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| **Safeguarding Adults at Risk** |

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| **Concern Form & Guidance for Frontline Staff** |

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| **Introduction** |

Safeguarding 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 risks and experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted, including, where appropriate, having regard to their views, wishes, feelings, and beliefs, in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear, or unrealistic about their personal circumstances.

Safeguarding is everybody’s business and at LBHF we encourage everyone to identify and refer concerns to us so we can support and protect our residents.

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| **Definition of an Adult at Risk and Safeguarding Concerns** |

Definition of a **Safeguarding concern** is thatthere is reasonable cause to suspect that the adult is experiencing, or at risk of, abuse or neglect.

In Safeguarding terms, an **Adult at Risk** is a person over the age of 18 who:

* Appears to have or may have **needs for care and support** (whether or not H&F is meeting any of those needs); and
* Appears to be experiencing, or is at risk of, **abuse or neglect**; and
* As a result of those needs, appears to be **unable to protect themselves** against the abuse or neglect, or the risk of it.

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| **What are Care and Support Needs?** |

Care and Support Needs are the mixture of practical, financial, and emotional support for adults who need extra help to manage their lives and be independent. They arise from or are related to physical or mental impairment or illness. This can include conditions that result from physical, mental, sensory, learning, or cognitive disabilities/illnesses, substance misuse, or brain injury.

**A Safeguarding Concern should be raised if you have reasonable cause to suspect that a person meets the above criteria. Once the Safeguarding Concern is received, H&F MASH will undertake enquiries and make a final determination** **regarding next actions.**

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| **Types of Abuse/Neglect** |

There are ten (10) types of abuse/neglect, and it is the responsibility of all staff to recognise and respond to them.

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| **Physical** |
| Includes: assault, hitting, slapping, pushing, misuse of medication, restraint, and inappropriate physical sanctions. |

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| **Domestic** |
| Includes: psychological, physical, sexual, economic, and emotional abuse, coercive control, and ‘honour’ based violence by intimate partner or family member. |

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| **Sexual** |
| Includes: rape, indecent exposure, sexual harassment, inappropriate looking/touching, sexual teasing/innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure, sexual acts to which the adult has not consented/was pressured into consenting, or sexual exploitation. |

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| **Psychological** |
| Includes: emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation, and unreasonable and unjustified withdrawal of services or supportive networks. |

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| **Financial/Material** |
| Includes: theft, fraud, mate crime, cuckooing, coercion in relation to an adult’s financial affairs/arrangements, including in connection with wills, property, inheritance/financial transactions, or the misuse/misappropriation of property, possessions, or benefits. |

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| **Modern Slavery** |
| Includes: slavery, human trafficking, forced labour, and domestic servitude. |

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| **Discriminatory** |
| Includes: harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation, or religion. |

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| **Organisational** |
| Includes: neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or in relation to care provided in one’s own home. |

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| **Neglect** |
| Includes: ignoring medical, emotional, or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition, and heating. |

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| **Self-Neglect** |
| Includes: neglecting to care for one’s personal hygiene, health or surroundings, and behaviour such as hoarding. |

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| **Pre-Alert Actions** |

Before raising a Concern, check against the definitions above and consider if any of the below pre-alert actions would be more appropriate.

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| **Emergency Services** |

If the adult is in **immediate danger** (including threats to take their life), or if a crime has been committed, phone **999** (if urgent) or **101** (if non-urgent).

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| **Suitability** |

If you are not sure that the adult meets the definitions above, email [**SafeguardingAdults@lbhf.gov.uk**](mailto:SafeguardingAdults@lbhf.gov.uk) with your query or request a call-back.

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| **Care and Support Pathway** |

If the adult is struggling with day-to-day activities (e.g., washing, cooking, shopping) and needs support to live safely and independently, contact **Adult Social Care**:

* Phone: **0800 145 6095** (8am to 6pm Monday to Friday); or
* Email: [**communityconnect@lbhf.gov.uk**](mailto:communityconnect@lbhf.gov.uk); or
* Complete an[**Online Contact Form**](https://www.lbhf.gov.uk/health-and-care/assessments-and-paying-care/contact-us-about-assessments-care)

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| **Mental Health Pathway** |

If the adult is experiencing poor mental health, or is open to Community Mental Health Services, contact the **NHS West London Single Point of Access (SPA)**:

* Phone: **0800 328 4444** (24 hours a day, 7 days a week, 365 days a year); or
* Email: [**wlm-tr.wlmhtspa@nhs.net**](mailto:wlm-tr.wlmhtspa@nhs.net); or
* Visit: [**westlondon.nhs.uk**](https://www.westlondon.nhs.uk/)

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| **Raising a Safeguarding Concern** |

If you have witnessed or been made aware of a Safeguarding Concern please complete the below and email this form to: [**SafeguardingAdults@lbhf.gov.uk**](mailto:SafeguardingAdults@lbhf.gov.uk)

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| **Adult at Risk** | |
| **Name** (include title) |  |
| **Preferred Name** |  |
| **Address** (include postcode) |  |
| **Telephone No.** |  |
| **Email Address** |  |
| **Date of birth** |  |
| **NHS number** |  |
| **Religion** |  |
| **First language** (interpreter required?) |  |
| **Gender** |  |
| **Ethnicity** |  |
| **Is the Adult at Risk experiencing, or at risk of, homelessness?** | Yes  No  Not known |

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| **Details of Alleged Abuse/Neglect** | | |
| **Date Concern Form completed** | | Click here to enter date. |
| **Date of incident(s)** (if known) | | Click here to enter date. |
| **Details of alleged abuse/neglect** | | |
| *Please outline your concerns here, i.e.:*   * *What are the person’s care and support needs?*   Click here to enter text.   * *The alleged abuse/neglect – what, when, who, and where?*   Click here to enter text.   * *Why might the person be unable to protect themselves from the alleged abuse/neglect?*   Click here to enter text. | | |
| **Type of alleged abuse/neglect**  (tick all that apply) | Physical  Modern Slavery  Domestic  Discriminatory  Sexual  Organisational  Psychological  Neglect  Financial/Material  Self-Neglect | |
| **Name of organisation and/or person(s) alleged to have caused harm** | | |
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| **Has the Adult at Risk given consent for this Concern to be raised with Adult Safeguarding?** | | |
| Yes  No  Lacks capacity to make decision | | |
| **If no, please give details** | | |
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| **Person Raising Concern** | |
| **Name** |  |
| **Job Title** |  |
| **Team/Service** |  |
| **Telephone No.** |  |
| **Email Address** |  |
| **Relationship to the Adult at Risk** |  |
| **What action, if any, has been taken by the person raising the Concern to safeguard the Adult at Risk?** | |
| Click here to enter text. | |

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| **What Happens Next** |

The **Multi-Agency Safeguarding Hub (MASH) Duty Inbox** is monitored 9am to 5pm Monday to Friday (except bank holidays), and the team aims to screen and respond to all Safeguarding Concerns, including feedback to the referrer, promptly.

If your enquiry is outside these hours and you require an immediate response, please contact our **Emergency Duty Team** on **0208 749 8588**.