



# Safeguarding Adults Awareness

Delivered by: Richard Beardsall,  
Safeguarding Consultant on behalf of  
Hampshire Safeguarding Adults Board.

# Housekeeping



Fire Alarm



Toilets



Smoking



Phones



Refreshments

# Learning Outcomes

- Identify situations and factors that might increase the risk of abuse or neglect to an adult and link this to how to prevent abuse
- Describe the nature of abuse and neglect and the signs and indicators
- Describe your responsibility to report any concerns of abuse you have for adults and children.

# Why are you here?







=2CC



**Care Act 2014**



**RULE OF 3:5**

**"Listen to understand not to reply"**

- 1. HOW LONG?**
- 2. WHERE?**
- 3. WHO ELSE?**

# **THE 5AF3GUARDING FOOTPRINT**

**Discuss what you think the definition of safeguarding is?**

# Safeguarding Adults

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**

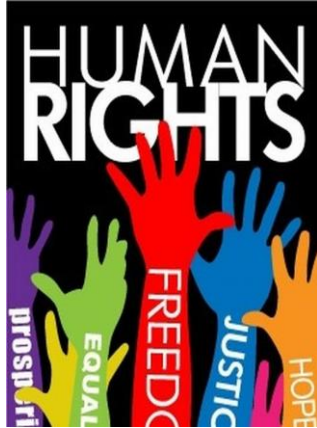
including, where appropriate, **having regard to their views, wishes, feelings and beliefs in deciding on any action.**



# Safeguarding

- Safeguarding is a dynamic world and we continue to learn about how to support, protect and prevent people from being harmed on both a strategic / organisational level and as individual workers
- Safeguarding is about partnership; it is not about blame. All agencies and individuals need to take responsibility, to reflect and learn to safeguard people who may be at risk.

# Your Responsibilities



- Rights and responsibilities
- Recognition
- Responding
- Reporting
- Recording.



# The Care Act 2014

- Came into force on the 1<sup>st</sup> April 2015
- Revokes, repeals and cancels many laws and guidance including **No Secrets 2000**
- Clarifies and consolidates good practice
- Not just about health or social care – promotes wider partnership working and responsibilities
- Promotes - Prevent, Reduce, Delay
- Many chapters relevant to the safeguarding agenda.

# The Care Act key changes/messages

- It changes the language of safeguarding adults
- The guidance repeatedly highlights the importance of **person centred practice**, the **Mental Capacity Act** and **Advocacy** in individual cases
- It also emphasises strategies for **prevention** at both operational, inter agency strategic levels and individual working
- Includes more detailed and explicit references to **carers**, including the risks that they can face and support they may need as well as the risks that they can present
- Commitment to 'Making Safeguarding Personal'
- 6 statutory safeguarding principles.

# The Care Act 2014 - Who must work with it?

- Adult social care as well as wider elements of local authorities
- Health and other local authority partner organisations
- Social care provider and support organisations in all sectors
- Those involved in the governance of these organisations and people who work, care, support and volunteer in them
- All of the workforce working in the above.



# **The Care Act 2014 and Safeguarding Adults Statutory Duties**

**Duty to co-operate and share information**

**Enquiries**

**Safeguarding  
adults reviews**

**Safeguarding  
Boards**

**Advocacy**



**Who do the safeguarding duties  
apply to in the Care Act?**

The safeguarding duties apply **to an adult (18 and over) who:**  
has needs for **care and support** (whether or not the local authority is meeting any of those needs), **and**  
is **experiencing, or is 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.**

**The term “adult at risk” is used.**



# **Adult with care and support needs**

Write down **5** examples



# Adult with care and support needs

An adult with care and support needs may be:

- an older person
- a person with a physical disability, a learning difficulty or a sensory impairment
- someone with mental health needs, including dementia or a personality disorder
- a person with a long-term health condition
- someone who misuses substances or alcohol to the extent that it affects their ability to manage day-to-day living.

# The impact of the care and support need

The care and support needs should have an impact on any of the following outcomes:

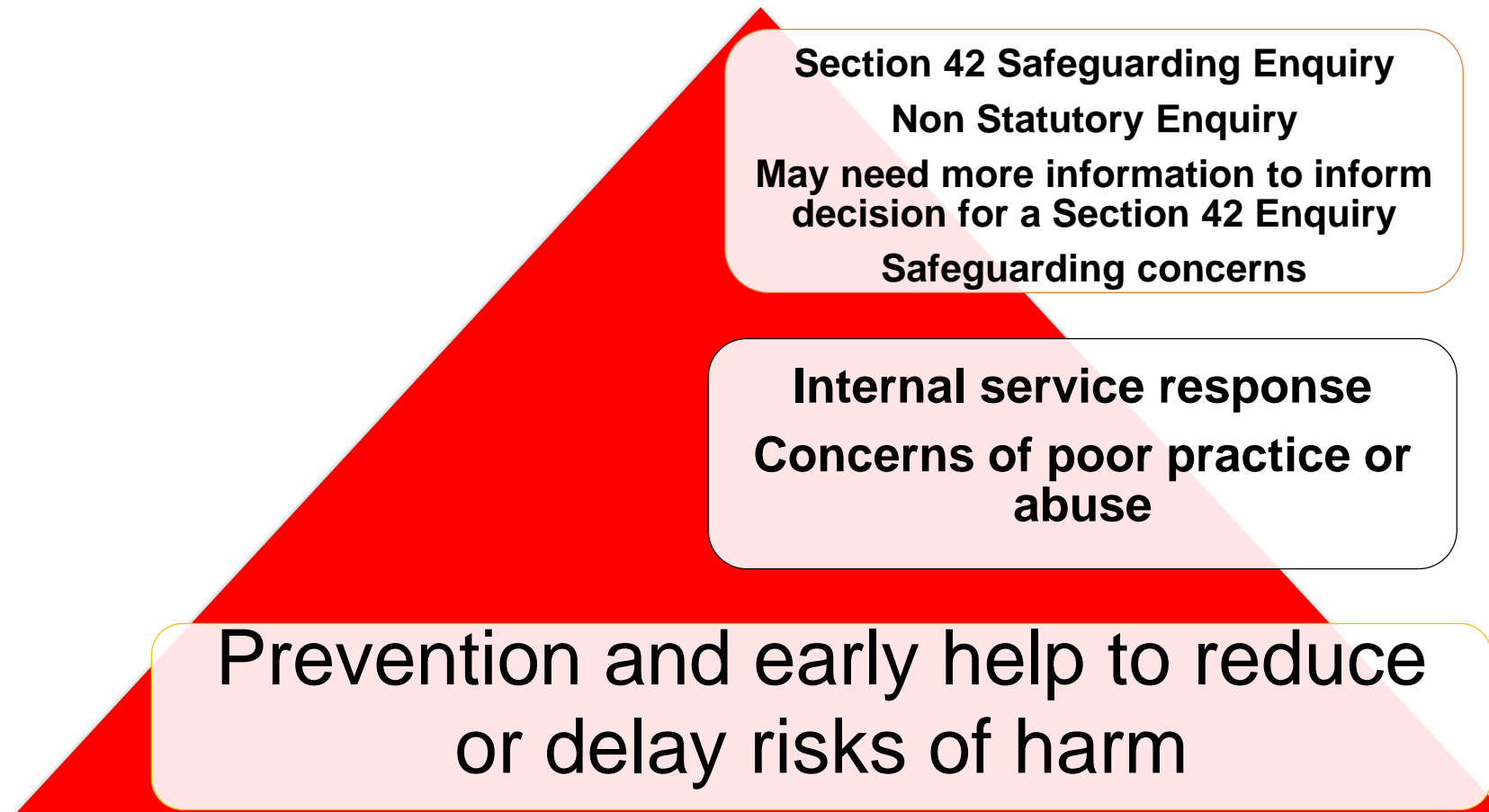
- managing and maintaining nutrition;
- maintaining personal hygiene;
- managing toilet needs;
- being appropriately clothed;
- being able to make use of the adult's home safely;
- maintaining a habitable home environment.

# **The impact of the care and support need continued.....**

- developing and maintaining family or other personal relationships;
- accessing and engaging in work, training, education or volunteering;
- making use of necessary facilities or services in the local community including public transport, and recreational facilities or services; and
- carrying out any caring responsibilities the adult has for a child.

**In the context of adult safeguarding, any impact on one or more of these outcomes may be relevant. There is no threshold of it being a significant impact.**

# Safeguarding adults is your business



# Prevention

- **ALWAYS** involve the person in decision making
- Treat adults with dignity and respect
- Promote the awareness of abuse
- Assure staff and service users they will be listened to
- Ensure staff are aware of reporting procedures.
- Take appropriate action where abuse is suspected
- Provide education and training to service users and carers
- Promote self advocacy and provide access to advocacy
- Report poor practice
- Provide safe services.

# Six Key Principles That Underpin Adult Safeguarding

## 1. Empowerment

*I am consulted about the outcomes I want from the safeguarding process and these directly inform what happens.*

## 2. Prevention

*I am provided with easily understood information about what abuse is, how to recognise the signs and what I can do to seek help.*

## 3. Proportionality

*I am confident that the responses to risk will take into account my preferred outcomes or best interests.*

## “ MAKE SAFEGUARDING PERSONAL ”

## 4. Protection

*I am provided with help and support to report abuse. I am supported to take part in the safeguarding process to the extent to which I want and to which I am able.*

## 5. Partnership

*I am confident that information will be appropriately shared in a way that takes into account its personal and sensitive nature. I am confident that agencies will work together to find the most effective responses for my own situation.*

## 6. Accountability

*I am clear about the roles and responsibilities of all those involved in the solution to the problem.*

# What is the Definition of Abuse?

‘Abuse is a violation of another persons human and civil rights by a person or persons’



# Who can cause it? Where can it happen?

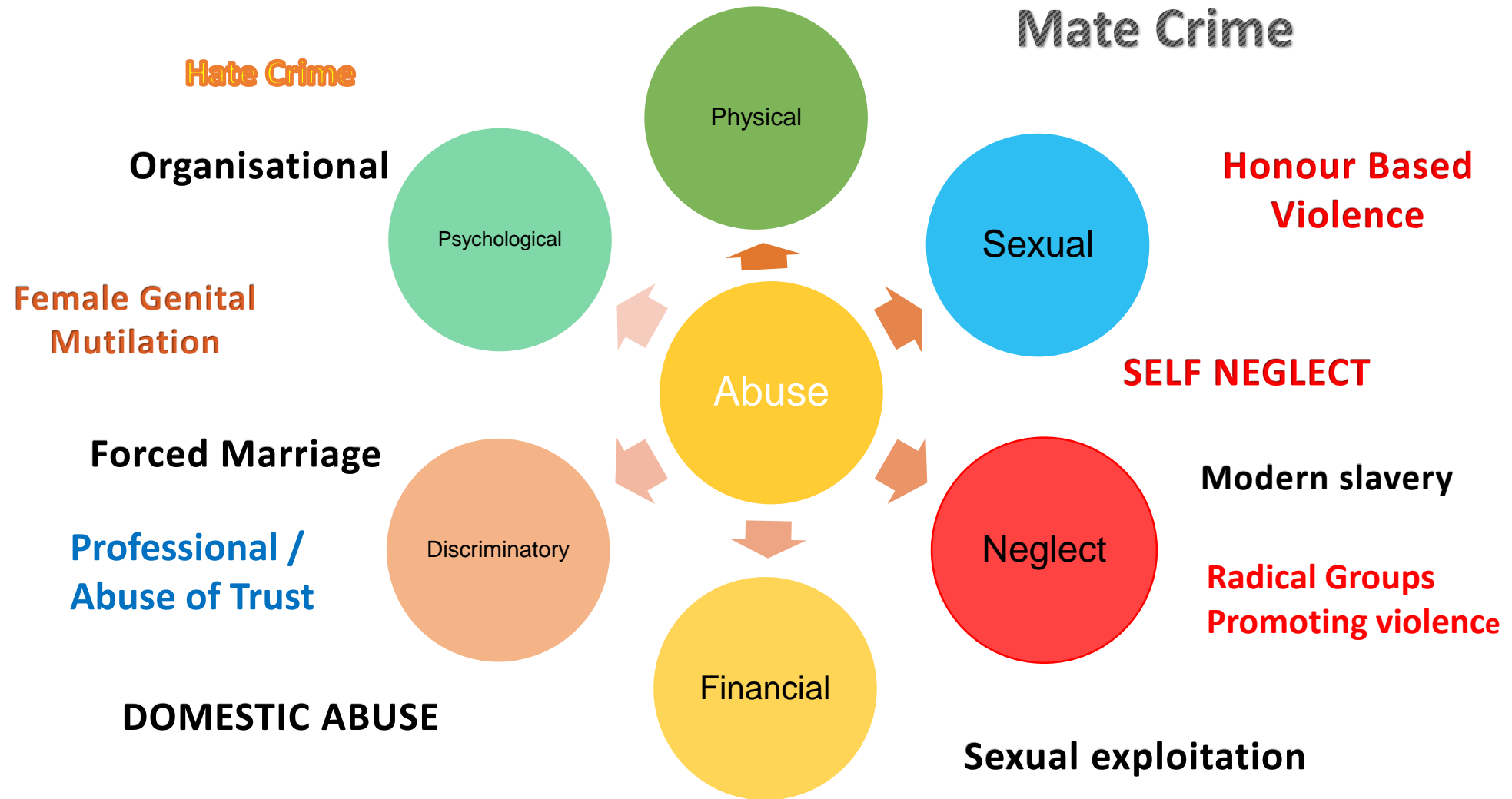


Anyone  
Anytime  
Anyone.

Write down as many forms of abuse as you have heard of...



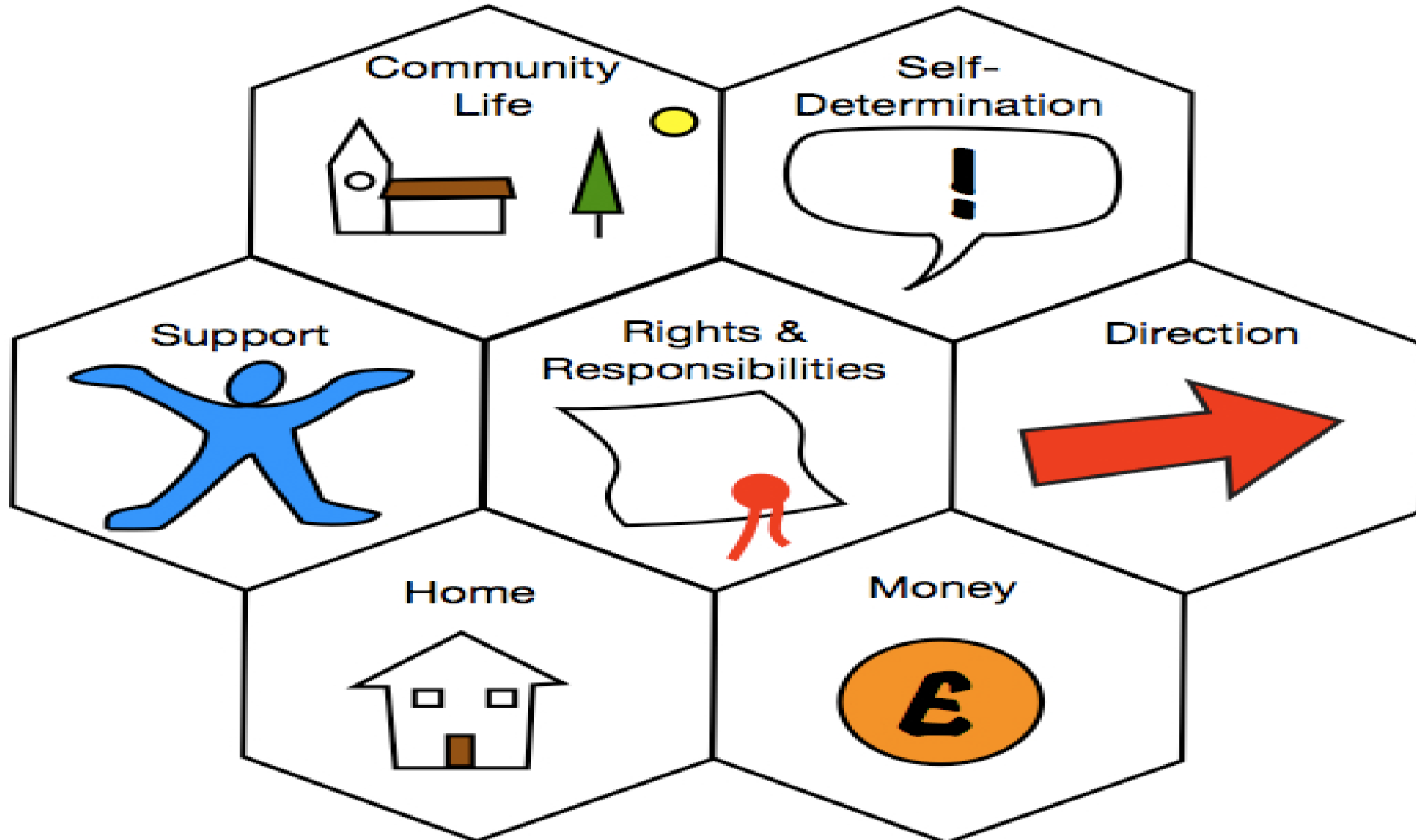
# Types of Abuse



# Indicators of abuse

- Are not always obvious
- Staff should be alert to patterns and clusters of indicators which may raise suspicions
- People will often experience more than one type of abuse
- Poor practice, if not stopped can lead to abuse and neglect
- It is vitally important to report **any** concern/s
- Any report should be taken seriously.

# I am at greater risk of abuse when.....



# Responding to Concerns

# Responding

- All allegations/disclosures must be treated seriously
- The safety of the person is paramount
- Stay calm, listen and reassure
- Demonstrate a sensitive approach
- Be aware of the possibility of the existence of evidence
- Explain the you are required to share the information with your manager but not with other staff or any other service users.

# Responding

- Reassure the person that any further response will be taken sensitively and with their full involvement, whenever possible
- Reassure the person that the service will take steps to support and where possible, protect them in the future
- REPORT
- MAKE A WRITTEN RECORD.



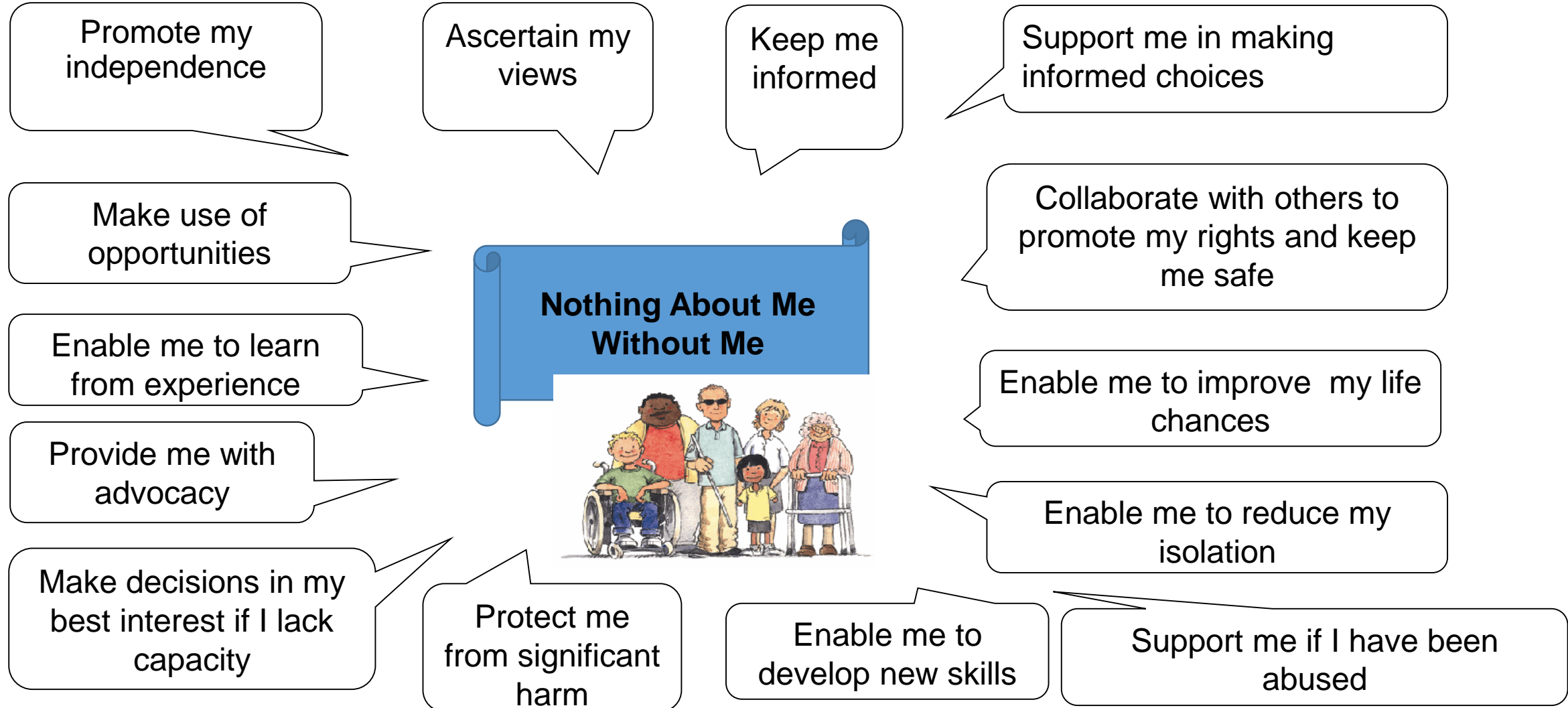
# Confidentiality

A person's right to confidentiality is **not absolute** and may be overridden where there is evidence that sharing information is necessary in exceptional cases to prevent:

- Serious crime
- Significant risks to a person's life
- Significant risks to others
- Significant risks to the community.

**IF IN DOUBT ALWAYS REPORT in line with your Policy and Procedures.**

# Safeguarding Responses Should:



# Reporting

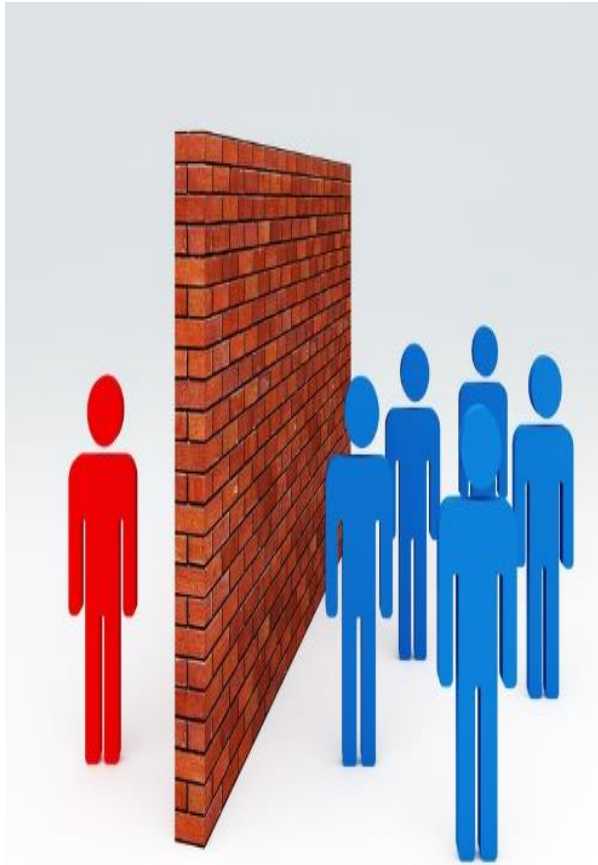
# What **stops** people reporting concerns of abuse or neglect?

## EXERCISE

List **5** reasons why people don't report a safeguarding concern?

then

List **5** reasons why professionals don't share information

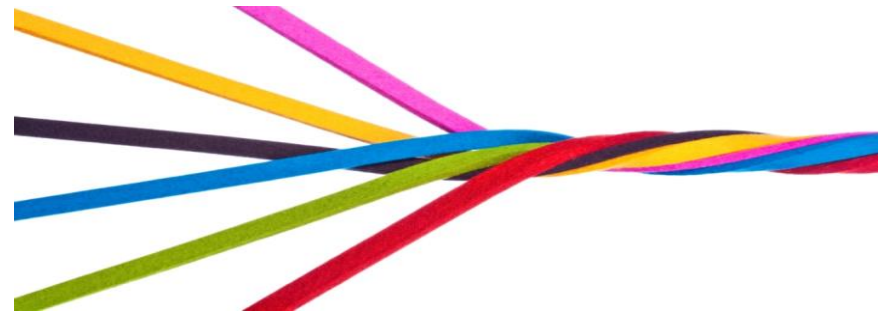


# Enablers To Reporting

- Adults have an awareness of their rights and choices
- Adults, families, friends, communities, staff and volunteers know how to recognise indicators of abuse
- Open and transparent organisational culture
- Whistleblowing Procedures
- Staff training and supervision.

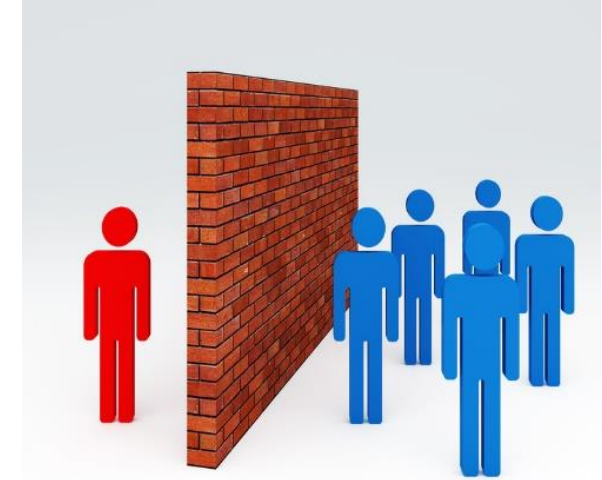
# Enablers To Reporting cont...

- Accessible complaints procedures
- Effective management role modelling of good practice
- Good working relationships with professionals, families and carers
- Support from colleagues.



# Barriers To Reporting

- Failure to recognise the abuse
- Will not be believed
- Fear of reprisals
- Fear of 'heavy handed' responses
- Breaching confidentiality
- Not sure if concerns are valid
- Lack of clarity about reporting procedures.



# Barriers To Reporting cont....

- Impact on relationships with colleagues/service users/families
- A workplace culture of non-reporting
- Increased tolerance levels (accepting certain behaviours).

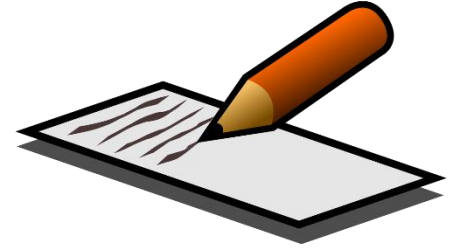


# Whistleblowing



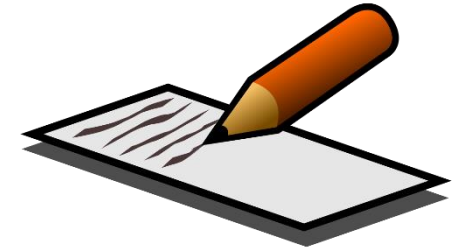
- Whistleblowing is the act of reporting concerns about malpractice, wrongdoing or fraud
- Within the NHS and social care sector, these issues have the potential to undermine public confidence in these vital services and threaten patient safety
- Work with your organisations Whistleblowing Procedures
- If you are working in this sector but don't know what to do, or who to turn to about your concerns, the above helpline provide advice, guidance and signposting.

# Recording



- Good record keeping is an important part of your role and responsibilities
- Records should use clear, straightforward language, be concise, and accurate
- They should clearly differentiate between facts, opinion, judgements and hypothesis
- Well-kept records are essential to good practice
- Safeguarding adults requires information to be brought together from a number of sources, and careful professional judgements to be made on the basis of this information
- Records must be clear, accessible, and comprehensive.

# Recording



- Make a note of date, time and setting
- Make a note of anyone else who was there at the time
- Record what was said using the person's own words
- Separate factual information from any opinions expressed
- Use a pen or ballpoint with black ink if you can.

# Recording



- Make sure your writing is legible and initial any changes
- Date and sign your report
- Remember that your report may be required as part of any legal action or disciplinary proceedings
- Keep a copy for future reference which is filed securely

# Reporting a Safeguarding Concern

- Your details
- Details of the person alleged to have been harmed
- Details of the person alleged to have caused harm (if known)
- Details of any witnesses (if known)
- Name and contact details of GP
- Reasons for the concerns
- The wishes and outcomes of the person
- Any relevant background information
- Action that has already been taken.



# Safeguarding Outcomes

## The adult at risk has:

- Been listened to
- Taken seriously
- Been supported
- Received an apology
- Learnt new skills
- More choice
- Greater independence
- Received improved care
- Better relationships
- Better trained staff.
- Been kept physically safe
- Been safer in their community
- Been safer in their services
- More control
- New assessments/care packages
- Seen prosecutions (criminal and civil)
- Seen action taken against staff (HR/DBS)
- Seen action taken by regulators (CQC).

# SCENARIO



# Is this person an Adult at Risk?

- An older man aged 69 lives alone with support from his daughter, who works full time. He had a stroke last year
- He needs personal care to enable him to live independently with dignity and it is likely that his needs will increase
- He has lost contact with other family members and friends since his wife died this year and will not go out without the support of his daughter
- This can only happen at weekends as his daughter works
- His daughter bullies him and forces him to give her money, he is scared of her and thinks she will force him to go into a care home if he doesn't give her the money.



# Professionally Curious Top-Tips



1. Are my actions/ responses person centred or process driven?
2. Is this an adult at risk? SECTION 42? 2 CC?
3. Have I considered my PCQ
4. What is my agency policy/procedure? Have I PEPPPA?
5. Do I have any information relevant to the situation that I can signpost or empower? If not, who's responsibility is it to get it?
6. How does my agency respond to this situation? Is there a referral form? Where is it?
7. Have I recorded my actions/decisions and ensured I have updated the family or individual?

**Hampshire Adult Services: 0300 555 1386 or Police on 101 or 999**



# How to report safeguarding concerns

## **Adults Health and Care - 0300 555 1386**

Between 8.30am-5.00pm, Mon-Thurs and 8.30am – 4.30pm on Friday or via email:  
[adult.services@hants.gov.uk](mailto:adult.services@hants.gov.uk)

**If the adult has a named Social Worker, raise concern with Community Team**

## **Out of Hours - 0300 555 1373**

After 5.00 pm until 8.30am Mon-Thurs. After 4.30pm on Friday-8.30am Monday and all day on Bank Holidays.

**Safeguarding Advice Line - 01962 847214 office hours**

**Text phone - 0300 555 1390**

# Useful Numbers/ Websites

## Hampshire

- **Adults Health and Care - 0300 555 1386**
- **Children's Services - 0300 555 1384**
- **Hampshire Safeguarding Adults Board <http://www.hampshiresab.org.uk/>**
- **See it, stop it mobile app by HSAB**



Download for Android  
**Google Play**

# Learning Outcomes

- Identify situations and factors that might increase the risk of abuse or neglect to an adult and link this to how to prevent abuse
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# Suggested Post Course List

- [\(ADASS\) Domestic Abuse](#)
- [\(ADASS\) Top tips for financial abuse and scams](#)
- [\(Change\) What is Safeguarding](#)
- [\(CQC\) Whistleblowing Quick Guide To Raising A Concern with CQC](#)
- [\(DH\) The Duty of Candour – an Adult Social Care Perspective](#)
- [\(LGA\) Making Safeguarding Personal - For safeguarding adults boards](#)
- [\(SCIE\) Adult Safeguarding Sharing Information](#)
- [\(SCIE\) Adult suspected at risk of neglect abuse.](#)

# What have I learnt?

Take a few minutes to think of at least one thing you are going to stop doing and one thing you are going to start doing to safeguard adults at risk following this course, and be ready to feed back to the group.



It doesn't need to be huge, but you need to be ready to take responsibility for it!