

Service: Housing, Support & Wellbeing

**Policy &
Procedure:** Safeguarding Adults



Date: September 2018

Issue No. 001

Document Reference: HSW 0024

Contents

Policy

1. Introduction
2. Scope
3. Statement of Commitment
4. Policy Statement
5. Principles
6. Service Provision
7. Measures, monitoring and reporting
8. Legal Framework and External Guidance

1. Introduction

- 1.1 Shap's Safeguarding Adults Policy sets out the standards the Housing, Support and Wellbeing Service will adhere to and the approach it will take to ensure that all service users, clients, employees and other stakeholders are safeguarded from abuse or neglect. It will also outline what we will do when and where problems do occur and how we will seek to learn from situations to improve our ways of working.
- 1.2 The Policy covers a broad definition of safeguarding and is supported by detailed procedures.
- 1.3 The organisation has statutory obligations to report safeguarding issues to relevant local authorities relating to incidents or suspected incidents of abuse or neglect affecting either children or adults who are deemed as '*having care and support needs*' and may be '*at risk*' of harm.
- 1.4 The framework for reporting and investigating under these requirements is detailed in Multi-Agency Safeguarding Guidance issued by partnerships of statutory agencies at either a local or regional level. There are separate guidelines relating to children and adults.

Service: Housing, Support & Wellbeing

**Policy &
Procedure:** Safeguarding Adults



Date: September 2018

Issue No. 001

Document Reference: HSW 0024

1.5 In addition to their statutory reporting responsibilities, staff within the Housing, Support & Wellbeing Service will also work to a wider brief to support the general wellbeing of service users and clients. This is likely to involve liaison with other agencies to address things like anti-social behaviour, debt issues, domestic violence and other social problems. These agencies will include the police, local councils, Citizens Advice Bureau and other voluntary and community groups.

2. Scope

2.1 This Policy applies to all staff within the Housing, Support & Wellbeing Service.

2.2 ***It will be considered a disciplinary offence for staff not to comply with this policy and where their acts or inaction may have contributed to the harm of an adult this may be deemed to be gross misconduct.***

3. Statement of Commitment

3.1 Protecting vulnerable adults from abuse and promoting their welfare is one of the most important tasks undertaken by agencies within the Local Authority. To support this, Shap attach a high priority in making sure that the whole range of professional and care staff who support vulnerable people, work together effectively.

4. Policy Statement

4.1 ***Everyone is responsible for safeguarding and promoting the welfare of adults, children and young people. Shap are committed to practice which protects adults, children and young people from harm. Staff, volunteers and students in this organisation accept and recognise their responsibility to develop awareness of all issues which can cause harm to adults, children and young people.***

4.2 The Policy Statement and Procedures have been drawn up in order to enable Shap Ltd to:

- promote good practice and work in a way that can prevent harm, abuse and coercion occurring.

Service: Housing, Support & Wellbeing

Policy & Procedure: Safeguarding Adults



Date: September 2018

Issue No. 001

Document Reference: HSW 0024

- to ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.
- and to stop that abuse occurring.

4.3 The Policy and Procedures relate to the safeguarding of vulnerable adults. Vulnerable adults are defined as:

- People aged 18 or over
- Who are receiving or may need community care services because of learning, physical or mental disability, age, or illness
- Who are or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

(No Secrets, Department of Health, 2000)

4.4 This Policy and accompanying Procedure should be read in conjunction with the relevant section of the Combined Merseyside Safeguarding adults Board policy and procedure set out by the Local Authority in which you work - <https://www.merseysidesafeguardingadultsboard.co.uk/>

5. Principles

5.1 **The government's six key principles that underpin all adult safeguarding work:**

- **Empowerment** – People being supported and encouraged to make their own decisions and informed consent ***“I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.”***
- **Prevention** - It is better to take action before harm occurs ***“I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”***
- **Proportionality** – The least intrusive response appropriate to the risk presented ***“I am sure that professionals will work in my interest, as I see them and they will only get involved as much as needed.”***
- **Protection** - Support and representation for those in greatest need. ***“I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.”***

Service: Housing, Support & Wellbeing

Policy & Procedure: Safeguarding Adults



Date: **September 2018**

Issue No. **001**

Document Reference: HSW 0024

- **Partnership** - Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse. ***“I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best results for me.”***
- **Accountability** - Accountability and transparency in delivering safeguarding. ***“I understand the role of everyone involved in my life and so do they.”***

6. Service Provision

- 6.1 Shap will implement early intervention in order to achieve better outcomes for those at risk. We will identify service users and clients who are at risk of abuse at the earliest opportunity and offer appropriate advice and support to help them stay safe in their homes, maintain their tenancy and to receive appropriate care and supported living services as required. We will also ensure safeguarding and wellbeing concerns relating to employees and other stakeholders are identified at the earliest opportunity.
- 6.2 We will ensure that the ethnic, cultural or religious needs of those at risk are understood and met when dealing with cases of safeguarding, domestic abuse or neglect; but we will not accept ethnicity, culture or religion as a reason for a perpetrator committing abuse.
- 6.3 We will deliver training to all staff on abuse awareness, with periodic refresher training. Courses will be designed for specific roles but all training will advise staff what they need to do when they suspect abuse of either adults or children.
- 6.4 We will regularly raise awareness of our staff’s responsibilities and the importance of the protection of adults, young persons and children at risk through internal communication.

Service: Housing, Support & Wellbeing

**Policy &
Procedure:** Safeguarding Adults



Date: September 2018

Issue No. 001

Document Reference: HSW 0024

- 6.5 We will recognise, risk assess, respond and record all safeguarding and wellbeing concerns and incidents. We will refer all concerns, suspicions or allegations of abuse or neglect to the lead agencies responsible for carrying out safeguarding assessments and enquiries. Specifically, this will be the Local Authority for Safeguarding or Multi Agency Risk Assessment Conference (MARAC) for domestic abuse cases which meet the MARAC qualifying criteria. We will do this only with the consent from the adult at risk, unless they lack capacity or there is an overriding public interest consideration.
- 6.6 We will ensure the interests, human rights and chosen outcomes of the person at risk are respected and upheld (with application of the Mental Capacity Act, 2005 as appropriate) unless a significant risk is posed to others e.g. health and safety.
- 6.7 We will ensure that our service users and clients understand what abuse is, and what to do where they have a concern and to whom they can report concerns. We will actively promote awareness and understanding of safeguarding and domestic abuse through our tenancy / licence sign up process and website.
- 6.8 We will work in partnership with local safeguarding children and adult boards, lead agencies and relevant partners, to respond to suspicions or incidents of abuse or make safeguarding enquiries in accordance with statutory procedures.
- 6.9 We will report serious incidents and / or allegations of abuse to the Police to investigate and determine if criminal prosecutions are appropriate.
- 6.10 We will share information with statutory agencies for the purposes of safeguarding, and will comply with the statutory duty to supply information where requested. We will have processes and principles for sharing information in line with the Data Protection Act 2018 and European Union General Data Protection Regulation (GDPR).
- 6.11 We will maintain a secure system where confidential information relating to allegations of abuse can be kept.

Service: Housing, Support & Wellbeing

Policy & Procedure: Safeguarding Adults



Date: **September 2018**

Issue No. **001**

Document Reference: HSW 0024

6.12 We will ensure that service users and clients are safeguarded and protected through vigilant staff recruitment and supervision procedures. We will recruit in accordance with the Disclosure and Barring Service (DBS) regulations to achieve safer services for our customers and employees. We will further ensure that our contractors and sub-contractors comply with this requirement.

6.13 We will develop and implement internal procedures for employees and contractors that establish clear lines of accountability, responsibility and processes for recording and reporting on safeguarding concerns and incidents.

7. Measures, monitoring and reporting

7.1 Effective governance and accountability for this Policy is ensured by the lines of assurance detailed in the Table below:

1st Line assurance	2nd Line Assurance	3rd Line Assurance
Staff supervision and one-to-one meetings	Operations Meetings	Internal Quality Assurance Audits
Team meetings	Safeguarding Lead Review and Audits	Leadership Team Review and Audits

Line Manager Audits

7.2 We will monitor and report on the following to the Leadership Team and Board of Trustees at agreed frequency, including the production of an Annual Safeguarding Report:

- the number and type of Safeguarding referrals made to Local Authorities and the number and type accepted as Safeguarding by the Local Authority
- the number of Safeguarding & Wellbeing alerts by types of abuse and outcomes from interventions and actions taken
- the number and job role of staff who have been the subject of a Safeguarding alert, investigation and / or action
- training on Safeguarding delivered to staff

Service: Housing, Support & Wellbeing

**Policy &
Procedure:** Safeguarding Adults



Date: September 2018

Issue No. 001

Document Reference: HSW 0024

- the effectiveness of our partnership working and strategic links to Adult Safeguarding Boards
- any Serious Case Reviews or Domestic Homicide Reviews we've been involved in and the learning and improvements we've made as a result
- Case studies that demonstrate the impact of our actions and interventions on service users and clients.

8. Legal Framework and External Guidance

- Working Together to Safeguard Children 2018
- Children's Act 1989 and 2004
- Care Act 2014
- Data Protection Act 2018
- Public Interest Disclosure Act 1998 (and Enterprise and Regulatory Reform Act 2013)
- Sexual Offences Act 2003
- Equality Act 2010
- Human Rights Act 1998.
- Health and Social Care Act 2012
- Mental Capacity Act 2005 (and Deprivation of Liberty Safeguards)
- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012 (DBS)
- Mental Health Act 1983 amended 2007
- Modern Slavery Act 2015
- Making Safeguarding Personal (ADASS / LGA)
<https://www.local.gov.uk/topics/social-care-health-and-integration/adult-social-care/making-safeguarding-personal>
- NICE Quality Standard (QS116) Domestic Violence and Abuse
<https://www.nice.org.uk/guidance/qs116>

Service: Housing, Support & Wellbeing

**Policy &
Procedure:** Safeguarding Adults



Date: **September 2018**

Issue No. **001**

Document Reference: HSW 0024

Contents

Procedure

1. Introduction
2. Scope
3. Key components of the procedure
4. Line manager responsibilities
5. What is adult abuse ?
6. Making Safeguarding personal
7. Procedure (including escalation)
8. Appendices
9. Related documentation
10. Information circulation checklist

1. Introduction

- 1.1 Shap's Safeguarding Adults Policy sets out the standards the Housing, Support and Wellbeing Service will adhere to and the approach it will take to ensure that all service users, clients, employees and other stakeholders are safeguarded from abuse or neglect. This Procedure specifies the action to be taken by staff on any suspicion, allegation or notification of abuse against any adult.

2. Scope

- 2.1 This Procedure applies to all staff within the Housing, Support & Wellbeing Service and **MUST** be used where there is a concern, allegation or disclosure of abuse or neglect in relation to any adult at risk. They apply to adults who have needs for care and support and because of those needs are unable to protect themselves from abuse and neglect.

3. Key Components of the Procedure

- 3.1 The key components of this Procedure are:
 - ensuring that there is a consistent and effective response to all concerns, allegations or disclosures of abuse

Service: Housing, Support & Wellbeing

Policy & Procedure: Safeguarding Adults



Date: September 2018

Issue No. 001

Document Reference: HSW 0024

- understand the nature of abuse
- recognise the signs and symptoms of abuse
- understand when and how to respond to abuse
- good record keeping
- confidentiality
- working in partnership.

4. Line manager responsibilities

4.1 It is the responsibility of each line manager to:

- ensure policy and procedure guidelines are being followed and that all staff, volunteers and students have been fully inducted and trained on all aspects of the Safeguarding Adults policy operated within SHAP
- take the matter seriously and follow the Local Safeguarding Adults Board alert guidance as set out by the Local Authority in which they work - <https://www.merseysidesafeguardingadultsboard.co.uk/>
- deal with the matter sensitively
- report and oversee cases of abuse or suspected abuse as appropriate
- offer support where relevant and debrief with staff
- regularly update procedures to promote safer working practices.

5. What is adult abuse ?

5.1 Abuse is a violation of a person's human and civil rights by any other person. Abuse can take many forms:

5.2 Physical abuse

- hitting
- slapping
- pushing
- kicking
- burning
- giving medication that may harm

Service: Housing, Support & Wellbeing

**Policy &
Procedure:** Safeguarding Adults



Date: **September 2018**

Issue No. **001**

Document Reference: HSW 0024

- disciplining in an inappropriate way

Possible signs:

- fractures
- bruising
- burns
- pain
- marks
- not wanting to be touched

5.3 Psychological abuse:

- emotional abuse
- verbal abuse
- humiliation
- bullying
- the use of threats

Possible signs:

- being withdrawn
- too eager to do everything they are asked
- showing compulsive behaviour
- not being able to do things they used to
- not being able to concentrate or focus

5.4 Financial or material abuse:

- stealing from the person
- cheating them
- using them for financial gain
- putting pressure on them about wills, property, inheritance or financial transactions
- misusing or stealing their property, possessions or benefits

Service: Housing, Support & Wellbeing

Policy & Procedure: Safeguarding Adults



Date: **September 2018**

Issue No. **001**

Document Reference: HSW 0024

Possible signs:

- having unusual difficulty with finances
- not having enough money
- being too protective of money and things they own
- not paying bills
- not having normal home comforts

5.5 Sexual abuse:

- direct or indirect sexual activity where the vulnerable adult cannot or does not agree to it

Possible signs:

- genital itching, soreness or having a sexually transmitted disease
- using bad language
- not wanting to be touched
- behaving in a sexually inappropriate way
- changes in appearance

5.6 Neglect or Acts of Omission including:

- withdrawing or not giving the help that a vulnerable adult needs, so causing them to suffer

Possible signs:

- having pain or discomfort
- being very hungry, thirsty or untidy
- failing health

5.7 Discriminatory abuse including:

- abusing a person because of their ethnic origin, religion, language, age, sexuality, gender or disability

Service: Housing, Support & Wellbeing

**Policy &
Procedure:** Safeguarding Adults



Date: September 2018

Issue No. 001

Document Reference: HSW 0024

Possible signs:

- the person is not receiving the care they require
- their carer is over critical or makes insulting remarks about the person
- the person is made to dress differently from how they wish
- the person is made to dress differently from how they wish.

5.8 Institutional abuse:

- abuse or mistreatment by an organisation or by any individual within a building where the person is living or receiving care

Possible signs:

- the person has no personal clothing or possessions
- there is no care plan for them
- he or she is often admitted to hospital
- there are instances of professionals having treated them badly or unsatisfactorily or acting in a way that cause harm to the person.

6. Making Safeguarding Personal

6.1 Developed by the Local Government Association (LGA) and the Association of Directors of Adult Social Services in England (ADASS), Making Safeguarding Personal (MSP) focusses on organisations developing a safeguarding culture that focuses on the personalised outcomes desired by people with care and support needs who may have been abused.

6.2 It focuses on achieving meaningful improvements to the lives of service users and clients to prevent abuse and neglect occurring in the future, including ways for them to protect themselves. People are individuals with a variety of different preferences, histories, circumstances and life-styles, so safeguarding arrangements should not prescribe a process that must be followed whenever a concern is raised, but instead take a more personalised approach.

6.3 Making safeguarding personal requires a conversation with the adult or their representative or advocate at the earliest opportunity.

Service: Housing, Support & Wellbeing

Policy & Procedure: Safeguarding Adults



Date: **September 2018**

Issue No. **001**

Document Reference: HSW 0024

6.4 The three main questions to ask at the outset are:

- what difference is wanted or desired
- how will you work with someone to enable that to happen
- how will you know that a difference has been made.

7. Procedure

7.1 Staff are expected to follow the procedure outlined in Appendix A, which is designed to work in conjunction with any local arrangements made by the Local Safeguarding Adults Board (see <https://www.merseysidesafeguardingadultsboard.co.uk/> for the alert guidance as set out by the Local Authority in which they work).

Independent advocate

7.2 The Care Act requires that an independent advocate must be instructed to represent an adult who is the subject to a safeguarding enquiry or safeguarding adults reviews where the adult has '*substantial difficulty*' in being involved in the safeguarding process and where there is no other suitable person to represent and support them.

7.3 Each Local Authority will have their own advocacy service which has been tasked with supporting Vulnerable Adults in respect of Safeguarding Enquiries. Staff should work with the Local Authority to identify a suitable advocate where necessary.

Service: Housing, Support & Wellbeing

**Policy &
Procedure:** Safeguarding Adults



Date: **September 2018**

Issue No. **001**

Document Reference: HSW 0024

Allegations against Shap staff

7.4 Allegations of abuse made against staff will be dealt with through Shap's Disciplinary Procedures and procedures for managing allegations against staff. The Local Authority Designated Officer (LADO) will always be informed and will participate in any investigation.

Step 1: Identification

7.5 If abuse is identified or suspected through a cause for concern:

*In an emergency, contact the Emergency Services **immediately** and go to Step 2. If the situation is not an emergency, contact your line manager, or another manager if they are not available (Step 2).*

Step 2: Consultation

7.6 Any suspected abuse or allegations of abuse must be discussed immediately with a line manager, or an alternative/on call manager if they are not available. In the case of the unavailability of any manager a referral should be made directly to the Local Safeguarding Board or NHS Trust department or the Care Quality Commission where appropriate.

7.7 Under no circumstances should staff attempt to investigate or explore any allegations with the Service User, as this could seriously compromise any statutory or criminal investigation. However it is important to preserve evidence, wherever possible, if criminal activity is suspected.

7.8 The content of the discussion (including any written records) should be passed on to the Designated Safeguarding Lead (Operations Manager, Communities) in writing whatever the outcome (Appendix D). Go to Step 3.

7.9 If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral (alert) will be made to Adult Social Care.

7.10 If the individual experiencing abuse does not have capacity to consent a referral will be made without that person's consent, in their best interests.

Service: Housing, Support & Wellbeing

Policy & Procedure: Safeguarding Adults



Date: September 2018

Issue No. 001

Document Reference: HSW 0024

Step 3: Referral

- 7.11 If a serious concern exists, an immediate referral should be made to the Local Safeguarding Board, NHS Trust Department or the Care Quality Commission where appropriate, using the form at Appendix E or the relevant agency's safeguarding referral form¹.
- 7.12 A clear and concise record sheet should be made of what has been said, to whom, where and when. This record should be kept separately from the main file at the Central office, in order to ensure greater security, but a note of the existence of the referral record must be kept on the Service User's file. The referral is tracked and monitored closely by the line manager and the Designated Safeguarding Lead (Operations Manager, Communities) and any outcome of the referral is communicated appropriately to ensure Shap's procedures are updated accordingly.

Escalation Procedure

- 7.13 All professionals working with vulnerable adults need to know what to do about a case where they are worried that professionals are not working well together and as a result an individual is not making good enough progress or is at risk.

Social Care Escalation

- 7.14 For issues relating to Social Care any concerns should be discussed initially with the Social Worker and followed up in writing. If this does not resolve the problem then an Operations Manager should be contacted who will discuss the concerns with a Social Care Team Manager as appropriate having made reference to the individual Authorities Escalation Procedures. Contact will be made by telephone and then followed up in writing. If the issue remains unresolved then the appropriate Operations Manager will be contacted. The escalation notice attached should be used and forwarded to the relevant Manager within Social Care and Shap's Designated Safeguarding Lead (Operations Manager, Communities). This Form should be used even if a verbal agreement to escalate a case has been reached. The form will be stored in the central safeguarding file and will be reviewed after 7 days.

¹ In most cases this will be through an on-line form, which should be printed, scanned and placed on file before submission to the relevant local authority: <https://www.merseysidesafeguardingadultsboard.co.uk/> for the alert

Service: Housing, Support & Wellbeing

**Policy &
Procedure:** Safeguarding Adults



Date: September 2018

Issue No. 001

Document Reference: HSW 0024

Other Agency Escalation

7.15 Where concerns need to be raised with another agency then staff should ensure that this happens as soon as possible and that all discussions are clearly recorded. Ordinarily, the Lead Professional should be the first contact and if that does not resolve the concerns then their manager should be contacted. If this is not an appropriate way to resolve the concerns then advice should be sought from your Scheme Manager, or Operations Manager within 1 working day. The escalation notice attached should be used to record your concerns and actions taken. It should be forwarded to the Safeguarding Lead Officer (Operations Manager, Communities) who will monitor and review the case after 7 days.

Internal Escalation

7.16 Where there are concerns regarding internal working then concerns should be raised with the Scheme Manager within 1 working day. They will investigate and recommend an appropriate course of action within 24 hours of receiving the concern. Recommended actions will be recorded and reported to the Operations Manager and the actions will be reviewed within 7 days. Where it is not appropriate to discuss concerns with the Scheme Manager or they are unavailable then contact should be made with an Operations Manager or Head of Service. Staff should use the form attached to record concerns and actions and forwarded it to the Scheme Manager and Safeguarding Lead Officer (Operations Manager, Communities). This Form should be used even if a verbal agreement to escalate a case has been reached.

7.17 In all cases the local Safeguarding Unit can be contacted for advice by fieldworkers or managers. The unavailability of Managers should never prevent staff from escalating a concern within 24 hours.

See Appendix G for Escalation Notice.

8. Appendices

Appendix A – Safeguarding Adults Procedure Flow Chart

Appendix B – Cause for Concern Flow Chart

Appendix C – Cause for concern Form (Internal)

Appendix D – Record of vulnerable adult issue / disclosure / allegation

Appendix E – Referral of vulnerable adults issue / disclosure / allegation to Statutory agency / agencies

Service: Housing, Support & Wellbeing

Policy & Procedure: Safeguarding Adults



Date: **September 2018**

Issue No. **001**

Document Reference: HSW 0024

Appendix F – Supplementary Information Form

Appendix G – Escalation Notice

9. Related documentation

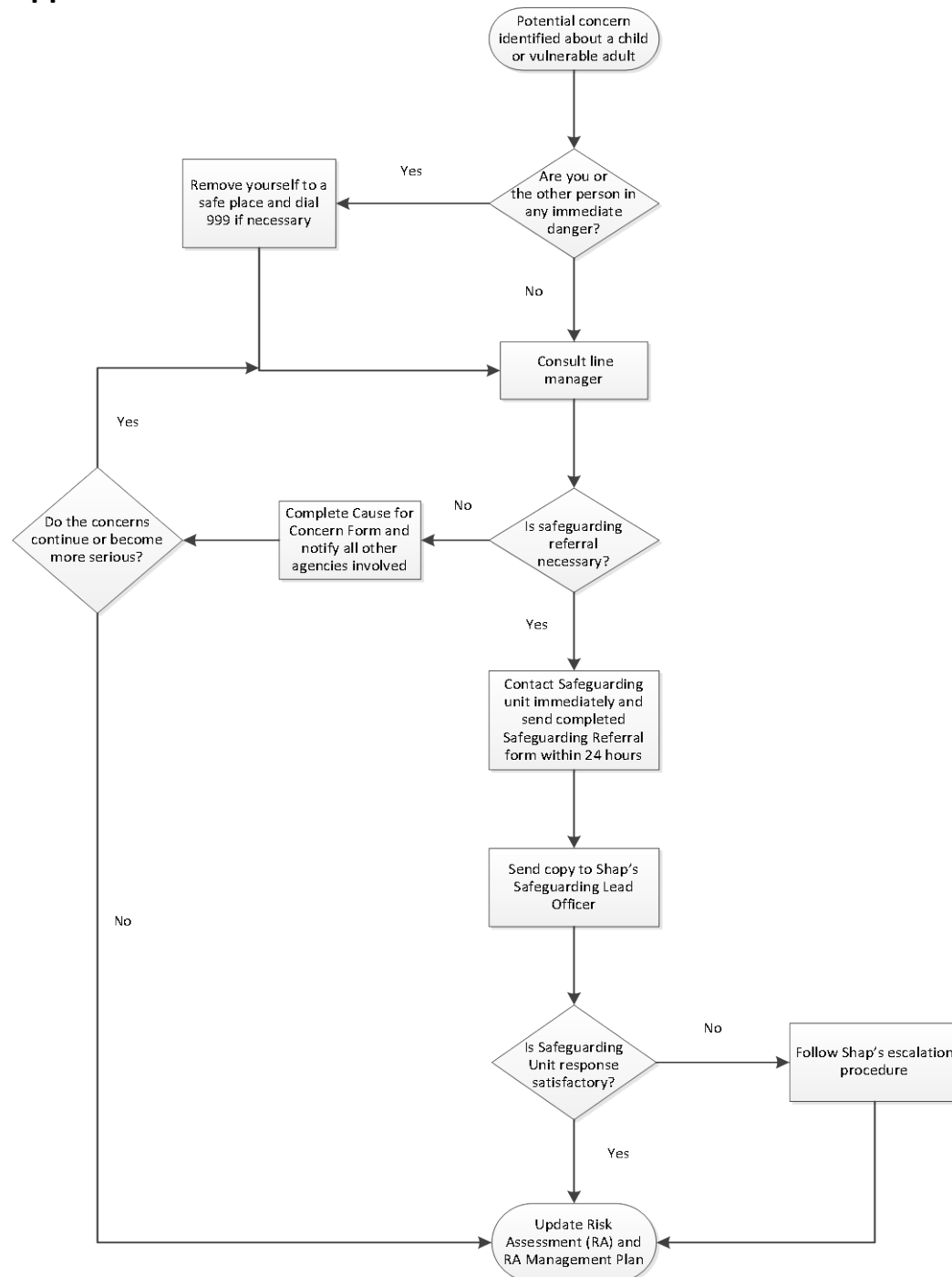
- Mental Capacity Act Policy and Procedure
- Confidential Reporting ('Whistleblowing')
- Equality, Diversity and Inclusion
- Code of Conduct
- Health and Safety
- Disciplinary Policy
- Safeguarding Children and Young People
- Personal and Professional Boundaries
- Protecting the Privacy and Dignity of Service Users and Clients
- Court of Protection
- Support Planning and Needs Assessment
- Handling Service Users Money, Valuables and Personal Possessions

10. Information Circulation Checklist:

Line Managers, who needs to know about this process and how will you tell them ?

Team Meeting	√
Team email	√
Supervision / Catch Up meetings	√
Group training	√
Staff Noticeboard	
Service User Meeting / update	√
Partners	

Appendix A²



² If an allegation is made against a staff member: Contact line manager or other member of management as appropriate. Allegations will be dealt with through SHAP's disciplinary procedure. The Local Authority Designated Officer (LADO) must be informed

Service: Housing, Support & Wellbeing

Policy & Procedure: Safeguarding Adults



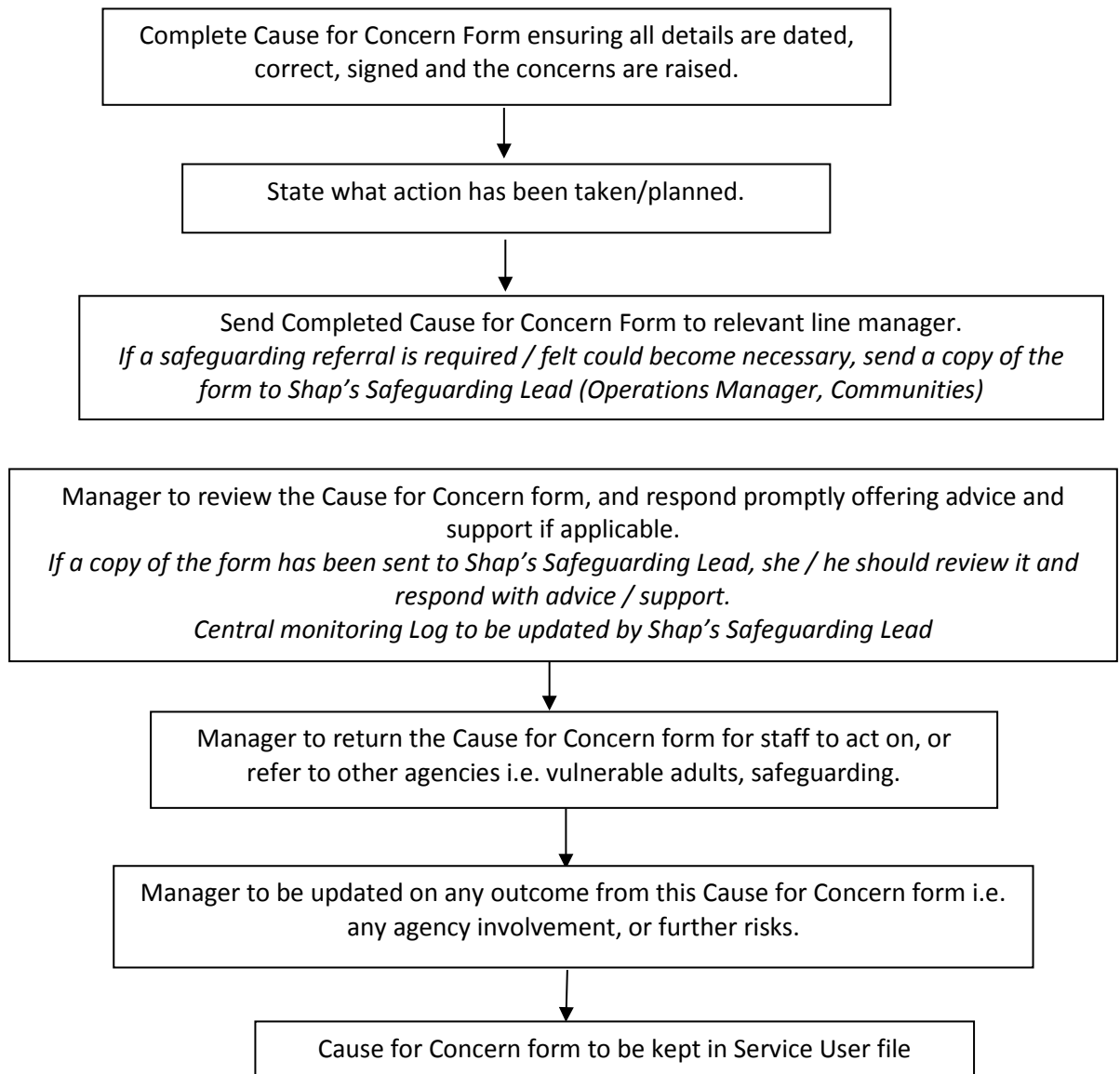
Date: **September 2018**

Issue No. **001**

Document Reference: HSW 0024

Appendix B: Cause for Concern Process Flow Chart

Procedure to follow if you are aware of a cause for concern relating to service users



Service: Housing, Support & Wellbeing

Policy & Procedure: Safeguarding Adults



Date: **September 2018**

Issue No. **001**

Document Reference: HSW 0024

Appendix C: Cause for Concern Form

Section A:

Name of client/person involved:

Address:

Date of birth:

Name of scheme/site:

Name of staff member completing the form:

Date of issue/incident that has caused concern:

Date of referral:

Details of any other agency(ies) involved (under CAMHS, Crisis Team):

Concern in relation to *(please tick)*

adult

child

both

Are there any of the following plans already in place for the person(s) concerned?:

Child protection plan

Education plan

Family action plan

Looked after child (LAC) care plan

(if care leaver, aged 18 yrs+)

Pathway plan *(if aged 16-18 yrs)*

Signs of safety plan

Service: Housing, Support & Wellbeing

Policy & Procedure: Safeguarding Adults



Date: **September 2018**

Issue No. **001**

Document Reference: HSW 0024

Graded care profile plan

(this is a document utilised by some LA's which links with child protection plans when there are concerns about neglect)

Section B: Nature of Concern

(please tick relevant issue that has led to the cause for concern)

Risk to self

Risk to others

Risk from others

Abuse *(please specify category from the following list)*

[Emotional/psychological; Financial; Physical; Sexual; Neglect & acts of omission; Discriminatory; FGM; Domestic abuse]

Allegation Anti social behaviour

Breach of confidentiality/other data protection breach Child exploitation
(inc. criminal & sexual)

Conditions in the home Cyber/on-line bullying Drug dealing

Grooming Hate crime Knife/other weapon crime

Missing person Overdose Self-harm

Self neglect Substance misuse Suicide attempt

Trafficking

Welfare concern about the service user/their child(ren)

Care Concern about service practice (provider care concern)

(situation that may have/has occurred as a result of internal service delivery/by staff in the scheme)

Medication error/other Issue with medication

Other *(please specify)*

Service: Housing, Support & Wellbeing

Policy & Procedure: Safeguarding Adults



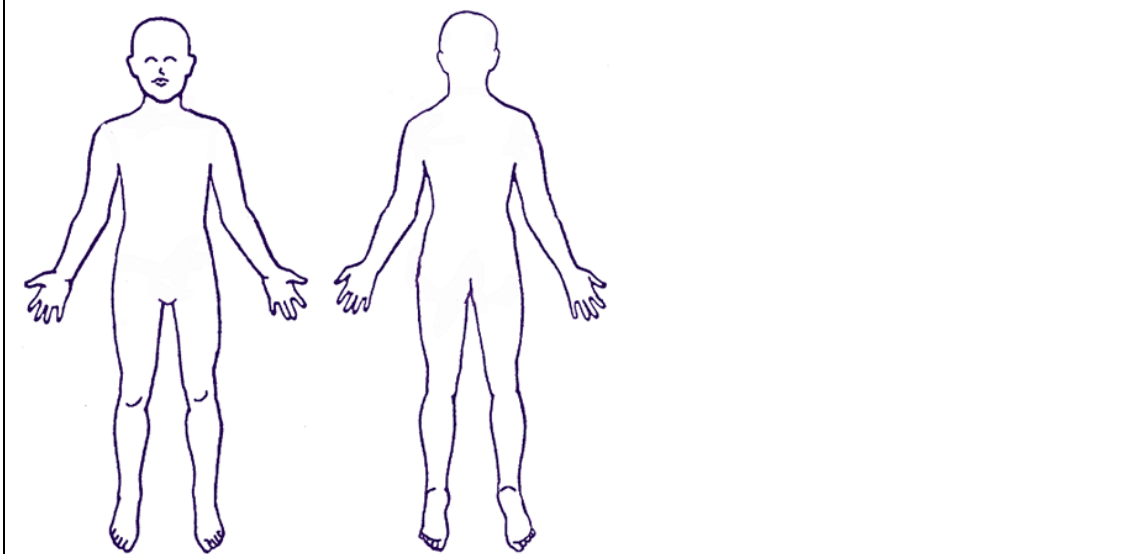
Date: **September 2018**

Issue No. **001**

Document Reference: HSW 0024

Section C: Brief details about the incident/concern/allegation

*Please use the body diagram to indicate any area(s) of injury or mark(s) seen.
(To indicate on the body diagram where any areas of injury or marks have been seen; please use 'insert text box' on the diagram and then use this to indicate the injury or mark. The inserted text box can be shaded in using 'Format tab' and selecting 'Shape fill' whilst the computer cursor is on the text box).*



Any witnesses to incident:

Section D: Action taken/planned

Support plan review Risk assessment review Graded care plan review

Service: Housing, Support & Wellbeing

Policy & Procedure: Safeguarding Adults



Date: **September 2018**

Issue No. **001**

Document Reference: HSW 0024

Signs of safety plan review

Referral made/to be made:

Referral to safeguarding Date referred Safeguarding case no (if known)

CAF/FAM/CIN/EHAT (St Helens early help) Date of CAF/FAM/CIN/EHAT meeting

Child exploitation referral MARAC referral incl. MERIT Assessment
Date referred (CE or MARAC):

Notification sent to/contact with:

Adult social care/social worker Child Young Person Services
Domestic Abuse Co-ordinator Family Nurse Practitioner (FNP)
LADO MAPPA

Other agency informed/to be informed *Please specify*

Report to Ofsted/other regulator Date reported

Report to police Date reported Log no. (if known)

Report to Local Authority (if provider care concern) Date reported

Social worker/other agency informed Joint visit arranged

Service: Housing, Support & Wellbeing

Policy & Procedure: Safeguarding Adults



Date: **September 2018**

Issue No. **001**

Document Reference: HSW 0024

Name of person(s) that you have reported the concern to in any of the above mentioned agencies

Meeting to be arranged (*please specify which agency & date of meeting if known*)

(e.g. FAM, Strategy Meeting, Professionals Meeting, Safeguarding Strategy Meeting)

Report to data protection officer (if data protection breach)

Other action taken (*please specify*)

Section E: Making safeguarding personal

What would the individual like to see as the outcome? (i.e. difference wanted/desired)

What does the person (adult/child at risk/that you are raising the concern about) want to happen or the outcome to be (if known), please give details of their wishes. Please remember, this is not about the views of staff members but the client's own.

Section F:

Comments by Scheme Manager including additional action required

Scheme Manager Name:

Date:

Service: Housing, Support & Wellbeing

Policy & Procedure: Safeguarding Adults



Date: September 2018

Issue No. 001

Document Reference: HSW 0024

Form to be sent to: Safeguarding Lead

NB Provider care concern/safeguarding issue/an aspect that may if the situation continues result in the need to report to safeguarding, must be sent to the Safeguarding Lead

Comments by Safeguarding Lead including additional action required

Name:

Date:

Section G: Outcome of interventions, including any meetings relating to the concern

Please send updated form to the Safeguarding Lead if any items are included in Section G

Service: Housing, Support & Wellbeing

Policy & Procedure: Safeguarding Adults



Date: **September 2018**

Issue No. **001**

Document Reference: HSW 0024

Appendix D: Record of Vulnerable Adult Issue / Disclosure / Allegation

Name of Staff Member:

Date:

DETAILS OF VULNERABLE ADULT

Name:

Address:

.....

Telephone Number:

DOB:

Gender:

Ethic Background

First language **Translation required:** Yes No

DETAILS OF ANY DISABILITY / COMMUNICATION NEEDS

Is the person deemed to lack capacity? Yes No

.....

.....

.....

Service: Housing, Support & Wellbeing

Policy & Procedure: Safeguarding Adults



Date: **September 2018**

Issue No. **001**

Document Reference: HSW 0024

NATURE OF ISSUE/DISCLOSURE/ALLEGATION & REASONS FOR VULNERABILITY

.....
.....
.....
.....

ANY OTHER RELEVANT INFORMATION

.....
.....
.....
.....
.....

DECISION: REFERRAL TO RELEVANT STATUTORY AGENCY

Please complete Appendix D

NON- REFERRAL AND REASONS

.....
.....
.....

Complete Supplementary Information Sheet if relevant (Appendix E)

SIGNATURE OF REFERRER:

DATE:

This form must be submitted to the Designated Safeguarding Officer to be filed confidentially. A note of the existence of this record must be kept on the Service User's file.

Service: Housing, Support & Wellbeing

Policy & Procedure: Safeguarding Adults



Date: September 2018

Issue No. 001

Document Reference: HSW 0024

Appendix E: Referral of Vulnerable Adults Issue / Disclosure / Allegation to Statutory Agency / Agencies

Name of staff member:

Date of referral:

Referred by: Telephone

In Person

Name of person dealing with referral:

DETAILS OF VULNERABLE ADULT

Name:

Address:

.....

Telephone Number:

DOB:

Gender:

Ethic Background

First language **Translation required:** Yes No

Service: Housing, Support & Wellbeing

Policy & Procedure: Safeguarding Adults



Date: **September 2018**

Issue No. **001**

Document Reference: HSW 0024

DETAILS OF ANY DISABILITY / COMMUNICATION NEEDS

Is the person deemed to lack capacity?

Yes No

.....

NATURE OF ISSUE/DISCLOSURE/ALLEGATION & REASONS FOR VULNERABILITY

.....

.....

.....

.....

.....

.....

.....

ANY OTHER RELEVANT INFORMATION

.....

.....

.....

.....

.....

Is the person aware of the referral being made?

YES/NO

Service: Housing, Support & Wellbeing

Policy & Procedure: Safeguarding Adults



Date: **September 2018**

Issue No. **001**

Document Reference: HSW 0024

Has the person consented to the referral?

YES/NO

Has the referral been made to any other agency (e.g. Police, etc.)

YES/NO

If yes please give details:

.....

Have any procedures already been put into place for the protection of the person?

YES/NO

If yes please give details:

.....

SIGNATURE OF REFERRER:

*Complete
Supplementary
Information
Sheet if relevant
(Appendix E)*

This form must be submitted to the Designated Safeguarding Officer to be filed confidentially. A note of the existence of this referral must be kept on the Service User's file.

Service: Housing, Support & Wellbeing

Policy & Procedure: Safeguarding Adults



Date: **September 2018**

Issue No. **001**

Document Reference: HSW 0024

Appendix F: Supplementary Information Sheet

Details of GP:

.....

Details of other Professional Involvement:

.....

.....

.....

Details of Significant Family Members:

.....

.....

.....

Details of Any Medical Examination:

.....

.....

.....

Details of Alleged Perpetrator:

.....

.....

Service: Housing, Support & Wellbeing

**Policy &
Procedure:** Safeguarding Adults



Date: September 2018

Issue No. 001

Document Reference: HSW 0024

.....
Are they also Vulnerable?

YES/NO

Service: Housing, Support & Wellbeing

Policy & Procedure: Safeguarding Adults



Date: **September 2018**

Issue No. **001**

Document Reference: HSW 0024

Appendix G: Escalation Notice

Name of Adult, Child or Young Person	D.O.B

Please document any information of concern.

--

Agreed/Recommended actions

--

Actions taken including names of managers notified

--

Service: Housing, Support & Wellbeing

**Policy &
Procedure:** Safeguarding Adults



Date: **September 2018**

Issue No. **001**

Document Reference: HSW 0024

Review. Include date and any ongoing actions required

--

Signed:.....

Date:.....

Service: Housing, Support & Wellbeing

Policy & Procedure: Safeguarding Adults



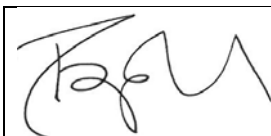
Date: September 2018

Issue No. 001

Document Reference: HSW 0024

Review Record and Version Control

Document Title: Safeguarding Adults (Procedure)

Version Number	
Date of last review	August 3 rd 2015
Date of next review	August 2019
Name(s) of staff conducting review	P. Campbell J. Iyanda A. Lee-McGurk
Details of revisions	Updated in terms of statute Layout revised
Circulation plan	As per Section 10.
Approved for circulation by	 Head of Housing, Support & Wellbeing