

Safeguarding Adults Factsheet

Safeguarding is preventing the physical, emotional, sexual, psychological and financial abuse of adults who have care and support needs, and acting quickly when abuse is suspected. It can also include neglect, domestic violence, modern slavery, organisational or discriminatory abuse. Adult Social Services is the lead organisation in preventing and identifying possible abuse.

Why we have given you this factsheet

Either you, or someone who supports you has contacted Adult Social Services concerned that you may be at risk of harm.

This leaflet will give you more information about what may happen next. This will help you decide what you want to do.

What will happen next?

We will ask you or your supporter what you want to happen. If you do not have anyone to support you, we will talk to you about finding an independent supporter. We may also have to talk to other organisations about the risk to you and decide who is best able to help. However, we will only talk to people who can give us information that will help to keep you safe.

Some of the people we may talk to include:

- Police
- Nurse or GP
- Other Health professional
- Housing Officer
- Domestic Violence Advocate who could speak up for you
- The provider of a service you may be receiving

Some other things that may happen

Sometimes we have to investigate staff members. For example, a nurse may have forgotten to visit, or a carer has stolen some money. We may have to do this even though you like them and don't want to complain about them. This is because they also visit other people so we need to make sure the other people are safe.

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Sometimes there is not enough proof of the abuse so we can't take the concerns raised further. If this happens we will give you and your supporters information and advice about how to help prevent the abuse happening again.

Depending on what your concern was we may also: give you information about other providers, check to see if you need any equipment to help keep you safe, ask other professionals to visit you to decide what services or support you need, ask the Police or Fire Service to give you information or advice, or equipment to keep you safe, or give you help to organise your money.

At the end of the process, we will ask you about what you found helpful or less helpful about your involvement with the Adult Safeguarding Team. This will help us to know what we are doing well and how we can improve.

What happens in very serious cases?

- A social worker will explain each step as it happens.
- The person responsible for harming you or putting you at risk may have to go to court. If this happens we will let you know.
- You may have to give a statement – which means telling your side of the story. If this happens you may be able to record your words instead of appearing in court. We will give you the help you need or find someone to represent you.
- If the person who harmed you works in health or social care we may have to tell the national Disclosure and Barring Service (DBS). This service then decides if the person is allowed to work in health and social care in the future
- We may have to give workers more training so they don't put people at risk again.

Who can you talk to?

We will ask someone from Adult Social Services to get in touch with you and answer any questions you have.

If you want to speak to us, please call us on **0344 800 8020**.

If you are an older person, you may want to talk to the independent charity Action on Elder Abuse: helpline telephone 08088 088 141 or www.elderabuse.org.uk



If you need this factsheet in large print, audio, Braille, alternative format or in a different language please contact (Insert name) Tel: (Insert telephone number) Email: (Insert email) and we will do our best to help

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