

# Alerters Guide

This guide is aimed at members of the general public and those working within voluntary and community services in the Hampshire County area.



A guide to identifying and reporting the abuse of adults at risk in Hampshire



# Contact Numbers

## HCC Adult Services

General: 0300 555 1386

Out of Hours: 0300 555 1373

All safeguarding concerns will be forwarded and managed by the Multi-Agency Safeguarding Hub (MASH)

## Hampshire Police

For Emergencies – 999

Non-Emergencies – 101

## Safeguarding Advice Line

If you wish to discuss your concerns with a member of the safeguarding team contact

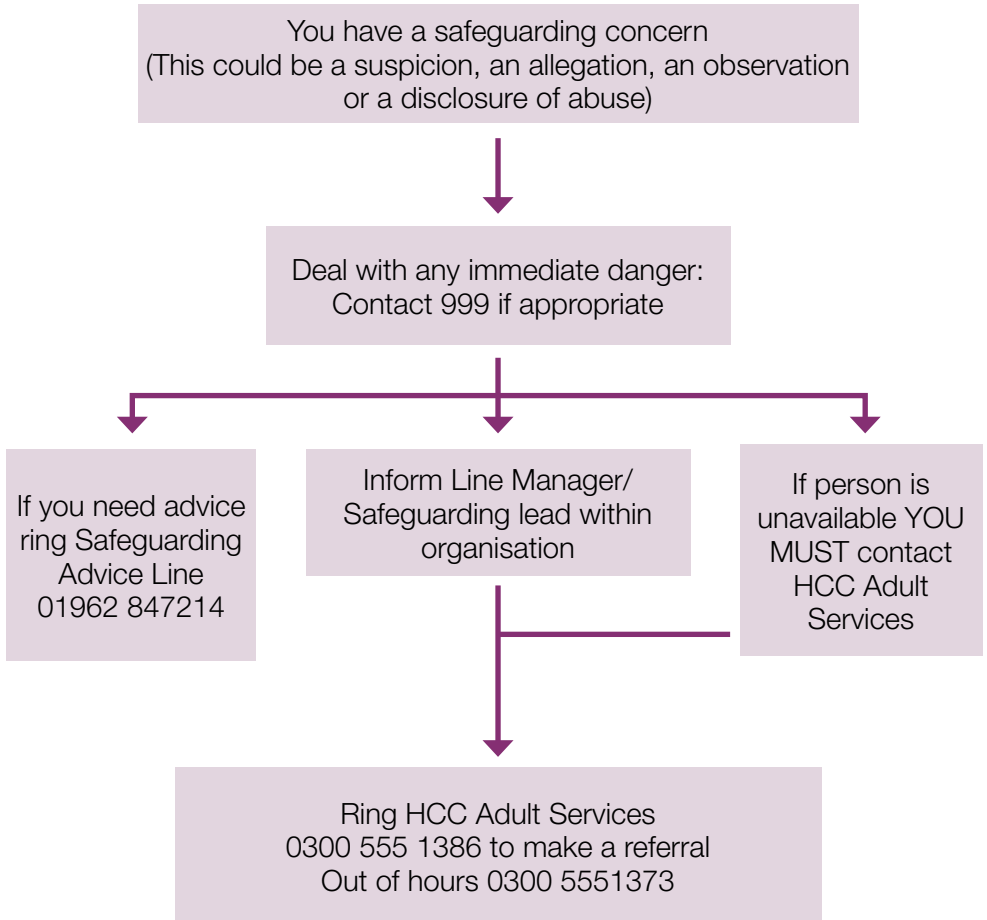


01962 847214 (Monday-Friday 9am - 5pm)



[adult.safeguarding.unit@hants.gov.uk](mailto:adult.safeguarding.unit@hants.gov.uk)

# At a Glance



# Other formats

The leaflet is also available on the Hampshire Safeguarding Adults Board website at **<http://www.hampshiresab.org.uk/>**

Developed by Hampshire County Council in collaboration with Hampshire Safeguarding Adults Board

# Why do we need to safeguard adults?

- Everyone has the right to live their life free from violence, fear and abuse.
- All adults have the right to be protected from harm and exploitation.
- Not everyone can protect themselves.
- All adults have the right to independence, which may involve some risks.

This booklet will help you to identify if someone is experiencing or at risk from abuse. We all need to know what abuse is, how to recognise it, and that we all have a shared responsibility to safeguard adults at risk.

“Safeguarding is everyone’s business”

# Who is an adult at risk?

An adult at risk is a person who has needs of care and support (whether or not the local authority is meeting any of those needs) and;

- is experiencing, or 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.

(Care Act definition)

Abuse is an action that harms another person. Abuse can be deliberate, unintentional or accidental. Categories of abuse include:

## **Physical**

**Domestic abuse**

**Modern slavery**

**Organisational**

## **Sexual**

**Psychological**

**Neglect/Acts of omission**

**Radicalisation**

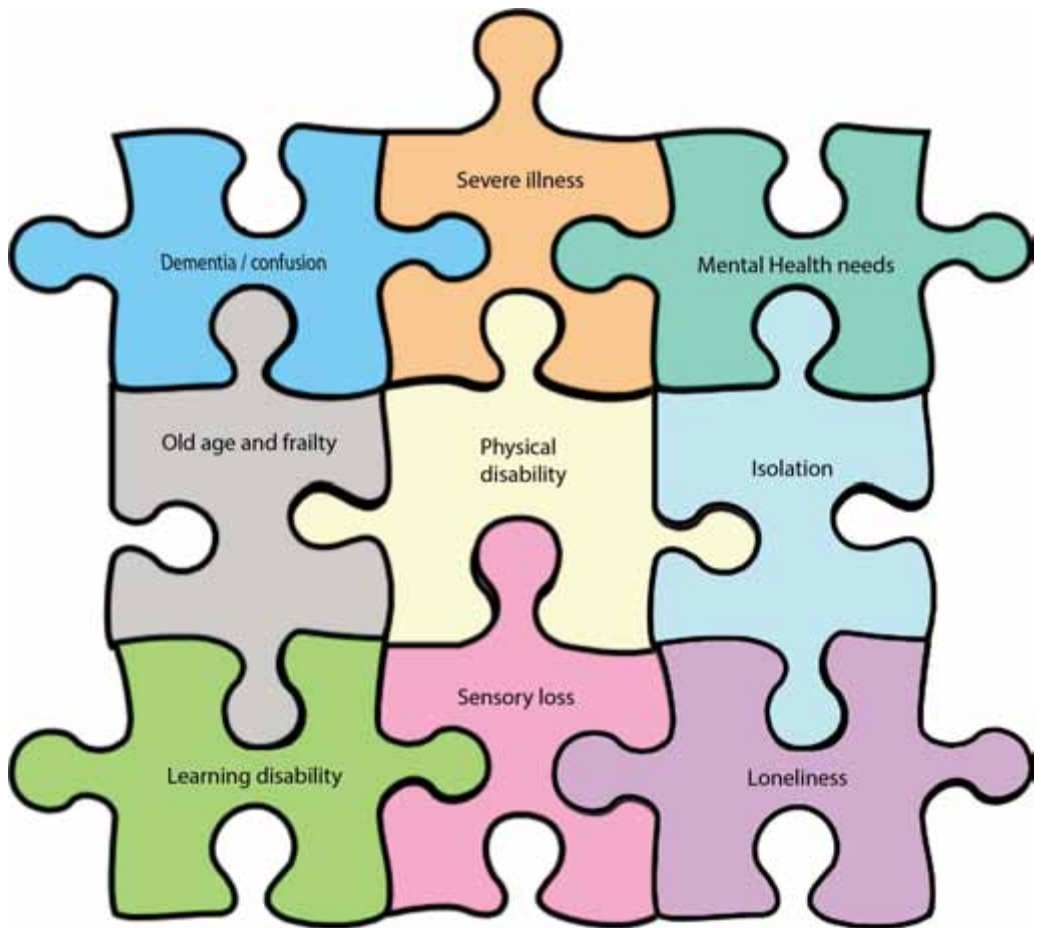
## **Financial**

**Discriminatory**

**Self-Neglect**

# Things that may make people vulnerable to abuse

Some adults may be more at risk of abuse than others. The following things could increase the risk of abuse



Also, people who depend on others to look after them may not be able to stop someone else from hurting them or taking advantage of them.

# Abuse can happen in many different places:

- someone's own home
- a care home
- a hospital
- a day centre
- a public place

Anyone could be an abuser and it is often someone who is known and trusted.

- a family member or partner
- a neighbour
- a health or social care worker
- another professional worker, for example a financial advisor or solicitor
- a volunteer worker
- a friend
- a service user



# What do you need to do?

## Recognise

Abuse comes in many forms and more than one type of abuse may be happening at the same time. The following are some examples of abuse:

**Physical abuse:** being hit or slapped, being given the wrong medication on purpose, being locked in or force-fed.

**Psychological abuse:** being threatened, not being given choices, being bullied or isolated from other people.

**Financial abuse:** having money or property stolen, being pressured into giving people money or changing a will, misuse of benefits, not being allowed access to money.

**Neglect:** ignoring medical or physical care needs, withholding food or drink, not allowing access to appropriate health or social services, being left in wet or dirty clothes.

**Sexual abuse:** being touched or kissed when it is not wanted, being made to touch or kiss someone else, being raped, being made to listen to sexual comments or forced to look at sexual acts, or materials.

# What do you need to do? cont.

**Discrimination:** ignoring spiritual or religious beliefs, comments or jokes about a person's disability, age, race, sexual orientation, or gender / gender identity, ignoring cultural needs, for example diet or clothing.

**Organisational Abuse:** lack of individual care, no flexibility of bedtimes or waking, deprived environment and lack of stimulation.

**Radicalisation:** involves the exploitation of susceptible people who are drawn into violent extremism by radicalisers often using a persuasive rationale and charismatic individuals to attract people to their cause. The aim is to attract people to their reasoning, inspire new recruits and embed their extreme views and persuade vulnerable individuals of the legitimacy of their cause. The PREVENT Strategy, launched in 2007, seeks to stop people becoming terrorists or supporting terrorism.

# What do you need to do? cont.

## Respond

You may suspect abuse because:

- You have general concerns about someone's wellbeing.
- You see or hear about something which could be abuse.
- Someone tells you that something has happened or is happening to them, which could be abuse.

Remember,  
**it is not your role** to investigate  
any concerns you may have.

**It is your role** to pass on any  
concerns you may have.

# What do you need to do? cont.

## You must:

- Call the police and / or an ambulance if the person is in immediate danger.
- Listen carefully to what you are being told and reassure the person that you are taking what they say seriously.
- Tell your manager what has happened.

## You must not:

- Touch or clear away any evidence.
- Agree to keep it a secret – you cannot do this. Explain to them that you will have to pass the information on. If possible, name the person you will pass the information to.
- Interrupt the person or ask “leading questions.”
- Contact the alleged abuser.
- Talk to other staff members or service users about the information shared with you.

# What do you need to do? cont.

## Record

If you witness abuse or someone tells you about it:-

### You must:

- Write an account of what you have seen or heard as soon as possible. Make sure you include the time and date.
- Make sure the information is factual and accurate.
- Note down what the person said, using their own words.
- Describe the circumstances and identify anyone else who was there at the time.
- Use a body map to record any injuries.
- Sign and date your report, noting the time and the location.

# What do you need to do? cont.

## Report

You should never assume that somebody else will recognise and report what you have seen or heard.

It can be difficult if the allegation is about a colleague or it is difficult to believe what you have heard – but you must still report any alleged abuse, or concerns that you have.

You should normally report your concerns to your line manager as soon as possible and they will then contact the relevant organisations.

However, if you think that your line manager is involved in the abuse, or does not take what you say seriously, you must contact Hampshire County Council Adult Services.

If you are a member of the public, or a manager, or can't speak to anyone in your organisation, please refer to the contact numbers on page 2

# What happens next

If you contact Adult Social Services, you can expect staff to:

- Listen to you
- Understand your views and wishes
- Take you seriously
- Treat you with respect
- Keep you informed and involved as much as you choose
- Tell you what will happen next

Adult Social Services might need to:

- Contact you again if you agree they can
- Talk to the person at risk to ascertain their views and wishes
- Talk to people who know the person at risk
- Share information with other agencies, such as Health and Police
- Decide whether may need to carry out an investigation or assessment and allocate a worker

# Information Sharing

Sharing the right information, at the right time, with the right people, is fundamental to good practice in safeguarding adults.

It can be difficult to know whether you can tell someone else if you are worried about an adult, particularly if they say they don't want you to.

Individuals may not give their consent to the sharing of safeguarding information for a number of reasons. For example, they may be frightened of reprisals, they may fear losing control, they may not trust social services or other partners or they may fear that their relationship with the abuser will be damaged. Reassurance and appropriate support may help to change their view on whether it is best to share information.

When sharing people's information, it is important to recognise that:

- Adults have a general right to independence, choice and self-determination including control over information about themselves. In the context of adult safeguarding these rights can be overridden in certain circumstances
- Emergency or life-threatening situations may necessitate the sharing of relevant information with the relevant emergency services without consent
- The law does not prevent the sharing of sensitive, personal information within organisations. If the information is confidential, but there is a safeguarding concern, sharing it may be justified
- The law does not prevent the sharing of sensitive, personal information between organisations where there is a concern that other people may be at risk, for example, where a serious crime may be prevented

Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those individuals who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely.

Seek advice from your manager if you are in any doubt



# Safeguarding Adults in Hampshire

Hampshire Safeguarding Adults Board (HSAB) is a multi-agency partnership committee providing strategic leadership and oversight of adult safeguarding across the Hampshire County Council area. The HSAB has an interest in a range of matters that contribute to the prevention of abuse and neglect but its main objective is to gain assurance that local safeguarding arrangements and partner organisations work effectively together to protect and support adults at risk of abuse or neglect. The Board also supports partner organisations including the voluntary and community sector to develop their safeguarding arrangements.

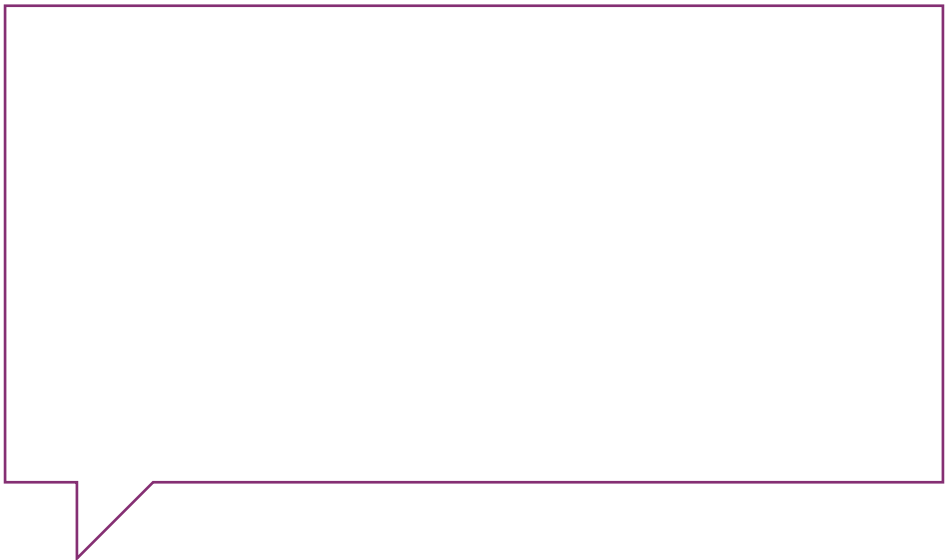
Hampshire County Council's Governance and Safeguarding Unit supports the safeguarding and governance processes and practice working with community teams and partner agencies in Hampshire.

In order to safeguard people from abuse it is important that everyone knows what to do if they suspect someone is being abused. This booklet is one way in which we are looking to raise public awareness so that professionals, other staff and communities as a whole play their part in preventing, identifying and responding to abuse and neglect.

# Notes

# Safeguarding Adults in Hampshire

It is very important that you know who to contact in your organisation in case you need to raise a concern about abuse. Please find out who this person is and complete their details here



If this person is not available you will need to contact someone else in your organisation or HCC Adult services on **0300 555 1386**



## REMEMBER

Recognise, Respond,

Record, Report