

Safeguarding vulnerable adults

Making a Referral



“Everyone has the right to a life free from abuse. Safeguarding vulnerable adults is everyone’s business and is a key part of health and social care practice”

Who is this presentation for?

- All staff and volunteers working with vulnerable adults
- Everyone working with vulnerable adults must follow the Hertfordshire Safeguarding Adults from Abuse Procedure – ACS 666
- This presentation covers Section 3 of the procedure – ‘Making a referral’

Recognising abuse

- No Secrets (2000) government guidance on safeguarding vulnerable adults identifies seven categories of abuse
 - Physical
 - Sexual
 - Emotional / Psychological
 - Financial
 - Neglect
 - Institutional
 - Discriminatory

Recognising abuse

- You may become aware of abuse by
 - observing abusive behaviour from another service user, family, carers, or others
 - being informed of suspected abuse
 - identifying bruising or injury
 - observing changes in behaviour that indicates possible abuse
 - observing that the service user cannot afford food, clothing or leisure services

Reporting abuse

- Even the most minor concern about abuse must be discussed with your manager
- If there is a risk of death, serious injury or if a crime has been committed you must call the police or **999**
- In all other cases, you must call Adult Care Services (including out of hours) on **0300 123 4042**

Recording information

- In addition to sharing concerns about abuse with your manager it is important to record your observations
 - Date and time of disclosure
 - Description of any injuries
 - Any signs of injury on a body chart
 - Photographs of any injuries ONLY if agreed by the alleged victim
 - Discussion with your manager

The investigating teams

In Adult Care Services

- Hospital social work teams
- Community learning disability teams
- Older people and physical disability teams
- Sensory services team
- Hertfordshire emergency duty team, (who may instigate the safeguarding process and then pass on to one of the investigating teams)

In Hertfordshire Partnership Foundation Trust

- Community mental health teams
- Specialist mental health teams for older people
- Community drug, alcohol and substance abuse teams
- Early intervention in psychosis service
- Assertive outreach teams
- Community eating disorder service.

Contacting the investigating team

- The Adult Care Services call centre will transfer your call to the appropriate investigating team
- Information recorded is sent to one of the investigating teams AND
- For CQC inspected services a regulation 37 report must be completed and copied to the investigating team

Contacting the investigating team

- The following points should be discussed by you and the investigating team
 - the need for a safeguarding investigation
 - the immediate risk to the vulnerable adult
 - whether the police should be contacted
 - actions may need to be taken to protect the alleged victim and other vulnerable adults
 - any other information that will assist in an investigation
- The views of the alleged victim and their understanding of the abuse must always be discussed and a decision made as to what to share with them and their family or carers

Allegations against a member of staff

- Before investigating alleged abuse you must discuss the situation with the relevant investigating team
- It is your responsibility to respond to abuse and take any necessary action
- It is usual practice to separate the alleged perpetrator from the victim during the safeguarding investigation

Immediate protection of the vulnerable adult

- If the alleged victim lives in a registered care or nursing home, or in a hospital setting, or supporting people service the abuse must immediately be stopped
- There should be discussion between the service provider and investigating team about an immediate protection plan which must be recorded and retained by both

Confidentiality

- When abuse is disclosed a request may be made for the disclosure to remain confidential
- This **cannot** be guaranteed
- Information must still be shared with the investigating team, and if a crime has been committed, with the police

Confidentiality

- The victim's wishes for confidentiality may be respected, depending on
 - the nature and seriousness of the alleged abuse
 - the mental capacity of the vulnerable adult
 - the possibility that other vulnerable adults are at risk

The safeguarding investigation

- The investigating team will usually arrange for a safeguarding strategy meeting
- This should be held within 3 days in an emergency and within 10 working days where there is no immediate risk
- Service providers are expected to participate in such meetings and provide all necessary evidence and information

The safeguarding investigation

- Where the service provider agrees to investigate a member of staff this should be agreed as part of the investigation plan at the first strategy meeting
- The service provider must report back on findings to the reconvened strategy meeting
- If disciplinary action is taken the service provider must keep the investigating team informed of progress and outcomes

The safeguarding investigation

- The service provider should inform the investigation team about
 - Dates for any hearing
 - The outcome of the disciplinary
 - Intentions with regards to referral to the Independent Safeguarding Authority (ISA), if the referral criteria are met

Monitoring

- Any immediate protection plan for the victim, police investigation or risk management plan is closely monitored by the investigating team and the service provider.

Providers registered with CQC

- Services registered and inspected by the CQC must
 - take action to identify and prevent abuse from happening in their service
 - respond to allegations or suspicions of abuse
 - ensure that all relevant guidance about safeguarding is accessible and put into practice in their service

In conclusion

- **RECOGNISE**
- **REPORT**
- **RECORD**
- **PROTECT**
- **INVESTIGATE**
- **MONITOR**