



Safeguarding Adults

Fact Sheet: Number 1

What happens after abuse is reported?

Information for adults at risk

If you or someone else reports abuse, this is called raising a Safeguarding Concern.

The term 'raising a concern' is used to describe the responsibility of workers and volunteers in organisations that provide care and support to tell their manager when they first suspect that someone is being abused or at risk of abuse. The manager will then make a decision as to whether to raise this with either Virgin Care or Avon & Wiltshire Mental Health Partnership NHS Trust (AWP).

Abuse can take many forms such as emotional, physical and neglect etc. For further information please see the leaflet on 'Keeping Adults Safe from Abuse and Neglect.' This can also be found on the website on the following link:

http://www.bathnes.gov.uk/sites/default/files/sitedocument/Social-Care-and-Health/Safeguarding-Adults/safeguarding_adults_leaflet_-_easy_read_shorter_version.pdf

The most common way in which a safeguarding concern is raised is by a worker or volunteer, however, it can be done by anyone. It might be made by the person who is at risk, a friend, a family member, a neighbour, a member of the public, a paid carer, a volunteer or anyone else. 'Raising a Safeguarding Concern' just means reporting the concerns in order to decide whether they should be considered under the B&NES Multi-Agency Safeguarding Adult Procedures or whether a different response is needed?

A Safeguarding Concern is raised by ringing B&NES Community Services:

Telephone: 01225 396000 (Monday – Friday 9 am – 5 pm)
or 01454 615165 (Outside of business hours)

A worker known as a Safeguarding Lead Worker will then work with you and others such as family and friends, support workers etc. to understand risks to your safety and to help identify ways to keep you safe.

The Safeguarding Lead Worker will be a person from Adult Social Care or an NHS organisation e.g. Mental Health Team.

Making plans to help you

The Safeguarding Lead Worker alongside others who may be working with you will decide how best to help you.

The first step will be to consider what the immediate risks are and to work with you on a plan to keep you safe whilst people gather all the information needed. This will include two main things:

- A plan to keep you safe
- A plan to investigate the concerns

To make these plans, your allocated Safeguarding Worker may need to arrange a meeting called a planning meeting or they may decide to contact people individually instead and have a planning discussion. An independent Chair will be involved in this process. Your views will be included within any plans made. You will be asked what you want to happen throughout the process and the worker may use the word 'outcome' to ask you what you want as an end result to Safeguarding. It is very important that you feel able to share these views with us in order that the worker can work with you to try and achieve your chosen 'outcome'. However, there may be occasions when, for various reasons, we cannot get you everything you want.

A plan to keep you safe

The Safeguarding Lead Worker will work with you and other important people to put together a plan that keeps you safe. This is called a Protection Plan.

If the plan involves changes to the support or care you receive, then this plan will be agreed with you. You can say what help or support you need.

Sometimes a plan is needed to keep other people safe as well. In these situations the plan may not need your agreement.

The Protection Plan will need to be kept under review to make sure it is working.

If you have the mental capacity to make decisions about your safety, you can decide whether to accept the help or not. If you have been assessed as not having mental capacity to make a particular decision, it will be made in your best interests in line with the Mental Capacity Act 2005.

A plan to investigate the concerns

The Safeguarding Lead Worker will need to arrange for an enquiry to be undertaken into the allegations or concerns.

We need to do this in order to find out the facts about what has happened. This will help us understand how to keep you safe in the future. It may also be needed to help keep other adults safe.

The Safeguarding Lead Worker may carry out the enquiry or there may be a separate Investigating Officer who may need to talk to you about what has happened. If they need

to meet with you, then you can have someone sit in with you for support. The Safeguarding Investigating Officer may be a Social Worker, Nurse or a Manager in a service from which you receive a service. The Safeguarding Investigating Officer will also need to talk to other people involved and look at records as part of the Investigation.

Reviewing the Enquiry

When the Enquiry is completed it will be necessary to review the findings and consider if there are any changes needed to your Protection Plan.

Sometimes the Lead Worker will be responsible for these decisions, taking your views and wishes into account. On other occasions there will be a Review meeting. Any plan about your support or care will need to be agreed with you.

A Review meeting is held where it is helpful for all concerned to meet and discuss the findings of the Enquiry and how to support you to be safe. People who are either involved in the Enquiry or involved in supporting you to be safe will be invited. You will also be invited and you can ask someone to come and support you. If you have been assessed as not having capacity to be able to understand the concerns and make decisions in relation to them then an Independent Advocate, referred to as an Independent Mental Capacity Advocate (IMCA) may be asked to represent your views. As in the Planning meeting there will be an Independent Chair for the meeting who can help ensure that you have been given all the support you need. Wherever possible all efforts will be made to ensure that it is the same Chair throughout the process.

The Protection Plan that may have been put together with you when the concerns were raised will be added to as the Safeguarding process continues. We may also need

to agree some further review dates, so that we can check with you how the Protection Plan is working and how you feel about it.

If you have questions at any time, the Safeguarding Lead Worker will be happy to answer your questions. You may also be contacted after the Safeguarding Procedure has closed to find out if you now feel safer as a result and if you would like to give feedback about the process in general.

You can use this space to record useful contact details or information:

This is one of a series of Fact Sheets, these are:

No.1: What happens after abuse is reported?

No.2: Easy read: What happens after abuse is reported?

No.3: What is a Planning Meeting/Discussion?

No.4: What is a Safeguarding Adult Enquiry?

No.5: What is a Review Meeting?

No.6 Information for relatives and friends

No.7 Safeguarding Adults Enquiry – information for those who are alleged to have cause harm

The Fact Sheets and the Bath and North East Somerset Adult Multi-Agency Policy and are available for anyone to read at: <http://www.bathnes.gov.uk/services/care-and-support-and-you/safeguarding-and-legal-information>

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