

Newcastle Safeguarding Adults Board

Plain English Guide Safeguarding Adults





This guide was produced by the Newcastle Safeguarding Adults Unit.

A lot of people and groups helped us to make this guide.

We would like to thank everyone that helped us.

Thank you

Introduction

What is this guide about?

This guide has been written by the Newcastle Safeguarding Adults Board to help explain safeguarding adults.

The Newcastle Safeguarding Adults Board is a group made up of lots of different people who represent organisations in Newcastle. These are organisations such as the council, the police and health services.

It is the responsibility of the Newcastle Safeguarding Adults Board to make sure adults in Newcastle are protected from abuse and neglect. They write policies and procedures that say what professionals must do when there is a concern about the abuse of an **adult at risk**.

When abuse or neglect has happened, organisations work together to stop the abuse happening and protect people from further harm.

This guide is to help people understand what happens when someone tells us that they are worried about someone being abused.

There is also an easy-read version of this guide. This has lots of pictures and easy words to explain safeguarding adults. If you would like a copy of the easy-read guide, please contact:

Newcastle Safeguarding Adults Unit

Telephone: 0191 278 8156

Fax: 0191 278 8102

Contents

Chapter 1

Page 5 What does safeguarding adults mean?

Page 5 Who is an adult at risk?

Page 5 What is abuse?

Page 7 Tell someone.

Page 8 What if I don't want anything to happen?

Page 9 What is a safeguarding adults referral?

Chapter 2

Page 10 What happens someone tells Adult Social Care about abuse or neglect?

Page 13 Safeguarding adults meetings.

Page 14 Your involvement in the safeguarding adults enquiry.

Page 15 Privacy.

Page 16 What to do if you are not happy with what has happened.

Chapter 3

Page 17 Information for you.

Page 19 To report abuse.

What does safeguarding adults mean?

Safeguarding adults means working together to stop abuse happening and prevent it happening in the future. Everyone has a right to live in safety, free from abuse and neglect.

Who is an “adult at risk”?

- ✓ Someone who is aged 18 or over; and
- ✓ Someone who has care and support needs; and
- ✓ Someone who is experiencing, or is at risk of, abuse or neglect; and
- ✓ Someone who is unable to protect themselves from harm.

A person may be more or less at risk at different times in their life.

What is abuse?

- ✓ Abuse is an action or a lack of action that causes harm to a person.
- ✓ Abuse can happen once or many times.
- ✓ Abuse can be an accident or it can be on purpose.
- ✓ Abuse can be a crime, but it is not always.

Abuse can happen in different ways:

Physical	Any act that causes physical harm or injury to a person.
Emotional	Any act that causes emotional harm to a person.
Sexual	Forcing, enticing or exploiting a person to take part in sexual activities which they could not, or did not, agree to.
Neglect	A failure to meet a person's emotional, health or care needs.
Self-neglect	A person not being able to look after them self or their home which puts their health, wellbeing or safety at risk.
Financial	Stealing a person's money or property. Using a person's money or property without their agreement.
Discriminatory	Any form of abuse that is done because of a person's race, religion, culture, age, disability, gender or sexual orientation.
Organisational	Abuse or neglect that is perpetrated by an organisation providing a service to adults at risk.
Domestic violence	Abuse that happens between family members or people who live in the same house. This includes forced marriage, honour based violence and female genital mutilation.
Modern Slavery	A person being forced to work for no money.
Radicalisation	The process of a person being influenced or coerced into supporting violent extremism including terrorism.

Tell someone

If you think that you, or somebody that you know, is being abused or neglected you should tell someone.

You can tell someone you trust.

This could be:

- ✓ A nurse.
- ✓ A social worker.
- ✓ A police officer.
- ✓ A doctor.
- ✓ A carer.
- ✓ An advocate.
- ✓ A family member or friend.

If you, or someone you know, is in immediate danger, you should dial 999.

Once you have told someone you trust, they should ask you what you want to happen. They should ask you if you would like the concern to be shared with other people and organisations that may be able to stop the abuse or neglect.

What if I don't want anything to happen?

If the abuse is happening to you, you have a right to say what you want to be done about it.

You have a right to say that you do not want information to be shared with other people.

You will always be asked what your views are and who you want to be involved.

But:

- Sometimes the abuse is too serious for people to do nothing.
- Sometimes there are other people who may be in danger.
- Sometimes professionals might be worried someone is forcing you to make a decision against your will.

Professionals have a **duty of care** to protect you and other people from harm.

You will always be told why someone has gone against your wishes.

What is a safeguarding adults referral?

A **safeguarding adults referral** is when someone tells Adult Social Care that abuse is happening.

Anybody can make a safeguarding adults referral.

To make a safeguarding adults referral:

Phone

Monday – Friday, 8am-5pm

0191 278 8377

Evenings and Weekends

0191 278 7878

You can also tell us abuse is happening by:

Monday-Friday, 8am-5pm

Textphone: 0191 278 8359

Text/SMS: 07968474891

Sending a letter to:

Community Health and Social Care Direct
2nd Floor, Allendale Road,
Newcastle upon Tyne,
NE6 2SZ

Email: scd@newcastle.gov.uk

In person:

Adult Social Care
Shieldfield Centre, 4-8 Clarence Walk,
Shieldfield,
Newcastle upon Tyne,
NE2 1AL

What happens when someone tells Adult Social Care about abuse or neglect?

When Adult Social Care receive a safeguarding adults referral they will have to start a **safeguarding adults enquiry**.

This means finding out more information about the concern and working with you to decide what to do to help you, or the person you are worried about.

To help decide what to do, Adult Social Care will:

- Talk to you about what has happened and offer you support;
- Talk to other people to find out what has happened;
- Take action to make sure that you and other people are safe.

Each safeguarding adults enquiry will be different and some will take a longer time than others. This is because some concerns are more difficult to deal with than others.

A safeguarding adults enquiry could range from a telephone conversation with you, through to a much more formal multi-agency investigation.

Sometimes there will need to be meetings to discuss the concerns.

Stage 1 Initial Enquiry

(up to three working days)

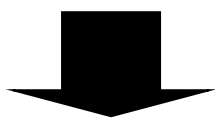
A safeguarding adults referral is made to Adult Social Care and a decision made about how serious the concern is.



Stage 2 Further Information Gathering

(Two working days after Stage 1)

Further information is gathered about the concern and a decision made about whether an investigation or assessment is needed.



Stage 3 Strategy and Investigation

(One week after Stage 2)

A meeting or discussion is held to decide who should do the investigation or assessment. Adult Social Care arrange the meeting or discussion. The best-placed agency or professional will carry out the investigation or assessment.



Stage 4 Protection Plan and Review

(one month after Stage 3)

The findings from the investigation or assessment are shared. Arrangements will be made to check that the **safeguarding adults plan** is working. This stage may be repeated if it is felt you continue to be at risk.

Remember:

Action will be taken to keep you or other people safe as soon as professionals know about the abuse or neglect.

Ending the safeguarding adults enquiry

The safeguarding adults enquiry could end at any of the stages. Whenever the safeguarding adults enquiry ends there will be an agreed plan in place to keep you safe. This is called a **safeguarding adults plan**.

The safeguarding adults enquiry is likely to end if:

- It is agreed that you and others are safe; and
- Everything has been done that you have asked to be done.

The people involved in the safeguarding adults enquiry will ask you if you think there is anything else that can be done.

Everyone that has been involved will be told about what has been done and why it is safe to end the safeguarding adults enquiry.

Any longer term actions included in the safeguarding adults plan will become a part of your care or support plan.

Safeguarding adults meetings

Safeguarding adults meetings will be held when it is felt the concern is serious or complicated.

Who might be at the meetings:

- People that know you.
- People who can help stop the abuse.

Every safeguarding adults meeting has an **independent chairperson**. They run the meeting and make sure everything that needs to be discussed, is discussed. They make sure that everyone can have their say.

You can talk to the chairperson before and after the meeting. They will explain what is going to happen at the meeting. They will answer any questions you might have about safeguarding adults. You can ask the chairperson to stop the meeting if you do not understand what is being said.

There will be an agenda which is the same for all safeguarding adults meetings.

Everyone at the meeting will listen to you:

- You can talk about what happened.
- You can say how you feel about it now.
- You can say what you want to happen next.

There will be someone taking minutes at the meeting. You will be sent a copy of the minutes and the safeguarding adults plan if you want them.

Your involvement in the safeguarding adults enquiry

Every safeguarding adults enquiry must involve you or someone that you would like to represent you.

You should be asked about your views and what you want to happen as soon as possible.

You should be invited to any meetings that are held. You can bring someone to support you at the meetings. You can also say who you want to be at the meetings. Your views will be respected as far as possible.

Professionals will help you to be involved in the safeguarding adults enquiry if you need it.

If you would find it very difficult to be involved, Adult Social Care have to find out if there is someone who could support you or represent you. This could be a family member, friend or advocate.

Privacy

Sometimes it might not be possible to invite you to a meeting. This might be because other people are being talked about and it might not be able to discuss their private information with you.

The other people would not be invited to the meeting either. They would not be told anything about you or the person you are representing.

It is important that information about you is kept private.

If you are not invited:

You will always be told what is being done to protect you.

You will always be asked what you think should be done to protect you.

What to do if you are not happy with what has happened

If you are unhappy about the safeguarding adults enquiry Adult Social Care would like to know why.

You can speak to anyone who has been involved in the safeguarding adults enquiry, like the independent chairperson.

If you do not want to do this, you can use the complaints procedures. You can contact the Complaints and Customer Relations Team by:

Post

Complaints and Customer Relations Team
Room 422
Civic Centre
Newcastle upon Tyne
NE1 8QH

Telephone

0191 2777427

Email

adultservices.customer@newcastle.gov.uk

Information for you

Your **point of contact** is:

.....

They will keep you informed about anything that is happening in the safeguarding adults enquiry.

You can contact them if you have any questions about safeguarding adults. You can contact them:

Phone.....

Email.....

Fax.....

You can contact them at these times:

.....

A safeguarding adults meeting will be held:

Date	
Time	
Venue	

The other people at the meeting will be:

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There might be more safeguarding adults meetings. You can write them down here:

Date	
Time	
Venue	

Date	
Time	
Venue	

To report abuse

Contact Newcastle City Council

Community Health and Social Care Direct

Monday – Friday, 8am-5pm

0191 278 8377

Evenings (5pm-8am) and Weekends

0191 278 7878

In an emergency always dial 999.

Other contacts

Northumbria Police (for non-emergencies)

101

Care Quality Commission

(for concerns about health and social care services)

03000 61 61 61

Initial Response Service

(for concerns about the abuse or neglect of children)

0191 277 2500