



**Essex Safeguarding
Adults Board**

Safeguarding Adults DVD Facilitator Guide

A guide to help you use your DVD training resource effectively

In March 2013 ESAB published a safeguarding adults training DVD abuse scenarios to help provoke useful conversation when delivering adult safeguarding training. This guide attempts to help you, as a trainer, to use that DVD effectively.



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Safeguarding Adults DVD Facilitator Guide

A guide to help you use your DVD training resource effectively

How should I use the workbook?

This facilitator guide should be used by the trainer in conjunction with the DVD for training purposes. The DVD is intended to support trainers who are delivering Safeguarding Adults training by encouraging engagement from learners through discussion of key points from a mixture of acted and real life examples.

DVD Structure

The DVD contains a series of acted scenarios designed to provoke discussion regarding the various abuse types, safeguarding concerns and professional boundaries. Trainers should ensure that they allow a minimum time period of 20 minutes per DVD scenario in order to fully gain the learning points intended.

How much of the DVD should I use in a single session?



This DVD is not intended to be shown as a whole. Instead one or two appropriate scenarios should be selected by the trainer based upon the needs of the group being trained.

Each scenario will only play for a minute or two, but when facilitated well, each scenario will generate substantial discussion around potential abuse or neglect pointed to within the clip.



Acted Scenarios

In this section we look at the background to the six acted scenarios and consider a series of prompt questions to develop learner discussion. Some scenarios also include further hypothetical situations to add to the clips to change the direction of group discussions and extract further learning. Symbols have been used to help you quickly identify different useful resources. The three symbols are identified below:



This symbol identifies a list of prompt questions which a trainer should use alongside a clip to generate, develop and lead discussion by learners.



This symbol identifies a list of hypothetical situations which can be used to change the path of discussion by learners and help to develop thinking. Not all scenarios include hypothetical situations.



This symbol identifies points we have included for the trainer to note. These points help the trainer to understand the purpose of the clip. These points are intended to make the planned learning from the clip clear and identify the types of issues learners should discuss having watched the scenario.



Scenario 1 – Rob's Social Networking



Rob is 20 years old and has mild learning disabilities. He lives in a supported flat. His support worker Stephen helps Rob to log onto the computer but then Rob can use the internet by himself. He regularly uses chat rooms and social media to make friends. The scenario looks at whether Rob is being abused over the internet.



Prompt Questions

After watching the DVD scenario, there are a number of prompt questions below.

- ✓ What are the group's thoughts about the scenario?
- ✓ Is any abuse taking place? And from whom?
 - If so what type and what indicates that form of abuse?
- ✓ What would you do if you were Stephen in this scenario?
- ✓ Who is Sarah? Any concerns about her?
- ✓ Who is bud? Any concerns about him?
- ✓ Is Stephen doing enough to support Rob?
 - Should Stephen encourage Rob to 'go out' more?
 - Should Stephen watch Rob whilst he is on the internet to ensure he is safe?



- Should Stephen put parental controls over on the computer?
- Is there anything that can be put in place to enable Rob to safely use the internet?
- ✓ Why might Rob not want Stephen to know about Sarah?
- ✓ What risks are there to using chat rooms/internet?
- ✓ What benefits are there to using chat rooms/internet?
- ✓ How would you respond to the comment that Rob was “skint”?
- ✓ Are there any other organisations that you would involve?
 - If so who and why?



Hypothetical situations

The group could also start discussing hypothetical situations. Would your reaction be different if;

- Rob disclosed he had given Sally £400? For example the iPhone that Rob mentioned he had purchased from Sally in scenario 6 would, in fact, have cost a substantial amount of money.



(Screenshots from scenario 6)

- Rob disclosed Bud was bullying him online?
- Rob was arranging and meeting up with women/men?
- Rob was accessing pornography?



Points to note

The facilitator should try and elicit from the group the different indicators of possible abuse. It is important to note that Rob is a 20 year old male and using the internet is part of life. The group should be dissuaded if their solution to this scenario is to stop Rob from using the internet and/or chat rooms or control what he can access online. Efforts should be made to give Rob information about the risks to using the internet and that people may not always be as they appear i.e. Sarah may not be the young woman that Rob has seen on 'her' profile. She could, in fact, be a 50 year old male. Where a crime is suspected to have taken place, the police should be contacted.



Scenario 2 – Visiting Annie



Annie is 70 years old and lives in her own privately owned house. Annie has difficulty breathing due to a health condition and has an oxygen tank to help her. Her house is untidy. The scenario looks at whether Annie is being neglected.



Prompt Questions

After watching the DVD scenario, there are a number of prompt questions below.

- ✓ What are the group's thoughts about the scenario?
- ✓ Is any abuse taking place? And from whom?
 - If so what type and what indicates that form of abuse?
- ✓ What indicators are there of neglect (either self or by others)?
- ✓ What would you do if you were the visitor in this scenario?
- ✓ Does Annie have mental capacity with regards to her accommodation?
 - If so what indicates this?
- ✓ What risks are there to living in the house?
- ✓ What benefits are there to living in the house?
- ✓ Any thoughts on the visitors' interaction with Annie?



- ✓ What could be done to support Annie?
- ✓ What if Annie did not want any support?
- ✓ Are there any other organisations that you would involve?
 - If so who and why?



Points to note

The facilitator should try and elicit from the group the different indicators of possible abuse. It is important to note there are no indications that Annie lacks capacity in relation to her living standards. Principle 1 states that there should be a presumption of capacity unless proven otherwise and principle 3 states that we retain the right to make unwise decisions.



Living in poor conditions which may potentially put an individual's health at risk is not necessarily an indicator of lack of capacity; it could be an unwise decision. Not everyone lives according to the same standards of cleanliness. Annie may need some support to assist her with daily living due to deteriorating health or she may have lived this way since she was younger. This situation can be difficult to deal with if Annie lives in private accommodation and refuses to have any support as there is little that authorities can legally do, however all efforts should be put in place to support Annie. The group should also consider whether other professionals should be involved, such as:

- ✓ Health service
- ✓ Fire service
- ✓ Befriending services
- ✓ Social care
- ✓ Environmental health



Scenario 3 – Alan is nervous on the ward



Alan has been admitted to a psychiatric hospital on a voluntary basis. The scenario looks at dealing with challenging behaviour as well as abuse between adults.



Prompt Questions

After watching the DVD scenario, there are a number of prompt questions below.

- ✓ What are the group's thoughts about the scenario?
- ✓ Is any abuse taking place? And from whom?
 - If so what type and what indicates that form of abuse?



- ✓ What should be done in this situation?
- ✓ Can Alan be prevented from leaving if he is a voluntary in patient?
 - What would the organisation need to do if they felt that Alan is not safe to leave?



- ✓ Are there any concerns about how staff dealt with the situation?
 - If so, what should have been done?
 - Could the situation have been prevented/reduced?
 - What difficulties are there in dealing with unpredictable/challenging behaviours?



- ✓ Are there any other organisations that you would involve?
 - If so who and why?



Hypothetical situations

The group should also consider situations where abuse occurs between adults;

- Would you raise a safeguarding concern the first time it happened?
- Would it make a difference if the abuse happens more than once?
- How should an organisation deal with abuse between two adults?
- If you raise a safeguarding concern about two adults, who is the perpetrator?
- What is the difference between a complaint and a safeguarding alert?

When going through the answers to these the questions the group should be aware that abuse between two services users wouldn't automatically result in a safeguarding alert. Staff should be encouraged to think about whether the organisation is doing enough to keep both the adults safe and about looking for any underlying reasons why the abuse may be taking place.



Points to note

The facilitator should try and elicit from the group the different indicators of possible abuse and what should be done in the situation. As Alan was admitted voluntarily he is free to leave the mental health setting. Preventing him from leaving would be unlawful. Staff should consider whether other mental health sections or Deprivation of Liberty Safeguards could apply.



Scenario 4 – Managing Mum's Finances



Catherine is 75 years old. She moved into a residential home a year ago following a diagnosis of dementia. Her husband George and son John regularly visit. The scenario looks at whether Catherine is being financially abused.



Prompt Questions

After watching the DVD scenario, there are a number of prompt questions below.

- ✓ What are the group's thoughts about the scenario?
- ✓ Is any abuse taking place? And from whom?
 - If so what type and what indicates that form of abuse?
- ✓ Does Catherine have Mental Capacity to manage her finances?
 - What indicates this?
 - If Catherine has dementia, does this mean she lacks Mental Capacity?
- ✓ Can John sell the house on behalf of his mum and dad?
 - Has John got Power of Attorney (PoA) over Catherine's finances?
 - What indicates this?
 - Can this be checked?



- What can be done if you have concerns about inappropriate use of PoA?
- ✓ Any concerns about Catherine's care?
- ✓ Are there any other organisations that you would involve?
 - If so who and why?
- ✓ What happened to the necklace?



Points to note

The facilitator should try and elicit from the group the different indicators of possible abuse. The trainer should be familiar with the Mental Capacity Act and the key principles.

Just because Catherine has a diagnosis of dementia doesn't automatically mean that she lacks capacity, a capacity assessment would need to be undertaken if there were concerns about a specific issue. Is it clear whether John is acting in Catherine's best interests by arranging to sell her house?



If John has got PoA over Catherine's finances, this would have come into play when she lost capacity to manage her money (following a capacity assessment). PoA can also be checked through the Office of



Public Guardian (OPG). Staff should always ensure that where someone else is claiming to have PoA and making decisions on an individual's health and welfare and/or finances that they see the paperwork or check this with OPG. If John is not managing Catherine's finances in her best interests, this can be challenged through the Court of Protection.



Scenario 5 – Carol's MS Care



Carol in her 30's with Multiple Sclerosis (MS). She lives alone and relies upon domiciliary care to help her with tasks around the house. Carol is clearly disappointed by the amount of time her carer spends with her. The scenario looks at a short visit by Carol's carer and is designed to generate discussion about what abuse, if any, is occurring in Carol's home.



Prompt Questions

After watching the DVD scenario, there are a number of prompt questions below.

- What are the group's thoughts about the scenario?
- Is any abuse taking place? And from whom?
 - If so what type and what indicates that form of abuse?
 - Is it concerning that Carol is confused about how quickly her tobacco is being used?
- Are there any concerns about the carer?
- What would you do if you were the visitor in this scenario?
- What could be done to support Carol?
- If Carol has concerns about her own care, what are her options?
- Are there any other organisations that you would involve?
 - If so who and why?



Points to note

The facilitator should try and elicit from the group the different indicators of possible abuse. The group should discuss Carol’s frustration at the lack of time her carer spends with her – however her appearance does not suggest that she is necessarily neglected - Carol is well dressed and her general appearance is very good.

The group is expected to question the level of support that Carol necessarily requires and whether there is more of an issue with loneliness – Carol mentions that “anything is better than staying in this God forsaken place” which suggests that she doesn’t necessarily go out very often and that she is very frustrated with her surroundings.

The carer leaves in a hurry leaving Carol outside – but Carol needed to be pushed outside in her wheelchair. Is she able to get back inside? It is clearly not a warm day because Carol is covered by a blanket.





Hypothetical situations

The group should also consider a hypothetical situation:

- Would it make a difference if the care Carol received was more of a voluntary arrangement i.e. care was being provided by a family member or a friend?
- Is Carol overplaying the severity of her MS? Though she demanded to be pushed outside in the wheelchair, at the end of the clip Carol moves her foot from the wheelchair, almost as if to stand. Earlier in the scene a walking stick is in shot which also suggests that Carol's mobility may be better than the viewer is led to believe.





Scenario 6 – Rob's Night Out



Rob is 20 years old and has mild learning disabilities. He lives in a supported flat. In this scenario Rob goes out to meet some friends with Stephen, his support worker. The scenario looks at professional boundaries and whether Stephen or others over step any boundaries.



Prompt Questions

After watching the DVD scenario, there are a number of prompt questions below.

- What are the group's thoughts about the scenario?
- Is any abuse taking place? And from whom?
 - If so what type and what indicates that form of abuse?
- Any concerns over Stephen, the keyworker?
 - Who is responsible for paying for drinks if they go out?





- Who is responsible for paying for activities if they go out?
- Should the keyworker be drinking alcohol whilst working?
- Any concerns over Sally?
 - Who is Sally? Should there be any concerns?
 - What is her relationship with Rob?
- Is it appropriate to be friends with customers/clients on Facebook?
- Is there a difference between being friends and being friendly?
- Are there any other organisations that you would involve?
 - If so who and why?



Points to note

The facilitator should try and elicit from the group the different indicators of possible abuse. The group should discuss professional boundaries – what is and isn't acceptable when working with customers/clients. The facilitators should explore some of the greyer areas to try and get the group to think about their professional boundaries.



Hypothetical situations

The facilitator may wish to bring in some hypothetical situations to discuss;

- Do personal budgets complicate boundaries between friendships and 'work'?
- Is it appropriate, if you get on as friends, to go out socially with customers/clients?
- Is it ever acceptable to accept gifts?
- Is it acceptable to do things that would help a customers/clients but that is not in the care plan i.e. take someone shopping, cut their hair etc.?