Work Plan

- Learning Disability Resident Advisory Group
- Learning Disability Action Plan Delivery Board

## Further Information From The MS Chat

- Newham Centre for Health and Care Equity – Newham Council
- Culturally appropriate care - Care Quality Commission (cqc.org.uk)  
Culturally appropriate care - Care Quality Commission (cqc.org.uk) This link is from CQC and outlines expectations of what statutory services should be evidencing in their practice
- Becoming Culturally Competent - Effective Safeguarding of Children from Minority Ethnic, Cultural and Faith Communities, Groups and Families
- London Safeguarding Children Partnership Threshold



