



Safeguarding Adults Guide for People raising Safeguarding Concerns (previously Alerts)

Key Contact numbers:

South Gloucestershire Customer Services Desk – 01454 868007

Bath and North East Somerset: 01225 396000

Bristol: 0117 922 2700

North Somerset: 01275 888801

Somerset: 0300 1232224

Police: 101 unless an emergency and someone is at immediate risk in which case use 999

Care Quality Commission 03000616161 or website: www.cqc.org.uk

Introduction

Safeguarding is everybody's business. It means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risk and experience of abuse or neglect.

South Gloucestershire now has a multi-agency safeguarding policy which is joint with Bath and North East Somerset, Bristol, North Somerset and Somerset. It can be found at:

www.southglos.gov.uk/safeguarding. This website also contains other useful information such as procedures, links to other sites, training opportunities, and information on local events such as conferences.

Currently safeguarding is seen by many as a reactive system that only comes into play when abuse is suspected.

In reality safeguarding is primarily proactive and is dependent on staff preventing and minimising the risk of abuse through their good practice. Proactive systems within all Health and Social Care Organisations include:

- Good Care planning and risk assessment
- Good practice within current legislation e.g. Care Act 2014, Mental Capacity Act 2005.
- Staff understanding and following Policies and Procedures
- Staff requesting and attending training
- Respect for supervision by managers and staff.

In an environment where all staff feel able to raise anything that is different from normal, abuse is unlikely to be present and unlikely to flourish.

These notes are a very brief summary of some of the areas you will have discussed on your training. It is important that you also look at your in-house procedures and the procedures on the website. You need to ensure you are up to date with these and understand what it means for how you do your job.

The Care Act 2014

As a result of the Care Act 2014 Adult Safeguarding is now on a statutory basis (i.e. it is the law). The Act defines who is covered by the Act and what abuse is. It also means that there are things that **must** be done.

The Care Act 2014 says that organisations should always promote the adult's wellbeing in their safeguarding arrangements. Wellbeing covers:

- Personal dignity (including treatment of the individual with respect)
- Physical and mental health and emotional well-being
- Protection from abuse and neglect
- Control by the individual over their day to day life, including over what care and support they receive and the way in which it is provided.
- Participation in work, education, training or recreation
- Social and economic well-being
- Domestic, family and personal relationships
- Suitability of living accommodation
- The individual's contribution to society.

Safeguarding Duties

Safeguarding duties apply to an adult who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- Is experiencing or is at risk of, abuse or neglect, and;
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Types and patterns of abuse

This is not an exhaustive list, but a guide to the sort of behaviour or events which could give rise to safeguarding concerns. Types of abuse include:

Physical abuse	Modern slavery
Domestic abuse	Discriminatory abuse
Sexual abuse	Organisational abuse
Psychological abuse	Neglect and acts of omission
Financial or material abuse	Self-neglect

What you should do if you suspect abuse or neglect

Everybody who works with adults at risk whether in a paid or voluntary capacity is expected to know what to do if they suspect abuse.

Immediate protective action: ensure the person is safe and supported. If they need medical attention ensure this is arranged. Do not put yourself at risk. If there is an immediate risk, for example of physical harm, then the police should be contacted on 999.

Reporting: Any situations where you suspect abuse or neglect in South Gloucestershire should be discussed with the Safeguarding Team at the Local Authority. It is their role to decide whether further action is required. Start the process by ringing the Customer Service Desk on 01454 868007. They will talk through the situation and agree whether a full safeguarding concern is required or whether the situation needs to be noted e.g. via a copy of an incident report. At this point it is essential to get guidance on what action should be taken, e.g. preserving evidence such as clothes, records etc., and what actions can be taken to gather information.

If you are asked to complete a safeguarding concerns form (formerly called an “alerter” form). Please fill in all the factual information unless getting this would cause a delay. Please also put the reasons for the concern, what has been done to keep the person safe etc. Having good detail at this stage saves mistakes being made and cuts down on follow up phone calls.

What happens next?

A decision will be made by the Local Authority about what further information and action are needed. You/your organisation may be asked to help with the enquiry and the Access Team at the Local Authority will take the lead in all safeguarding situations and will make it clear what you need to do. Obviously there are a range of situations and plans that will need to be made depending on the circumstances and who needs to be involved. As the referrer you should either get a letter to tell you that the situation is not progressing in safeguarding or you should be copied into the notes of the strategy discussion (the early discussion to plan action). In a small number of more complex situations you may be invited to a strategy meeting. If you do not hear anything within 2 working days please ring the Access team to check what is happening.