Safeguarding Adults from Neglect and Abuse in Hospitals and Care Homes
A Public Policy Exchange Symposium

Wednesday 8th May 2013
10:15am – 4:30pm
Central London

Public Policy Exchange holds regular interactive seminars which provide an invaluable interface for policy discussion, debate and networking. These special events offer local practitioners, civil servants and other stakeholders not only an insight into current policy thinking, but also the opportunity to feed into future development across all areas of public policy.
Overview

Between January 2005 and March 2009, up to 1,200 patients are believed to have died prematurely as a result of poor care at Stafford Hospital and it has emerged there were 3,000 more deaths than expected at another five NHS trusts between 2010 and last year. Furthermore, with the many cases of abuse in care homes coming to light in recent months, the neglect of vulnerable adults has emerged as a pressing public policy issue.

With failings recognised at every level of the NHS, Robert Francis QC has made 290 recommendations designed to change the culture of corporate self-interest and cost control, and instead promoting a patient-centred culture across the NHS. The report, costing approximately £13m, examines the commissioning, and supervisory and regulatory bodies and their role during the Mid-Stafford scandal. Improving people’s experience of hospital and raising the standard of care is set to be a key priority for the Government in 2013 and as such, a new inspections regime is due to be implemented in the Autumn which would examine the quality of care and introduce open, public and explicit judgement.

Since the Prime Minister’s commitment to improve care standards, several initiatives have been introduced to tackle the issues with funding being made available to allow nurses and midwives to spend more time with patients and gain skills needed to provide compassionate care, and the establishment of the Nursing and Care Quality Forum to identify and spread best nursing practice across the NHS. Furthermore, a new 3 year strategy aimed at building a culture of compassionate care for nursing, midwifery and care staff has been launched promoting a change in culture in order to change our care.

Following the Francis Report, this timely symposium provides an invaluable opportunity for health and social services, safeguarding teams and key stakeholders to gain an insight into the Government vision for hospitals and care settings, and assess what progress is being made to prevent abuse of vulnerable adults. It is important to identify signs of abuse before they escalate and as such, it is necessary that health and social care staff are fully trained on safeguards. This symposium will discuss best practice and explore local solutions in preventing, detecting and reporting neglect and abuse in hospitals and care homes.

Put simply, where a significant proportion of patients or staff raise serious concerns about what is happening in a hospital… immediate inspection will result and suspension of the hospital board may well follow. Quality of care means not accepting that bed sores and hospital infections are somehow occupational hazards and a little bit of these things is somehow ok. It is not ok. They are unacceptable. Full stop. End of story. That’s what zero harm means."

- Prime Minister, February 2013

This is a story of appalling and unnecessary suffering of hundreds of people. They were failed by a system which ignored the warning signs and put corporate self-interest and cost control ahead of patients and their safety. We need a patient-centred culture, no tolerance of non-compliance with fundamental standards, openness and transparency, candour to patients, strong cultural leadership, caring compassionate nursing, and useful and accurate information about services.”

- Robert Francis QC, February 2013

Why Attend?

✓ Examine the progress made in implementing adult safeguarding measures and what more still needs to be done to prevent neglect and abuse in institutional settings

✓ Discuss the importance of trained, skilled and supported staff in creating a safe environment for vulnerable adults

✓ Explore how patients and families can be given more choice and control on care provided following the recent abuses in hospitals and care homes

✓ Assess the role of partnership working in ensuring delivery of care meets professional standards

Who Should Attend?

- Central Government and Agencies
- Local Authority Officers and Councillors
- Safeguarding Adults Boards
- Adult Social Services Responsibilities Leads
- Primary Care Trusts
- Health Practitioners
- Social Care Practitioners
- Health Promotion Agencies
- Care Providers
- Adult Social Services
- Palliative Care Associations
- Mental Health Practitioners
- Patient’s Organisations
- Dementia Care Teams
- Dementia Nurses
- Memory Clinics
- Clinical Leads and Specialists
- Genetric Health Teams
- Genetric Psychiatrists
- Occupational Therapists
- Community Health and Outreach Teams
- Community Cohesion Officers
- Community Engagement Officers
- Community Relations Advisers
- Social Inclusion Officers
- Disability Practitioners
- Health Visitors
- Health Regulators
- Equal Opportunities Officers
- Equality, Diversity and Human Rights Practitioners
- Pension’s Organisations
- Pension Funds
- Legal Advisers
- National Association of Pensioners
- Campaigning Organisations
- National Senior Citizens Organisations
- Citizen’s Advice Bureau
- Welfare and Elderly Federations
- Unions of Retired Persons
- Active Ageing Organisations
- Institutes of Lifelong Learning
- Adult Education Organisations
- Independent Advocacy Services
- Health Promotion and Disease Prevention Bodies
- Crime Prevention Teams
- Emergency Services
- Crown Prosecution Service
- Criminal Justice Practitioners
- Faith Organisations
- Charities, Social Enterprises and Cooperatives
- Third Sector Practitioners
- Trade Union Representatives
- Academics and Researchers

Accommodation

Through our partnership with HotelMap, we are able to offer our delegates heavily discounted hotel rates at a wide range of London hotels. To view hotel availability and rates and to book online, visit www.HotelMap.com/MSNUZ/

Alternatively, if you would like to book your accommodation by phone, you can call Daniel Spinner at HotelMap, on 020 7292 2335 quoting Special Reference Code MSNUZ.
### Programme

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>09:30</td>
<td>Registration and Morning Refreshments</td>
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<td>10:15</td>
<td>Chair's Welcome and Introduction</td>
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<td>10:30</td>
<td><strong>Panel Session One:</strong> Raising Care Standards – Moving Forward to Prevent Neglect and Abuse of Vulnerable Adults</td>
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<td>• Outlining the National Framework to Prevent Neglect and Abuse in Hospitals and Care Homes and Assessing the Key Principles in Protecting Adults with Learning Disabilities</td>
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<td>• The Role of the CQC in Safeguarding Vulnerable Adults and Ensuring Services are Provided Appropriately and with Quality Outcomes Across Health and Social Care</td>
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<td>• Outlining Fundamental Standards and Measures of Compliance About Patient Safety and Adequately Testing Trusts on the Quality of Care being Provided to Patients</td>
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<td>• Addressing the Negative Culture, Professional Disengagement and Lack of Focus on Standards of Service and Nursing Standards, and Identifying the Lessons to be Learned from the Stafford Experience for the Future</td>
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<td>Morning Refreshments</td>
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<td>11:30</td>
<td>Open Floor Discussion and Debate with Panel One</td>
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<td>12:30</td>
<td>Networking Lunch</td>
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<td><strong>Panel Session Two:</strong> Learning the Lessons – Developing Responsible Approaches and Early Interventions in Every Local Area</td>
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<td>• Driving up Standards at the Local Level - Assessing the Roles of Regulatory Bodies and Safeguarding Adults Boards in Preventing Abuse in Local Areas</td>
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<td>• Preventing the Abuse and Neglect of Older People – Ensuring Staff are Highly Trained, Skilled and Supported to Care for People Using the Services</td>
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<td>• Working with Local Authorities to Ensure Safeguarding Measures are in Place, Providing Guidance for Staff on How to Recognise Signs of Abuse, Risk Factors, and How to Take Any Appropriate Actions</td>
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<td>• Introducing the Friends and Family Test and Implementing a Robust Complaints Procedure that can be Accessed by Patients, Residents and Representatives</td>
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<td>• Protecting Patients in All Institutional Settings – Encouraging Early and Effective Intervention and Ensuring Delivery of Care Meets Professional Standards</td>
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<td>Afternoon Refreshments</td>
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<td>Open Floor Discussion and Debate with Panel Two</td>
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<td>15:30</td>
<td>Chair’s Summary and Closing Comments</td>
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### Event Details

**Date:** Wednesday 8th May 2013  
**Time:** 10.15am – 4.30pm  
**Venue:** Central London

### Forthcoming Events

- **Fulfilling Potential, Realising Aspirations: A New Vision for Disabled People’s Services**  
  19th March 2013
- **Warmer, Healthier and Fairer: Tackling Fuel Poverty**  
  20th March 2013
- **Making Every Contact Count: Working in Partnership to Tackle Homelessness and Rough Sleeping**  
  21st March 2013
- **Fit for the Future: The New Role of Local Authorities in Public Health**  
  27th March 2013
- **The Future of Local Libraries and Cultural Services**  
  16th April 2013
- **Implementing The New Early Years Foundation Stage Framework**  
  17th April 2013
- **Drug Policy in Schools: Raising Awareness and Strengthening Early Intervention**  
  18th April 2013
- **Pandemics and Infection Control: Meeting Tomorrow’s Threats and Challenges Today**  
  23rd April 2013
- **Clamping Down on Dangerous Dogs: Protecting the Public and Promoting More Responsible Pet Ownership**  
  24th April 2013
- **Fairness and Transparency: Towards a New Framework for Dealing with Rogue Bailiffs and Debt Collectors**  
  25th April 2013
- **Domestic Violence and Young People Tackling Teenage Relationship Abuse**  
  30th April 2013
- **Preventing Deaths in Police Custody**  
  1st May 2013
- **The Future of the High Street: The Next Steps Towards Revitalising Our Town Centres**  
  2nd May 2013

### Sponsorship and Exhibition Opportunities

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For further information please contact Parvin Madahar on 020 3137 8630 or email parvin.madahar@publicpolicyexchange.co.uk

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Delegate Fees

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<tr>
<th>Organisation Type</th>
<th>Local Voluntary/Community Organisations</th>
<th>£195 per delegate (1 Place)</th>
<th>£175 per delegate (2+ Places)</th>
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<td>Central Government/Business Sector</td>
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**Conference materials**
If you are unable to attend the conference but would like to receive the supporting documentation, then please send back this form with payment details and indicate the number of copies you would like to receive. (PDF = £95 & VAT, Hard Copy = £95 (VAT not applicable).

**Contact Details**

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**Invoice Details (if different from Contact Details)**

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- **Address**
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**Delegate Fees**

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- **Academic/National Charities/Local Authorities/NHS**: £295 per delegate (1 Place) £265 per delegate (2+ Places)
- **Central Government/Business Sector**: £395 per delegate (1 Place) £345 per delegate (2+ Places)

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- **Credit/Debit Card**: call our payment line on 020 3137 8616
- **BACS**: Bank: HSBC, Sort Code: 40-07-13, Account No: 22028328, Account Name: Public Policy Exchange Limited. Email BACS remittance to remittance@parlicentre.org.
- **Cheque**: Please ensure delegate name and organisation are on the back of the cheque, and make payable to: Public Policy Exchange, Accounts Department, Unit N0001, Westminster Business Square, 1-45 Durham Street, London SE11 5JH

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**Signed**

Date

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