

## Record

You must never assume that somebody else will recognise and report what you have seen or heard. It can be difficult if the allegation is about a colleague or it is difficult to believe what you have heard - but you must still report any alleged abuse, or concerns that you have.

You should normally report your concerns to your line manager as soon as possible and they will then contact the relevant organisations. However, if you think that your line manager is involved in the abuse, or does not take what you say seriously, contact their line manager, a member of the safeguarding team or Freedom to speak up advocate or Guardian.

## Report

### You must:

- Call the police and/or an ambulance if the person is in immediate danger.
- Listen carefully to what you are being told and reassure the person that you are taking what they say seriously.
- Tell your manager what has happened.

### You must not:

- Touch or clear away any evidence.
- Agree to keep it a secret - you cannot do this. Explain to them that you will have to pass the information on. If possible, name the person you will pass the information to.
- Interrupt the person or ask “leading questions”.
- Contact the alleged abuser.
- Talk to other staff members or service users about the information shared with you.

## Safeguarding Adults in Shropshire

The Strategic Safeguarding Partnership (SSP) is responsible for partnership working across organisations that have a role in preventing the abuse of adults, including Health, Police, Social Care and representatives from independent and voluntary organisations.

The SSP looks at ways in which vulnerable adults can be safeguarded from harm and exploitation and it has produced Multi-Agency Policies which all organisations have agreed to follow.

In order to safeguard people from abuse it is important that everyone knows what to do if they suspect someone is being abused. This leaflet is one way in which we are sharing information about safeguarding vulnerable adults in Shropshire.

It is very important that you know who to contact in your organisation in case you need to raise a concern about abuse. Please find out who this person is from the details below.

You can discuss your concerns with your line manager or:

### A member of the Safeguarding Team

Head of Safeguarding: Julie Harris

07794 238303 Julie.harris12@nhs.net

Nurse Specialist Adults: Anthony Archambault

07896735903 Anthony.Archambault@nhs.net

***Doing nothing is not an option.***

## Staff Guide

A guide to identifying and reporting the abuse of adults at risk in Shropshire



This leaflet is aimed at staff working for Shropshire Community Health NHS Trust.

This short guide will enable you to understand why Safeguarding is everybody's business.

## Why do we need to safeguard adults?

- Everyone has the right to live their life free from violence, fear and abuse.
- All adults have the right to be protected from harm and exploitation.
- Not everyone can protect themselves.
- All adults have the right to independence, which may involve some risks.

This leaflet will help you to identify if someone is at risk from, or experiencing abuse. We all need to know what abuse is, how we can recognise it, and what our role is in safeguarding people who are vulnerable.

## We are all responsible for the safeguarding of adults at risk.

### Who is an adult at risk?

The safeguarding duties apply to an adult who: has needs for care and support (whether or not the local authority is meeting any of those needs) and; is experiencing, or at 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. (The Health & Social Care Act ('Care Act') 2014 (Sections 42-46).

## What is abuse?

Signs of abuse can often be difficult to detect. Many types of abuse are also criminal offences and should be treated as such. Abuse comes in many forms.

Psychological Physical Neglect or acts of omission Sexual Self Neglect Financial or Material Discriminatory Organisational Modern Slavery Domestic Abuse

More than one type of abuse may be happening at the same time.

Abuse is a violation of an individual's human and civil rights by any other person or persons.

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## Things that may make people vulnerable to abuse

Some adults might be more at risk of abuse than others. The following things could increase the risk of abuse:

- Physical disability
- Learning disability
- Sight or hearing loss
- Severe illness
- Mental health problems
- Old age and frailty
- Dementia or confusion

Also, people who depend on others to look after them may not be able to stop someone else from hurting them or taking advantage of them.

Abuse can happen in many different places, such as someone's own home, a care home, a hospital, a day centre, or any other public place.

Anyone could be an abuser and it is often someone who is known and trusted. It might be a family member or partner, a neighbour, a health or social care worker, another professional worker (for example a financial advisor or solicitor), a volunteer worker, or a friend.

### What do you need to do?

#### Recognise

Abuse comes in many forms and more than one type of abuse may be happening at the same time. The following are some examples of abuse:

Physical abuse: being hit or slapped, being given the wrong medication on purpose, being locked in or force-fed. Psychological abuse: being threatened, not being given choices, being bullied or isolated from other people.

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Financial abuse: having money or property stolen, being

pressured into giving people money or changing a will, misuse of benefits, not being allowed access to money.

Neglect: ignoring medical or physical care needs, , not allowing access to appropriate health or social services, being left in wet clothes. The development of pressure ulcers grade 2 or 4 must be reported via DATIX and scored according to safeguarding protocol to see if a referral is needed.

Sexual abuse: being touched or kissed when it is not wanted, being made to touch or kiss someone else, being raped, being made to listen to sexual comments or forced to look at sexual acts, or materials.

Discrimination: ignoring spiritual or religious beliefs, comments or jokes about a person's disability, age, race, sexual orientation, or gender/identity, ignoring cultural needs, for example diet or clothing.

Organisational Abuse: lack of individual care, no flexibility of bedtimes or waking, deprived environment and lack of stimulation.

#### Respond

You may suspect abuse because:

- You have general concerns about someone's wellbeing.
- You see or hear about something which could be happening to them, which could be abuse.
- Someone tells you that something has happened or is happening to them, which could be abuse.

*it is your role to pass on any concerns you may have.*

#### For Adult Safeguarding Referral:

Email: [firstpointofcontact@shropshire.gov.uk](mailto:firstpointofcontact@shropshire.gov.uk)  
Telephone: 0345 678 9044

For Adult Safeguarding Referral in Telford and Wrekin  
Telford & Wrekin Access Team Tel: 01952 385385  
Email: [familyconnect@telford.gcsx.gov.uk](mailto:familyconnect@telford.gcsx.gov.uk)

**If you think an adult is in immediate danger then call 999.**

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