

Dumfries & Galloway Adult Support & Protection

Information for Providers on Reporting Concerns About an Adult

If a person is in immediate danger, then a direct 999 call must be made to request urgent assistance or advice from emergency services

This protocol is for providers reporting concerns about an adult when harm, mistreatment or neglect is suspected or alleged. It is aligned to and should be read in conjunction with the West of Scotland Inter-agency Adult Support and Protection Guidance which can be accessed on Dumfries and Galloway's Public Protection website www.dgppp.org.uk.

The protocol gives a step by step guide to reporting concerns.

The priority is the safety and protection of adults at risk and it is the responsibility of all staff to act on and report any suspicions or evidence of harm.

A step by step checklist of what you should do when you are concerned that an adult may be at risk of harm, mistreatment or neglect is set out below. A diagram to illustrate this is included at **Appendix 1**.

All providers will have a process to record all alerts which may indicate a change in a service users behaviour or environment which may impact on health and well-being of both service user and/or Carer. Providers will also have arrangements in place to monitor alerts being submitted liaising with other relevant professionals, including social work as appropriate to seek assistance.

Concerns move from this internal reporting and monitoring process when there is evidence that someone may be at risk of harm, neglect or mistreatment or when a range of lower level concerns suggest an emerging pattern of change or accumulation of risk.

Providers should operate a robust internal management oversight process to monitor alerts identified by social care staff and this is the process through which supervisory staff identify possible concerns which need to be referred to social work. This may include high risk, accumulating risks, high levels of complexity and or an adult support and protection concern. Whilst not all concerns referred to social work will constitute Adult Support Protection; one form has been developed to cover both concerns and ASP referrals to ensure a consistency of approach. This allows social work to have oversight of all concerns which will support decision making in terms of how best to intervene and protect.

A reminder of what harm might look like is attached for your reference as **Appendix 2**.

If you are the person who witnesses, suspects or is made aware that someone is at risk of harm you should:

1. Check whether they are in immediate danger or in need of immediate assistance and you should contact the police and or appropriate emergency service.
2. If the person is not in immediate danger you should ask them to tell you what happened or raise your concerns if these are observed. It is important that you don't probe with too many questions. You should listen to what they need to tell you encouraging and



supporting as required. You also need to be aware that they may not want to discuss the issues or may minimise these. This does not affect your responsibility to report.

3. You should if possible, let the person know that you need to tell someone else so that you can get them help and ensure that the harm, mistreatment and or neglect is stopped. The person may not want you to report the issues and you need to explain that you have a duty of care to ensure they are safeguarded from harm. Again, if you are unable to have this conversation this should not prevent you from reporting the concern. It is for specially trained professionals to determine what and if something needs to be followed up.
4. You should write down what you have heard or observed as soon as possible.
5. You should contact your immediate line manager to report the concern and, in their absence, you should contact another manager within your service. If this is not possible for whatever reason you should ring the Contact Centre and tell them, you need to report a concern about an adult. The Contact Centre will put you through to the Access team who will take the details of your concern and liaise as required with the Multi-agency Safeguarding Hub (MASH).

If you are the manager who receives a concern from one of your staff, you should:

Within the same working day call the Contact Centre on 030 33 33 3001 and tell them you need to report a concern about an adult. They will put you through to the Access team who will take the details and liaise with the MASH. It will assist this process if you can complete and have to hand the information required to complete the AP1 form. You should note the name of the person you speak to at the Access team. The Access Team will check if you are submitting an AP1 form as a written follow up to your phone call and this should be forwarded within 24 hours.

1. The Access team will undertake the initial triage to determine whether to forward your concern to either the MASH or the relevant locality team.
2. If you need to refer a concern out with normal working hours 9 – 5 Monday to Friday, you should ring the social work out of hours team on 01387 273660 who will take the details of the concern and action as appropriate. The OOH service will check if you are submitting an AP1 form as a written follow up to your phone call and this should be forwarded within 24 hours.
3. The Access team MASH or OOH may contact you if they require further information.
4. You should check that the staff member raising the concern is supported and can discuss the impact this has had on them.

If you are concerned about an individual but not sure whether this needs to be reported, you can seek advice from the Access Team or the Out of Hours Team who will then direct you or deal with your concern as appropriate.



Appendix 1

Reporting Concerns

Check whether the person is in immediate danger or in need of immediate assistance if they are contact the appropriate emergency service on 999.

If the person is not in immediate danger you should ask them to tell you what happened

You should record what you have been told or what you observe as soon as possible

Contact your line manager and give them details of the concern

You should complete any internal alert/reporting form

The absence of your immediate manager should not delay the reporting of an adult concern

If a concern has been reported in normal working hours 9am – 5pm Monday to Friday, you should call the Contact Centre on: 0303 333 3001 and tell them you need to report a concern about an adult. You should send the AP1 referral form to : AccessTeam@dumgal.gov.uk

Complete the AP1 form

You should note the name of the person you speak to at the Access or Out of Hours team

The completed AP1 form should be forwarded as soon as possible within 24 hours as confirmed by the manager of the concerned agency.

You should ensure details of the concern and response are recorded in your own case recording system

The Access team will forward the concern to either the MASH or the relevant locality team.

Receipt of referral will be sent within 24 hours


Feedback will be provided within 5 working days

If you haven't received feedback or have further concerns or information to share about an adult at risk, you should contact the Contact Centre and ask to be put through to the Access Team


If you need to refer a concern out with normal working hours 9am – 5pm Monday to Friday, you should ring the social work out of hours team on 01387 273660 who will take the details of the concern and action as appropriate. If necessary you should forward the AP1 as soon as possible to socialworkoutofhours@dumgal.gov.uk



Appendix 2 What is Harm?




Information about Harm



Across Scotland, there are adults at risk of harm. This leaflet tells you

- what people mean when they talk about harm
- what to do if you think you are at risk of harm
- what to do if you know someone who might be at risk of harm



What is harm?

Harm means people doing things that hurt or upset you.

There are five main types of harm.

Physical Harm



This means hurting a person's body or stopping a person moving about.

Physical harm can be

- Hitting a person
- Shaking a person
- Locking a person up

Psychological Harm



This means hurting a person's mind.

Psychological harm can be

- Upsetting a person's feelings
- Making a person feel scared
- Leaving a person alone for too long

Financial Harm



This means stopping a person from having their money or things.

Financial Harm can be:

- Stealing or taking money from a person
- Not letting someone use their money
- Not letting someone use the things they own

Sexual Harm



This means getting a person to do sexual things they don't want to do or don't understand.

Sexual harm can be

- Making a person have sex
- Taking photos at private times
- Making a person look at sex DVDs or photos
- Getting a person to do sexual things for money or presents

Neglect



This means stopping a person getting the things they need to be healthy.

Neglect can be

- Stopping a person from seeing their doctor
- Stopping a person from getting their medicine
- Stopping a person from getting the right food

Help is available

There is extra help for people over 16 years old who find it difficult to stop someone harming them because they

- are disabled
- are sick or
- have a mental health condition

People over 16 years old who might find it difficult to stop someone from harming them for one of these reasons are called "adults at risk of harm". The next part of the leaflet tells you what to do about harm.

If you are worried about harm

Tell or show someone



Tell a health worker



Tell a social worker



Tell a police officer

Tell anyone you trust

Health workers, social workers and police can help.

