

## Guidelines for the safeguarding of vulnerable adults & reporting concerns

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## 1. Introduction

These guidelines are for the use of all staff working within the organisation who in the course of their work have contact with vulnerable adults.

The advice and direction within these guidelines incorporates and summarises that of the *Camden Multi Agency Safeguarding Adults (Adult Protection) Policy and Procedure – December 2007*. A copy of this policy can be found by accessing the ‘policies and procedures’ section on the intranet.

## 2. Aims

The aims of these guidelines are:

- Outline the general principles of adult protection.
- To act as a quick reference guide for staff, to be used in conjunction with the Camden multi-agency safeguarding adults policy.
- To clarify the roles and responsibilities of staff in relation to vulnerable adults.

### 3. Responsibilities

Individual / group	Responsibility
Safeguarding Subcommittee	<ul style="list-style-type: none"> <li>• Will monitor compliance with this document and associated training and guidance.</li> <li>• To ensure any national and local guidance or recommendations are reviewed and recommendations made to services.</li> </ul>
Managers	<ul style="list-style-type: none"> <li>• Advice and support staff.</li> <li>• Report suspected abuse cases as per this procedure and local guidance.</li> <li>• To ensure all necessary documentation is completed.</li> <li>• To prepare and submit reports, as necessary, and attend meetings/case conferences.</li> </ul>
Staff members	<ul style="list-style-type: none"> <li>• To report all suspect abuse cases to your line manager as per this guidance.</li> <li>• Complete an incident report form.</li> <li>• Ensure you understand what type of handling training you are expected to complete.</li> </ul>
HR and Learning and Development team	<ul style="list-style-type: none"> <li>• Make sure the relevant training is available and accessible.</li> <li>• Monitor compliance and follow up non-attendance and non-compliance.</li> <li>• Report to Safeguarding subcommittee any problems regarding training or attendance.</li> </ul>

### 4. General principles

- The welfare and safety of vulnerable adults is paramount.
- All agencies must actively work together within an agreed framework.
- Where abuse is suspected or has occurred, the organisation must respond in a timely and effective way to protect the vulnerable adult.
- Ensure that equality of opportunity will be available to all vulnerable adults regardless of their race, gender, class, religion, culture, sexuality or age.

### 5. Definitions

#### 5.1 Who is a vulnerable adult?

For the purposes of the *Camden Multi Agency Safeguarding Adults (Adult Protection) Policy and Procedure*, this is any person aged 18 or over who:

- is or may be in need of community services by reason of disability ( physical, mental or learning), age or illness **and**
- is or may be unable to take care of themselves.

**Or**

- is unable to protect themselves against significant harm or serious exploitation.

## 5.2 What is Abuse

'Abuse is a violation of an individual's human and civil rights by any other person or persons.'  
(*No Secrets, Department of Health, 2000*)

Abuse may be a single incident but is more likely to be part of a systemic pattern.

Abuse can take place within both personal and professional relationships – it may be carried out by other service users or by people who deliberately form a relationship with a vulnerable adult to exploit them.

Types of abuse:

- Physical / verbal
- Psychological
- Sexual
- Financial
- Discriminatory
- Neglect and acts of omission
- Institutional

For the purposes of raising awareness the organisation encourages all poor practice to be considered as potential abuse.

## 6. Action to be taken in cases of suspected abuse

Actual or suspected abuse may be identified during the assessment period of an admission or whilst that person is resident within the hospital, or their usual place of residence.

Where a case of possible abuse is identified the member of staff must :

- immediately inform their line manager and the relevant medical consultant or senior member of staff.
- complete an incident form.

The line manager should:

- advise and assist the worker in contacting the relevant agency or team or worker responsible for investigating the incident. This will be the Social Worker or Care Management Team from the appropriate Local Authority.
- For bed-based services the social worker is based on the 1<sup>st</sup> Floor South Wing and can be contacted on 0203 317 3428.
- For community services the on-call social worker should be contacted via the Camden town hall on 0207 974 4444.
- A Safeguarding vulnerable adult alert (referral) form (Appendix B) should be completed and faxed as per the details on the form.
- All telephone contact should be followed by a confirmatory email sent to the social worker concerned.

Effective adult protection must be approached in a multi-disciplinary and multi-agency way and it is particularly important for social care staff and health care staff to liaise closely when working with incidents of suspected abuse.

## 7. Police involvement

If the incident of suspected abuse is believed by the reporting staff member and manager to involve a crime having been committed, the following procedure should be followed using reasonable judgement.

- I. Concern is raised by patient (or relative/carer) to staff member.
- II. Staff member immediately advises manager, completes incident form and makes detailed notes of the concerns raised.
- III. Staff member supported by manager and member of the Service Management Team contacts the Police.

- Emergency situation - use 999 or;
- if it is not an emergency call via Metcall on 0300 123 1212.
  
- Contact can be made to Community Safety Unit on 0208 733 5665, where a Sergeant is available from 08.00hrs to 22.00hrs.
  
- Telephone referrals to the Community Safety Unit should be followed up with a written referral using the referral form at Appendix A.
  
- Out of hours reports should be made to the IBO at Holborn Police Station, on 0300 123 1212

- IV. If patient concerns are believed to relate to a member of the service's staff or agency staff member, the Police should be asked to advise on how the identity of this person should be confirmed with the patient.
- V. Line manager or member of Service Management Team should establish the allegations being made but should not meet with the patient to establish the detailed facts of the concern, as this has the potential to be interpreted as "contaminating evidence" however, efforts to establish allegation or offences must be made. Service staff should provide physical and emotional support to the patient, but do not need to know the details of the concern.  
  
The line manager should ensure that all contact with the police, is **recorded in writing**, this should include dates / times of all contact, the name of the officer and what advice was given.
- VI. If the concerns that are raised are believed to relate to member of the service's staff or agency staff member, this individual should be removed from the premises under paid special leave or suspension. It needs to be emphasised that such action is a neutral act. Human Resources advice should be sought in all cases as it maybe appropriate to change the role of an individual for a period of time depending on the seriousness of the concern.
- VII. Line manager or member of Service Management Team must record all details of conversations including names of members of staff from other agencies who become involved and reference numbers such as crime numbers if these are given.

## 8. Safeguarding investigations

The case worker from the appropriate local authority who leads the investigation will be likely to seek information from staff such as nurses, doctors and therapist who know the patient.

Therefore, staff working within Camden Provider Services may be asked to assist in any investigation. A manager should be present at interviews between members of staff and social workers, police officers, solicitors or case workers as both a supportive act and also for good governance.

As NHS Camden Provider Services are subscribed to *Camden Multi Agency Safeguarding Adults (Adult Protection) Policy and Procedure*, its staff has a responsibility to:

- Provide information about the vulnerable person and the alleged abuser.
- Attend adult protection strategy and case conference meetings as required.
- Provide professional advice and guidance to the investigation where this falls within their occupational remit.
- Undertake those parts of the investigation that fall within their professional remit and are requested by the caseworker.
- Prepare and submit written reports or assessments or both within the timescales set as part of the agreed investigation processes.

## 9. Supporting staff

Any staff member raises an adult safeguarding concern will receive the full support of their line manager.

Staff who may be concerned about raising genuine concerns relating to Adult Safeguarding issues are protected under the *Policy & Procedure for Dealing with discrimination, harassment, victimisation and bullying*. Camden Provider Services operates has zero tolerance to abuse and encourages a culture which is open and honest.

It is also possible for staff to raise concerns via the Raising concerns at work Helpdesk on 020 7530 3338. The line is open from 9 am to 5pm on weekdays and operates a secure fax which you can send documents to at any time.

All staff have access to the OASIS confidential staff support service on 020 7380 9800 as well as Occupational Health for support advice relating to issues of personal welfare.

## 10. Training

All staff can expect to receive Adult Safeguarding awareness training every 3 years as per the Training Needs Analysis. Safeguarding investigation training is also available for those staff who might reasonably be expected to be involved with or carry out Safeguarding investigations.

The organisation includes adult safeguarding as part of its corporate induction programme.

## 11. Monitoring compliance and effectiveness

The Safeguarding subcommittee reviews processes that are in place across the borough regarding the reporting and investigation of such incidents and to ensure that lessons learned are shared across the organisation. The committee reviews recent local and national guidelines and provides recommendations for their implementation.

The committee monitors the incident reporting system of such incidents via exception reports. The committee will receive regular reports regarding the training of staff and advise on further support needed.

## 12. References

1	Camden multi-agency safeguarding adults (adult protection) policy and Procedure (December 2007). <a href="http://ps/traction/read?proj=ClinicalGovernance&amp;edate=all&amp;normaledate=month*12%2d1&amp;stickyparams=normaledate,sort&amp;sort=3&amp;type=single&amp;rec=1077">http://ps/traction/read?proj=ClinicalGovernance&amp;edate=all&amp;normaledate=month*12%2d1&amp;stickyparams=normaledate,sort&amp;sort=3&amp;type=single&amp;rec=1077</a>
2	Policy & Procedure for Dealing with discrimination, harassment, victimisation and bullying (August 2007). <a href="http://ps/traction/read?proj=HR&amp;edate=all&amp;normaledate=month*12%2d1&amp;stickyparams=normaledate,sort&amp;sort=2&amp;type=single&amp;rec=100">http://ps/traction/read?proj=HR&amp;edate=all&amp;normaledate=month*12%2d1&amp;stickyparams=normaledate,sort&amp;sort=2&amp;type=single&amp;rec=100</a>
3	Incident reporting policy (TPQI100).
4	Incident reporting and management procedures (TPQI110).
5	Incident investigation procedure (TPQI150).

**Referral to Camden Police under Camden inter-agency adult protection procedure**

Please email this form to [csu.camden@met.police.uk](mailto:csu.camden@met.police.uk)

If you have a query after you have made a referral, please ring the CSU on 020 8733 5665, 5946 or 6474.

See also Camden inter-agency **adult protection** procedure.

**In an emergency please call 999**

<b>Details of person completing form</b>	
Name:	Address:
Job title:	Tel:
Organisation/dept:	Email:
Date referred to Camden CSU:	
<b>A1 Details of alleged victim</b>	
Surname:	Forename(s):
Known to any other agency: If yes, specify which one(s):	Gender:
	DOB:                      Age:
	Address:
User category:	
Older person <input type="checkbox"/>	Physical disability <input type="checkbox"/>
Sensory impairment <input type="checkbox"/>	Learning disability <input type="checkbox"/>
Mental health <input type="checkbox"/>	Older person mental health <input type="checkbox"/>
Substance misuse <input type="checkbox"/>	Ethnic origin (see AP monitoring form) <input type="checkbox"/>
Other (specify) <input type="checkbox"/>	
.....	
Communication, e.g. community language, Braille, sign language (specify)	
<ul style="list-style-type: none"> <li>• <i>Any additional comments on the person's vulnerability</i></li> </ul>	
<ul style="list-style-type: none"> <li>• <i>Please set out substantial detail of the alleged abuse. This should include details of any information or evidence suggesting that a particular person(s) is responsible for this offence.</i></li> <li>• <i>Has <b>this incident</b> been reported to police before? If so, please provide details including crime references and officer(s) involved.</i></li> <li>• <i>Have <b>similar incidents</b> been previously reported to police? Again, please provide details as above.</i></li> <li>• <i>If it does not amount to a criminal allegation, please set out why you believe police involvement would provide significant assistance:</i></li> </ul>	

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<b>A3 Location of abuse</b>			
Own home	<input type="checkbox"/>	Day service	<input type="checkbox"/>
Nursing home	<input type="checkbox"/>	Hospital	<input type="checkbox"/>
Leisure/social place	<input type="checkbox"/>	Hostel	<input type="checkbox"/>
Other (specify)	<input type="checkbox"/>		
.....			
<ul style="list-style-type: none"> <li>Please include any relevant additional detail on the above, i.e. address etc:</li> </ul>			
<b>A4 Details of alleged perpetrator or perpetrators:</b>			
<ul style="list-style-type: none"> <li>Please provide as much detail about the alleged perpetrator(s) as possible. This should include where possible name, address, DOB and where applicable a physical description.</li> <li>Also provide details of other key parties, for example those who may provide evidence.</li> <li>Any additional information on the nature of the relationship between alleged perpetrator and victim.</li> <li>Ethnic origin of alleged abuser if known:</li> </ul>			
<b>A5 HAS A STRATEGY MEETING TAKEN PLACE?</b>			
<ul style="list-style-type: none"> <li>Summarise and/or attach details of any previous strategy meetings.</li> <li>Please set out details of any proposed strategy meetings.</li> </ul>			
<b>A6 Agencies/professionals involved in the investigation</b>			
<ul style="list-style-type: none"> <li>Please set out details of other agencies involved in the investigation:</li> </ul>			
<b>For Police use only</b>			
CRIS/Other police ref:			
Adult protection reference no.		Flags assigned:	

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## Appendix 2

### Safeguarding vulnerable adult alert (referral) form to Social Services

Safeguarding Vulnerable Adult Alert (referral) Form			
Patient Name:		Male / Female	
Date of Birth:		Hospital number:	
Home address:		GP name:	
		Ethnic group:	
		Language:	
Postcode:		Borough:	
Next of Kin			
Name:		Relationship:	
Address:		Telephone No.:	
Postcode:			
Trust details			
Ward/Team:		In-patient / out patient:	
Consultant		Ext No.	
Home details:			
Does the patient live alone?	<b>Yes / No</b>	Are any other agencies involved in health/social care?	<b>Y/N</b>
Details of other Household members:-		Who: -	

Reason for vulnerability (circle as appropriate):			
Learning Disability	Mental Health	Age	Illness
Lacking capacity	Physical Disability	Life Limiting Illness	Sensory Impairment

Type of abuse suspected (circle as appropriate):			
Neglect	Physical	Sexual	Discriminatory
Psychological / Emotional	Financial / Material	Institutional	

<b>Was consent obtained for this referral?</b>	Yes	No – If 'No' why not:
Referrer name:		Signature:
Designation:	Contact details:	Date:

<p><b>Please tell us why you are concerned about this adult's safety.</b> Keep your answers factual, stating what you heard/saw and what you said/did.</p>	
<p><b>Did you speak to the vulnerable adult about your concerns? If yes, what did they tell you?</b></p>	
<p><b>Did you receive any information from other people or sources? If yes please give details.</b></p>	
<p><b>Who else have you reported the incident to? e.g.: your line manager, nurse in charge, adult protection lead.</b></p>	
<p><b>What action has been taken to protect the vulnerable adult?</b></p>	
<p><b>Were there any witnesses to the incident? If so please provide details below:</b></p> <p><b>Witness Name:</b> <b>Contact Number:</b></p> <p><b>Is the witness related to the vulnerable adult? Yes/No</b></p>	
<p><b>Clinical Manager/Matron/Site Manager:</b> <span style="float: right;"><b>Date/Time:</b></span></p> <p><b>Additional Comments:</b></p>	
<p><b>Social Work Admin.</b></p>	
<p>Received &amp; logged by:</p>	<p>Signed</p>
<p>Date /time received:</p>	<p>FWI number</p>

1 copy to be placed in the patients notes  
1 copy to be faxed to social services – 020 7317 7600 or 38112