

Tips to help professionals ask service users effective questions about financial or other types of abuse.

- 1 Liaise with service staff who support the service user, so they can help you understand what motivates the service user and the terminology to use that they fully understand – e.g. social services instead of local authority.
- 2 Explain the reason for you coming/being there – prepare your introduction using point 1.
- 3 Describe what the safeguarding team is – a group of people who work for social services and help us to help you keep safe.
- 4 Explain that **NOTHING** will happen without the service user being involved.
- 5 Use phrases such as ‘What do you mean?’ or ‘Can you tell me a bit more about what that means?’ to help form the whole picture.
- 6 Saying ‘How does that make you feel?’ or ‘What do you feel about that?’ will help you get to Making Safeguarding Personal and the Duty of Candour under the Care Act.
- 7 Other useful questions are: Do you feel safe? What would you like to (see) change? Who else would you like us to tell?
- 8 Ask the person ‘What would you like to see happen about...?’
- 9 To end – be honest – explain that you may not have the answers now and that you may need to come back and ask more questions. You will contact the person to let them know what will happen next/or has happened.
- 10 Summarise the meeting – what is going to happen next, who is going to do what, who the person should speak with if they need to ask questions?

Everyone has the right to be free from harm including financial abuse
If you have **ANY** concerns about an adult at risk you must report it by calling
B&NES Community Services **01225 396000**.
In an emergency, please call **999**

