



Adult Safeguarding Awareness

Level 1

Objectives

These sessions will equip staff with a basic understanding of:

- Current guidance on Adult Safeguarding (issued under the Care Act 2014)
- The need to adopt a person-centred approach to Adult Safeguarding
- The categories of abuse and how to recognise signs and indicators of that abuse
- The duties of the Local Authority and the responsibilities of other agencies
- How to report abuse and neglect using the Staffordshire and Stoke on Trent Adult Safeguarding Enquiry Procedures



Key Legislation and Guidance

- Human Rights Act 1998
- Youth Justice and Criminal Evidence Act 1999
- Domestic Violence, Crime & Victims Act 2004
- Serious Crime Act 2015
- Mental Capacity Act 2005-
 - Mental Capacity (Amendment) Act 2019
- Care Act 2014
- Care and Support Statutory Guidance issued under the Care Act



The Care Act



- Care and Support Statutory Guidance- chapter 14, Safeguarding
- Local Authorities have a duty to undertake or cause enquiry when
An adult who:
 - Has needs for care and support
 - Is experiencing, or at a risk of, abuse or neglect: and
 - As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect
- Terminology/language used in the enquiry is different to that used in an investigation

Wellbeing

Establish the person's views, wishes,
feelings

Person centred, Outcome focused not
process led

Control by the Individual

Protection from abuse and neglect

Making Safeguarding Personal

'No decision about
me without me'

Safeguarding Principles

- **Empowerment** - Presumption of person led decisions and informed consent.
- **Protection** - Support and representation for those in greatest need.
- **Prevention** - It is better to take action before harm occurs.
- **Proportionality** – Proportionate and least intrusive response appropriate to the risk presented.
- **Partnership** - Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability** - Accountability and transparency in delivering safeguarding.

Sources of Risk

- Usually known to the victim
- Family members
- Paid carers
- Professionals
- Other Service Users
- Neighbours
- Doorstep Crime & rogue traders
- Providers of services



Categories of Abuse

<https://www.ssaspb.org.uk/Reporting-Abuse/What-is-abuse.aspx>



Physical abuse



Modern slavery



Domestic abuse



Discriminatory
abuse



Sexual abuse



Neglect and
acts of omission



Psychological
abuse



Organisational
abuse



Financial or
material abuse



Self-neglect

Physical abuse

This includes: hitting, slapping, pinching, pushing, misuse of medication and inappropriate holding or restraint. It may also include inappropriate sanctions or punishment and rough handling

Possible Indicators

- History of unexplained falls
- Unexplained bruising in well protected or soft parts of the body e.g. ears or buttocks
- Multiple bruising in different stages of healing
- Unexplained burns – unusual location or type
- Unexplained fractures
- Unexplained lacerations or abrasions
- Slap, kick punch or finger marks
- Injury shape similar to an object
- Untreated medical problems
- Weight loss due to malnutrition or dehydration

Sexual abuse

Examples: rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, sexual acts or indecent exposure to which the adult has not consented or was pressured into.

Possible Indicators

- Sudden change in behaviour
- Sudden onset of confusion
- Incontinence
- Withdrawal
- Overt sexual behaviour /language by the adult
- Self-inflicted injury
- Disturbed sleep pattern/poor concentration
- Difficulty in walking
- Torn, stained underwear
- 'Love bites'
- Pain/itching/bleeding or bruising in genital area
- Sexually transmitted disease/urinary tract/vaginal infection
- Bruising to upper arms and thighs
- Frequent vaginal and urinary tract infection
- Severe upset or agitation when bathing
- Pregnancy in a person who is unable to consent

Financial abuse

Examples: fraud, theft, taking property without permission, assuming ownership of money or items, scamming (which can be in person, by letter, phone and internet), coercion in relation to an adult's financial affairs including the writing of or changing a Will, and misuse of benefits. Financial abuse can involve small and large amounts of money or value of property.

Possible indicators:

- Sudden inability to pay bills
- Sudden debt
- Unexplained or unusual patterns of cash withdrawal from an account
- Lack of belongings that the adult can clearly afford
- Resistance by family to give explanation for unusual financial activity
- Extraordinary interest by family in an adult's assets
- Purchase of items that the adult would not usually buy or need
- Personal items going missing
- The main interest shown by a family member is financial and not the in relation to the care of the adult

Discriminatory abuse

Examples: discriminatory abuse is often on the grounds of age, race, gender or gender identity, culture, religion, sexual orientation or disability.

Other examples of abuse include:

- Hate crime (acts of violence or hostility directed at people because of who they are or who someone thinks they are)
- 'Mate crime' (sometimes used to describe a crime committed against an adult by someone who has befriended them)
- Derogatory comments
- Harassment
- Being made to move to a different resource/service based upon an adult's age
- Being denied medical treatment on grounds of age or mental health

Emotional/Psychological abuse

Examples: threats of harm or abandonment, blackmail, deprivation of contact, humiliation and ridicule, blaming, controlling, intimidation, coercion, harassment, isolation, cyber bullying, shouting and swearing, unreasonable support of services or support networks, denial of cultural or religious needs, denial of access to the development of social skills.

Possible indicators:

- Change in appetite, weight loss or gain
- Low self esteem
- Upset and tearfulness
- Confusion and agitation
- Insomnia
- Avoiding eye contact, withdrawal
- Isolation, unable to make contact
- Distress
- Poor hygiene, resulting from restricted access to facilities
- Uncharacteristic behaviour

Neglect (and acts of omission)

Examples: ignoring medical, emotional or physical needs; failure to provide access to appropriate health, care and support or educational services; withholding the necessities of life including medication, adequate nutrition and heating.

Possible indicators:

- Poor environmental conditions
- Inadequate heating and lighting
- Poor physical condition of the adult
- Malnutrition
- Clothing is ill-fitting, unclean or in poor condition
- Isolation of the adult
- Withdrawal, unhappiness or change in demeanour
- Carers reluctance to engage with professionals
- Carers not allowing contact by professionals with the adult

Self neglect

Examples: self neglect can sometimes be as a result of a person's choice of lifestyle and covers a wide range of behaviour including neglect to care for one's personal hygiene, health or surroundings and can include hoarding when it becomes extreme (including animal hoarding). In these circumstances there is no abuser.

Possible indicators:

- Living in grossly unsanitary conditions
- Suffering from untreated illness or disease/condition
- Suffering from over or under eating to the extent that if untreated the adult's physical or mental health could be impaired
- Creating a hazardous situation that would likely cause serious physical harm to the adult or cause substantial loss of assets

Organisational/Institutional abuse

Examples: Neglect, poor practice within an institution such as a care home or hospital and also poor practice in relation to care provided in the adult's own home. This can be only one incident or a series of incidents which are neglect or poor practice as a result in organisations poor policies, procedures and practice.

- No flexibility in bedtime routine and/or deliberate waking
- People left on a commode or toilet for long periods of time
- Inappropriate care of possessions, clothing and living area
- Lack of personal clothes and belongings
- Un-homely or stark living environments
- Deprived environmental conditions and lack of stimulation
- Inappropriate use of medical procedures such as enemas, catheterisation
- Batch care - lack of individual care programmes
- Illegal confinement or restrictions
- Inappropriate use of power or control
- People referred to, or spoken to with disrespect
- Inflexible services based on convenience of the provider rather than the person receiving services
- Inappropriate physical intervention
- Service user removed from the home or establishment, without discussion with other appropriate people or agencies because staff are unable to manage the behaviour

Domestic abuse

- The Home Office definition of domestic abuse (2013):
- Incident or pattern of incidents of controlling, coercive or threatening behaviour, violence, or abuse by someone who is or has been an intimate partner or family member regardless of gender or sexuality
- Includes psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence; Female Genital Mutilation; forced marriage
- Includes anyone aged 16 or over
- Many people think that domestic abuse is about intimate partners, but it is clear that other family members are included and that much safeguarding work that occurs at home is, in fact is concerned with domestic abuse.

Modern slavery

Modern slavery includes slavery, human trafficking, forced labour and domestic servitude.

- Traffickers are those who arrange for the people to move from place to place to do the tasks that they are made to do. It includes moving within the UK and doesn't have to be from abroad. You may often hear the words 'harvesters' or gardeners' used in relation to the victims of modern slavery being made to grow and look after cannabis farms. Very often the traffickers trick victims into believing that they are arranging for them to have a better life and genuine employment.

If you think that someone is the victim of Modern Slavery ring the Modern Slavery National Helpline on 08000 121 700.

Raise a Safeguarding Concern when:

An adult who:

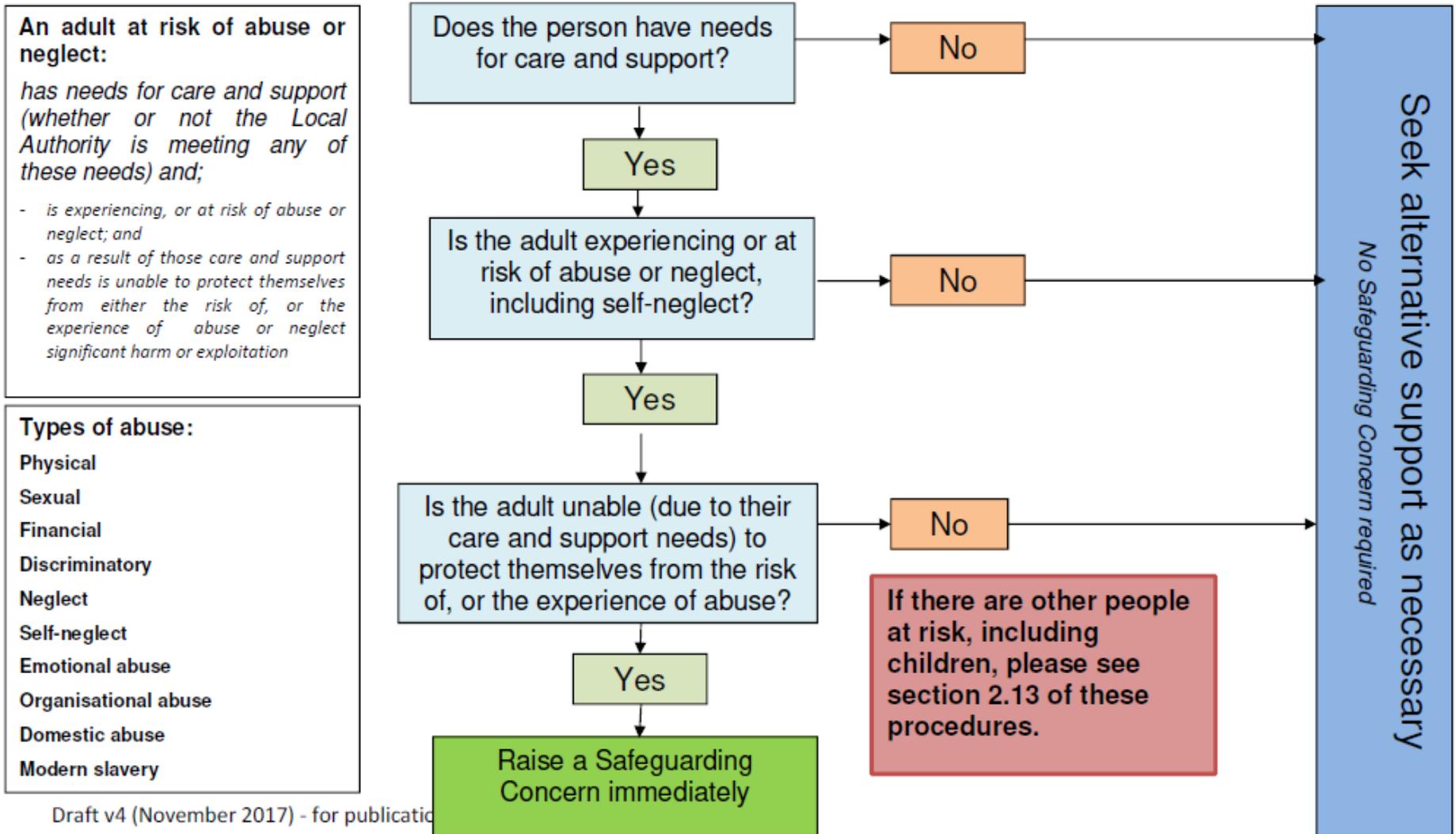
- Has needs for care and support
- Is experiencing, or at a risk of, abuse or neglect: and
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

Section 42 Enquiries

- Local Authorities **MUST** make enquiries or cause others to do so if they reasonably believe an adult with care and support needs is being abused/or is at significant risk of abuse
- Person-centred and less prescriptive

Reporting abuse and neglect - General guide to raising concerns

Initial safeguarding decision flow chart



Safeguarding –not as a substitute for

- Provider responsibilities
- Commissioner responsibilities
- CQC and compliance with fundamental standards
- Duties of Police and other statutory investigators

Not reporting concern into the adult safeguarding process?

Have you considered -

- Referral for needs assessment under s9 of the Care Act
- Referral for DoLS assessment
- Referral for MHA assessment
- Referral to other risk management processes
- Support services, e.g. GP, domestic abuse support services, Police
- Providing individual with written information
- Sharing information with CQC, commissioners, Providers-
- Internal response – disciplinary process, NHS serious incident
- Professionals Meeting- non formal, multi disciplinary

**What will you do if
someone tells you they
are being abused?**



What to do when Abuse is disclosed by an Adult

DO

- Listen carefully
- Reassure that it's okay to talk
- establish the adult's views and what they would like to happen next
- Be aware that evidence may be needed
- Explain what will happen next
- Make the referral

DON'T

- Question, put pressure on the adult
- Act in such a way that may prevent further disclosure
- Promise to keep secrets
- Question a potential source of risk
- Agree not to refer because the adult withholds consent

A Good Referral

- Personal details of the adult
- Full description of the abuse
- All known details of the source of risk
- Details of any harm caused to the adult
- Immediate action required to protect the adult
- Details of others at risk
- Details of action already taken
- Who else have you told?
- Has the adult agreed to the referral?
- The adults views and wishes if known
- The views of the person raising the concern
- Information relating to mental capacity
- Any known communication needs

Reporting without Consent- if there is an overriding public or vital interest

- Risk of harm to the wellbeing and safety of the adult or others
- Other adults or children could be at risk
- It is necessary to prevent crime or crime may have been committed
- The person lacks capacity to consent

Contact Numbers

- Staffordshire -0345 6042719
- Stoke – 0800 5610015

**BELIEVE THAT ABUSE
HAPPENS.....**

**RECOGNISE IT,
REPORT IT
STOP IT!**



The Staffordshire and Stoke-on-Trent
Adult Safeguarding Partnership

Abuse must stop

Your Questions

