

Blackburn with Darwen



SAFEGUARDING ADULTS BASIC AWARENESS WORKBOOK

Safeguarding is everyone's business



Safeguarding is everyone's responsibility and by working through this workbook/booklet it will help you understand your role in safeguarding adults at risk of abuse and neglect including:

- How to recognise and respond to concerns about adult abuse;
- How to appreciate your own role and that of others;
- How to communicate and act appropriately within national/local guidance ;
- A basic awareness of legislation and guidance underpinning adult safeguarding processes;
- What to do if you have concerns about an adult at risk;

Take your time to work through this, if you have no experience it will be useful to go through the booklet with your line manager or mentor. Answer the questions by referring to the information on the surrounding pages.

When you have finished, your manager will then discuss your answers with you, and will keep a record when you have completed your workbook.

The topics discussed on the next few pages are sensitive, but they are necessary to ensure you receive a full understanding of the topic and are not meant to purposely offend.

INTRODUCTION

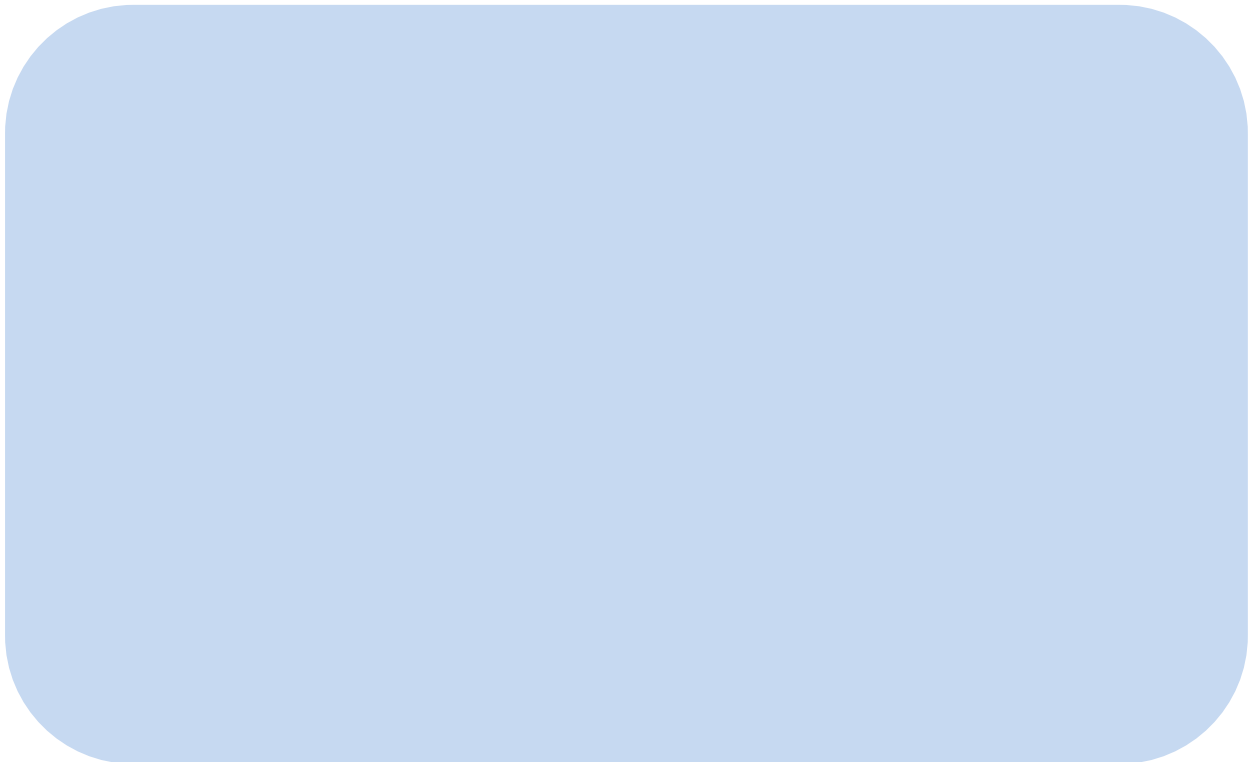
Safeguarding adults is the responsibility of any member of staff who through their role may come in contact with adults who have care and support needs including their families, consequently they are required to understand what abuse and neglect is and what to do if they are worried about an adult who may be at risk of abuse and neglect.

Anyone who has contact with an adult...must understand their own role and responsibility (to safeguard)

(Care and Support Statutory Guidance 2018)

As you work through this booklet, you will become more familiar with common words and terms used in safeguarding and you will become more aware of your responsibilities.

Consider who may abuse and neglect adults, write your answers below?



How did you do?

The answer is anyone: spouses/partners, friends, neighbours, other residents, volunteers, staff, strangers, etc. patterns of abuse can vary and it can be a one off event, ongoing or opportunistic.

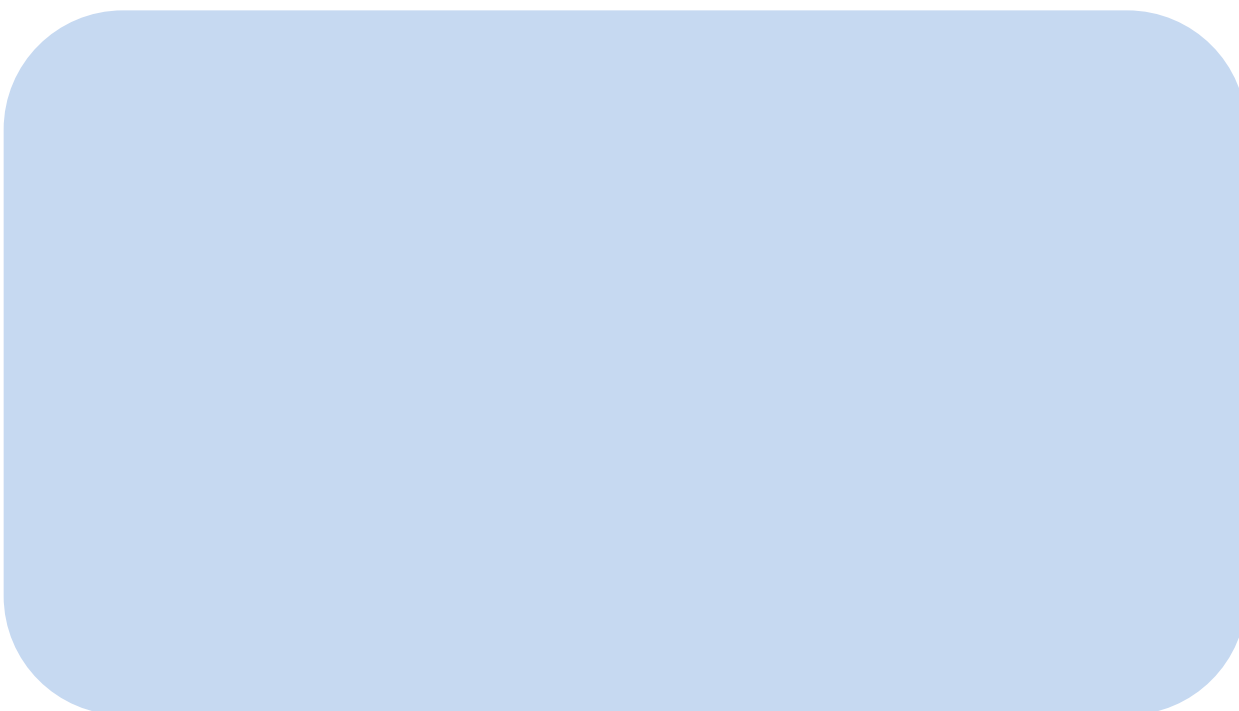
SAFEGUARDING ADULTS

The Care Act 2014 defines that safeguarding applies to an adult who:

- Has needs for 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 experiences of abuse or neglect.

Before we continue: write your thoughts down in the box as to the following questions:

- What does safeguarding mean to you?
- What are care and support needs?
- When may an adult be at risk of abuse?



What answers did you put down?

One of the definitions of safeguarding means protecting an adult's right to live in safety, free from abuse or neglect. It also includes how people and organisations work together to prevent and stop the risks and the experiences of abuse or neglect. At the same time we need to work with the adult to ensure their wellbeing is promoted and allow them to have control over their own decisions.

Care and support needs includes:- learning disabilities, physical or sensory disabilities, mental ill health problems, frailty due to age, adults with dementia, those with acquired brain injuries, adults with drug or alcohol problems, adults with sensory disabilities and those with some types of physical illnesses (not exhaustive list).

An adult may be at risk when they do not recognise their own care needs or that what is happening is actually abuse, or they struggle to access mainstream services, they may have communication needs, feel there is no one to tell, their carer may be the abuser or they may physically be unable to raise the alarm.

There are six key principles that underpin adult safeguarding:

- **Empowerment** - People being supported and encouraged to make their own decisions and informed consent.
- **Prevention** - It is better to take action before harm occurs
- **Proportionality** - Proportionate and least intrusive response appropriate to the risk presented.
- **Protection** - Support and representation for those in greatest need.
- **Partnership** - Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
- **Accountability** - Accountability and transparency in delivering safeguarding.

RECOGNISING THE SIGNS OF ABUSE AND NEGLECT

Sources: Care Act 2014 and Care Act Support and Guidance 2018

The Local Authority (Safeguarding Adults Team) must make enquiries (or ask others to do so) if it believes an adult is experiencing, or is at risk of abuse or neglect. Any enquiry should establish what actions need to happen to prevent or stop abuse or neglect and if so by whom.

Before we start to work through this section, it is important to note, and remember that -

- Abuse is often (but not always) a crime.
- Abuse can be perpetrated by anyone, anywhere.
- There is often more than one type of abuse in any situation.
- Abuse is not always intentional - it can often be a result of well-meaning ignorance.
- We all have a duty to report any concerns or suspicions that an adult at risk may have been or may be being abused.

We are going to look at the different categories of adult abuse, these are:

- Physical
- Sexual
- Psychological
- Neglect
- Organisational
- Financial or material
- Discriminatory
- Domestic abuse
- Modern slavery
- Self-neglect

Physical Abuse

Write in the box below what you think physical abuse would include?



Physical abuse is described as:

Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate sanctions.

You may have identified some or all of the following therefore well done:

- Hitting/punching/slapping/pushing
- Stabbing
- Bruising/ fractures
- Poisoning
- Suffocating
- Drowning
- Over/under medicating or withholding medication
- Holding someone inappropriately

Sexual Abuse

Write in the box below what you think sexual abuse would include?



Sexual abuse includes:

Rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressurised into consenting.

How did you do?

You may have put comments similar to the above, and well done if you did:

Psychological

This includes:

emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal

abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Adults may become withdrawn, confused, aggressive, depressed, fearful, and anxious.

Neglect and acts of omission

Write in the box below what you may observe.



Neglect and acts of omission 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.

Here are some examples of indicators:

- Weight loss/malnutrition
- Pressure ulcers/sores
- No/absence of mobility aids

- Withholding food, medication, heating

Organisational Abuse

When and where may this occur and what may you see?



Organisational abuse includes:

Neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided on one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Examples you may have given include:

- unnecessary/inappropriate rules and regulations such as must be out of bed by 6AM
- restrictions or opportunities to socialise
- poor staff attitudes
- lack of stimulation or unable to undertake interests
- staff poorly supervised or receive inadequate guidance
- no or inadequate person centred care
- lack of privacy
- adult appears unkempt or 'smells'



(Images from Winterbourne view as reporting in various newspapers)

Financial or Material

This includes:

theft, fraud, internet scamming, coercion in relation to an adults financial affairs or arrangements, including connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Consider what the indicators of this may be?

Discriminatory

This includes:

forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

Consider how an adult may react to discriminatory abuse and how you would identify this?

Domestic Abuse

Write down what you think the possible signs are of domestic abuse?



The official government definition of domestic abuse is:

Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality.

This includes but is not limited to, psychological, physical, sexual, financial, emotional abuse and so called honour based abuse.

Answers you may have include:

- physical violence
- forced marriage
- sexual abuse
- being stopped from seeing friends and family
- being constantly criticised
- being deliberately isolated
- made to account for whereabouts all the time
- given limited access to funding
- walking on 'eggshells' all the time
- being threatened

This list is not exhaustive.

Modern Slavery

This encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Staff have a duty to report modern slavery and must follow safeguarding procedures for referring children and adults at risk.

For a printable pathway you can visit the Pan Lancashire Anti-Slavery Partnership Toolkit on:

www.lsab.org.uk/policies

Self-Neglect

Self-neglect covers:

This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Examples you may see:

- adult does not appear to be able to meet their own needs
- hoarding which may be hidden
- adult refuses help and support



The Pan Lancashire Self-Neglect and Hoarding Frameworks can be accessed on:

www.lsab.org.uk/policies

OTHER SAFEGUARDING CONSIDERATIONS

Channel/Prevent General Awareness

Prevent is supporting people who may be vulnerable to radicalisation and how to refer them to the Channel programme. If you work or volunteer with members of the public please complete the following when you have access to any computer or internet compatible mobile device. Type the address into your browser and this takes 30 minute approximately to complete:

<http://www.elearning.prevent.homeoffice.gov.uk/>

PREVENTING ABUSE

You have a responsibility to promote good practice and create a safe environment where adult abuse is less likely to happen.

What can you do to promote good practice and prevent abuse?

- If you are a carer any care given should be concentrated to the benefit of the service user's individual needs not those of the staff/organisation
- Promote independence/self direction? Support people to make choices and live as independently as they can, keeping people as informed as possible. Involve them in decision making.
- Reduce hazards/risk as much as possible but support the premise that everyone has the right to make unsafe choices if they have been given sufficient information and they have the mental capacity to make that decision

Capacity & Consent

If a person lacks capacity to give consent or understand they are being abused we have to apply the principles of the Mental Capacity Act 2005. The key areas of those principles for you to remember are:

- Adults must be assumed to have capacity unless it is established that he lacks capacity. If it is established the adult lacks capacity anything done for that adult must be done in the their best interest

- Adults have the right to make their own decisions even if you feel that the decision they have made is unwise.
- Any actions taken in the best interests of a person must be the least restrictive to their basic rights and freedom

Further information on the MCA principles and an online training course can be found on the Local safeguarding Adults Board (LSAB) website:

www.lsab.org.uk

There is also an easy read guide you can access on the internet, just copy the following into your browser:

<https://www.local.gov.uk/sites/default/files/documents/easy-read-guide-pdf-16-pa-2cc.pdf>



REPORTING ABUSE & RAISING A SAFEGUARDING CONCERN

What is your duty of care in safeguarding adults?

You **MUST** report to your line manager if you:

- receive a disclosure of abuse
- suspect abuse is happening
- witness abuse or neglect

However you **MUST NOT** investigate any of the above yourself but you should gain the following information to be able to report the abuse:

- basic information of the victim
- basic information of the alleged abuser
- what happened- event, time, how long it lasted and where it happened

Answer the following

1. Provide at least three actions you must take if you suspect that someone is being harmed or abused?
2. What action must you take if someone discloses that they are being harmed or abused?
3. Why should you report abuse?



You should have something similar to the following answers

1. Make it safe, report it and record it
2. Actions you should take
 - Remain calm and be reassuring
 - Explain about confidentiality and information sharing
 - Don't promise to keep secrets
 - Refer to policies and procedures
 - Alert Social Services Safeguarding Team
3. Why should you report abuse?
 - It won't stop if you don't
 - There could be other victims
 - You have a duty of care
 - The person being abused may not be able, for whatever reason, to report it themselves

CONFIDENTIALITY

This is always an area of concern for anyone working with children, adults and their families. In adult safeguarding the following applies and you must understand this.

Confidentiality can be overridden if there is evidence that sharing information is necessary in exceptional circumstances. For example when there is a danger of:

- Abuse or neglect of an adult at risk
- Threat to a persons life
- Preventing a serious crime

Safeguarding Concerns

You should always refer your concerns to your manager and they will then refer to or seek advice from the Safeguarding Adults Team



01254 585949

Out of Hours: 01254 587547

Or the Police on 999 if the adult is in immediate danger.

It is the responsibility of your organisations safeguarding lead or designated person, to refer to adult social care. However if you are unable to contact your safeguarding lead, call the Safeguarding Adults Team or Police as above.

If your manager/safeguarding lead is not available and you have to call yourself have the following information ready:

- Adults name, date of birth, address
- What have you seen, been told
- What is the nature of the harm
- Does the adult know you are making the referral?

This workbook has been purely about safeguarding adults however you must be alert to the possibility of children within a family home who may also be at risk of abuse or neglect. Whilst there would still be the need to raise a safeguarding alert for the adult, your manager or yourself must also speak to the Children Advice and Duty Service (CADS) re concerns for children within the home:

01254 666400

All referrals to the Safeguarding Adults Team must be followed up in writing using the SA1 template. Ensure you know what this looks like and how to access this should your manager/safeguarding lead not be available.

It is available on the following link:

<http://www.yoursupportyourchoice.org.uk/safeguarding-adults-policies,-procedures-and-forms.aspx>

You must also record all details in your own organisations records following your own record keeping policy. If you have made notes on unofficial papers these must also be kept with the adults record as they can be used as evidence.

Making Safeguarding Personal

Remember adults who have capacity also have the right to make decisions even if you think it is an unwise decision. After raising a concern social care and multi-agency partners will work together with the adult and their family/carers to achieve outcomes that is based on the desired outcomes of the adult at risk. This is one reason why transparency is required when you raise an alert by informing the adult you are doing so (unless you are likely to place them at further risk at that time)

Adults who lack capacity will require an advocate to act on their behalf and if necessary the local authority will arrange this as part of safeguarding processes.

The following will happen once an alert is received by the Safeguarding Team

- An informed decision will be made.
- They will decide whether to investigate under the local Adult Protection/Safeguarding Adults procedures.
- A decision will be made regarding taking the referral further or if there will be no further action - You may be contacted for additional information
- You may not hear the outcome due to confidentiality but you should hear about the progress of your alert

This is the end of the Safeguarding Adult's Workbook

Please sign below to indicate you have completed the Workbook and keep it safe.

Name:

Job Title:

Line Manager:

Date:

OTHER USEFUL TELEPHONE NUMBERS:

POLICE - 101 (non-urgent) and 999 (adult in immediate danger)

WISH CENTRE - (Domestic Abuse and Self Help)

01254 260465

CGL/INSPIRE - Substance Misuse Services

24 Hour advice and support helpline: 01254 495014

24 hour text help number : 07507839021

BROOK - (free and confidential sexual health advice and contraception for under 25s)

01254 268700

SINGLE POINT OF ACCESS (SPA) - (Mental Health Crisis Team)

Referrals are usually via GPs, practice nurses, health visitors, and other health professionals, statutory and non-statutory services. Self-referrals are also accepted.

01282 657116

YOUR SUPPORT, YOUR CHOICE

01254 292620