

When should you raise an Adult Safeguarding Referral?

- If you have concerns about a person over the age of 18 who has care and support needs **and** is experiencing, or is at risk of, abuse or neglect **and** as a result of those needs is unable to protect themselves against the abuse or neglect, or the risk of it - Read more about care and support needs [here](#) and read more about the ten categories of abuse, as defined by the Care Act, [here](#).
- Once a disclosure or allegation of abuse has been made, you have a duty to report your concerns immediately.
 - If you suspect a person is at immediate risk of harm call 999 and speak to the Police.
 - Consider whether the adult is able to give their consent to you before you raise your concerns in line with Making Safeguarding Personal.
 - Always try to discuss concerns with the adult and seek their views and wishes about what they would like to happen.

More Information

For more in depth information:

- Read the [Care Act 2014](#).
- Read the OSAB Multi-Agency Safeguarding Adults Policy [here](#).
- Read the OSAB Multi-Agency Operational Procedures for Safeguarding Adults at Risk [here](#).
- Read the OSAB Multi-Agency Procedures for Responding to and Reporting Allegations, Concerns or Suspicions of Adult Abuse [here](#).

What happens next?

- The Safeguarding Adult Manager will make a decision whether immediate action is required and *if* an enquiry is required. You could be asked for further information. If the concern does not meet the criteria for an enquiry, as the referrer, you should be notified.
- If an enquiry is required, you or your manager may be involved in a **strategy discussion or meeting** and asked to provide documentation i.e. statements and care plans relating to the concern.
- **Safeguarding enquiries**, as defined by [Chapter 14 of the Care and Support Statutory Guidance](#), refer to any actions or activity made or instigated by the Local Authority after receiving a safeguarding concern. If required, a completion date will be set. If you or your Manager are to undertake the internal enquiry, you will be asked to produce a report detailing your findings and outcomes.
- Following a statutory enquiry, a **case conference** may be needed to review the findings, risk assessments and safeguarding plan for the adult at risk.
- Where risks of abuse are ongoing, a **case conference review** may be required to review risk assessments and safeguarding plans.

How should you raise an Adult Safeguarding Referral?

- If an Adult Social Care team or Community Mental Health team is already involved with the adult, send the referral to the team's duty worker. Alternatively, refer your concern via the Multi-Agency Safeguarding Hub (MASH) using the [Online Referral Form](#)
- If the issues are time critical contact the appropriate team or MASH by telephone: **0161 770 7777** (9:00-17:00, Monday-Friday) or the out of hours Emergency Duty Team on 0161 770 6936. The Online Referral Form must still be completed when it is safe to do so.
- In addition, share information with the appropriate quality team if the concern involves a commissioned service: quality@oldham.gov.uk for Local Authority commissioned care or dual funded care or oldccg.qualityteam@nhs.net for NHS funded care or dual funded care.

Actions

Safety: Call 999 for Emergency Services to ensure the safety of the adult i.e. for medical treatment or police intervention. For non-urgent police matters call 101. If a crime may have occurred contact the police immediately and separately to raising an Adult Safeguarding Referral.

Preserve: Evidence must not be contaminated or lost. *Do not* disturb or destroy any articles, clothing or bedding that could be used as evidence. *Do not* wash the person unless necessary for first aid treatment.

Further Actions

Inform: Tell your manager or someone more senior if the allegation is against your manager. If there is evidence of a criminal act, the manager should contact the police being careful to record and preserve evidence.

Record: Document the concern/incident, all actions taken and any conversations or descriptions in the person's own words, record the date and time and sign the record. These records should be as contemporaneous as possible. If appropriate, complete a [body map](#) recording any injuries to the individual.

Encourage: support and provide reassurance to the adult at risk that you are taking their concerns seriously. Advise them that you will inform your manager immediately. Support any colleagues or employees who may have identified the concern.

Making a Safeguarding Adult Referral

Questions You Might be Asked

- What immediate actions have been taken to safeguard the adult at risk?
- Personal details of the adult at risk, i.e. name, address, date of birth, NHS number, ethnicity, current whereabouts and language spoken
- What physical/mental health conditions are the adult's care and support needs arising from?
- Who you are and why you are involved?
- What happened, when and where?
- Who the person alleged to have caused harm is i.e. name, address, date of birth, and what their relationship is to the adult involved?
- Are there any other people at risk? Or, are there any other agencies involved?
- Is the adult at risk aware of the referral? Have they consented? And, what are their desired outcomes?

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