

## Hertfordshire Safeguarding Adults from Abuse Procedure

### A summary for public agencies and organisations providing services to vulnerable adults

1. Any member of the public, public service or service provider may become aware of the possible or actual abuse of a vulnerable adult.
2. There are seven categories of abuse: physical, sexual, neglect, psychological, financial, institutional or discriminatory.
3. Any person who is concerned about the possible or actual abuse of a vulnerable adult must share this with a manager/team leader.
4. The manager/team leader must contact one of the investigating teams local to their service within one working day:  
Community Learning Disability Team (CLDT), Older People Physical Disability Team (OPPD), Community Mental Health Team (CMHT), Hospital Social Work Teams, Specialist Mental Health Team for Older People (SMHTOP), Community Drug and Alcohol Team, Sensory Service, Early intervention in psychosis service, Assertive outreach teams or the Community eating disorder service.  
Contact should be made within one working day.
5. You can make contact by direct line or through the customer service centre on **0300 123 4042**, open Monday to Friday – 8am to 8pm, Saturday 9am to 4pm.  
At all other times including public holidays calls to this number will be dealt with by the Emergency Duty Team.
6. The police can be contacted in an emergency by dialling **999**. If a serious incident occurs that requires a prompt police response telephone **08453 300222**.
7. The investigating team will liaise with the police in all other safeguarding adult matters.
8. The Care Quality Commission (CQC) should be advised of all safeguarding incidents (registered care homes, domiciliary services and health services only) telephone **03000 616161**.
9. The investigating team is responsible for the management of all safeguarding adults from abuse investigations. Allegations of possible or actual abuse should not be investigated without an agreement with the investigating team, the service provider and the police where relevant. This includes interviewing staff, the vulnerable adult, family/carers etc. Alleged abusers should NOT be informed of any allegations until a plan of action has been agreed with the investigating team and the police.
10. Investigations can be planned by telephone when prompt action is required or at a safeguarding adults from abuse strategy meeting. At the meeting information is shared and actions agreed which will include an investigation and protection plan.