

# OLDHAM SAFEGUARDING ADULTS BOARD



## *Partner Agency Safeguarding Roles and Responsibilities Profiles*

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# Introduction

The following agency profiles have been written by representatives from each Oldham Safeguarding Adults Board partner agency with the aim of improving multi-agency understanding of each other's safeguarding roles and responsibilities, and avoiding any delays in delivering person-centred safeguarding responses. Each profile also includes some common misconceptions about what each agency can provide support with as well as basic information about how to access their service(s).

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## We are Action Together Oldham

Action Together CIO (Charitable Incorporated Organisation) is the local infrastructure organisation for the voluntary, community, faith and social enterprise (VCFSE) sector in Oldham, Rochdale, and Tameside. We connect people with what's happening in their community, develop community ideas into action, strengthen local organisations, and provide strategic influence for the charity and voluntary sector. Action Together also leads a partnership of charities that deliver the Oldham Social Prescribing Service.

## We Can Support With...

Action Together can support with:

- Leading Team Around the Adult (TAA) meetings
- Working with a Multidisciplinary Team (MDT) approach
- Being open to referrals where individuals are being supported via the Tiered Risk Assessment and Management (TRAM) Protocol
- Offer of shadowing to other projects/ organisations
- Ensuring out new staff attend training about the TAA approach and the TRAM Protocol.

## Common Misconceptions about Responsibilities

Action Together cannot support with Mental Capacity Assessments.

## Referral/Contact Details

- You can access information about all of the Action Together services in Oldham on the website: [Action Together Oldham](#)
- You can contact Action Together directly by email on [info@actiontogether.org.uk](mailto:info@actiontogether.org.uk) or by telephone on 0161 339 2345
- You can contact the Oldham Social Prescribing team directly by email on [oldccg.socialprescribing@nhs.net](mailto:oldccg.socialprescribing@nhs.net) or by telephone 0161 339 2345 (option 1)
- You can contact the Healthwatch Oldham team by email online at: [Healthwatch Oldham - Contact Us](#), by email on [info@healthwatcholdham.co.uk](mailto:info@healthwatcholdham.co.uk) or by telephone on 0161 622 5700.



## We are Adult Social Care

Adult Social Care Oldham is a local authority service which supports Oldham residents to be independent, healthy, safe and well.

We work in partnership with people with care and support needs, other council services, the local community, carers, social care provider organisations and safeguarding partnership organisations to prevent and delay the appearance of care and support needs, promote wellbeing and safety, promote human rights, and ensure that people with care and support needs can live safely free from the risk or experience of abuse.

Adult Social Care statutory duties derive from key legislation including the Care Act 2014, The Mental Capacity Act 2005, the Mental Health Act 1983, and The Human Rights Act 1998.

Adult Social Care do this by working in a person centred and strengths-based way to help Oldham residents.

## We Can Support With...

- Identifying where prevention and self-help opportunities can assist you to stay independent, healthy safe and well.
  - Providing access to information and advice and working to ensure you can find out about local support and other services to help look after yourself in your community and make informed choices about care and support.
    - Recovery and enabling you to be as independent as you can with the help of friends, family, and your community.

- Providing people who need care and support with an assessment and services that support you to live as independently as possible.
- Providing people who need care and support with support to protect themselves from the risk or experience of abuse, and safety planning when you are unable to do so independently due to care and support needs.
- Providing people who are carers for people with care and support needs to have an assessment of your own needs as a carer and to receive advice, guidance and support which helps you to stay healthy safe and well.
- Assessing people who need statutory assessment under the Mental Health Act
- Assessing people who lack capacity to make decisions regarding accommodation, care and treatment and are deprived of your liberty in a hospital or care home settings, in order to determine if care restrictions in place are necessary, proportionate and in your best interests, and to make recommendations regarding less restrictive care where appropriate.

## Common Misconceptions about Responsibilities

It is a common misconception that Adult Social Care are responsible for leading all safeguarding responses for Adults in Oldham. Adult Social Care work with people with care and support needs as defined by the Care Act 2014 because they are at increased risk of experiencing abuse and some may have difficulties safeguarding themselves against the experience of abuse. We are part of the wider health and social care system and alternative safeguarding and risk management pathways for people who do not have care and support needs include prevention pathways, domestic abuse pathways, and the

multi-agency tiered risk assessment and management protocol. These pathways ensure that safeguarding support is also available to adults who do not have care and support needs but are at risk of or experiencing abuse.

It is a common misconception that Adult Social Care will always be required to lead Mental Capacity assessments. The Mental Capacity Act 2005 applies from age 16 years old and is decision and time specific. Guidance recommends that assessments may be best undertaken by the professionals who know the individual best.

It is a common misconception that Adult Social Care will need to be involved with all adults where the team around the adult approach is taken. Many adults do not need involvement from Adult Social Care but do need a multiagency risk management approach. The agencies who are working with the individuals' specific needs are best placed to progress the team around the adult work. A further misconception, where Adult Social Care are members of a team around the adult, is that they will always be the lead agency.

## Referral/Contact Details

- Professional referrals must be received via completion of an online referral form found on the Oldham Council website: [Web Referral](#). This web referral process will ask

you to identify if you are contacting us regarding a wellbeing matter, a safeguarding matter or both, and then direct you to the appropriate team. Professional referrals cannot be accepted via email or phone call unless in urgent circumstances and a web referral must follow thereafter.

- Self-referrals or referrals from a concerned person can be received via:

Phone call: 0161 770 7777

Email: [Adult.Mash@oldham.gov.uk](mailto:Adult.Mash@oldham.gov.uk)

These referrals should be regarding safeguarding concerns for adults who you have reasonable cause to believe have care and support needs.

- Adult Referral Contact Centre (ARCC)

Email: [ARCC@oldham.gov.uk](mailto:ARCC@oldham.gov.uk)

Online Referral: [Web Referral](#)

Contact ARCC regarding wellbeing issues for adults who may need advice and guidance regarding wellbeing, care and support, enablement support, or to request a care act assessment.



## We are Age UK Oldham

Age UK Oldham aims to provide opportunities for the entire spectrum of older people in the local area. At its inception, traditional services were targeted towards more dependent older people but the charity has now expanded its role to include preventative projects and we aim to improve the physical and emotional health of older people in the community and to foster asset-based community development.

We have a wide and varied portfolio of activities delivered both in-house and in numerous neighbourhood buildings and offer both close and arms-length support in the community, helping to reducing social isolation which has a positive impact on those older people living with physical and mental health conditions.

## We Can Support With...

Age UK Oldham can support with information, practical and wellbeing support to older people and their carers to enable them to remain living independently, safe and well in their own homes for as long as possible.

## Common Misconceptions about Responsibilities

Age UK Oldham do not offer legal or financial advice but can refer/signpost people to the correct agencies.

We do not provide personal care in the home but can offer weekday, daily support in our day care centres.

We are not an emergency service.

## Referral/Contact Details

Age UK Oldham have an open referral system via phone - 0161 633 0213 or via email - [info@ageukoldham.org.uk](mailto:info@ageukoldham.org.uk).

You can visit our website:  
[www.ageukoldham.org.uk](http://www.ageukoldham.org.uk).

The Age UK Oldham Head Office is open to the public on weekday mornings (9:00-12:00, Monday-Friday) at 10 Church Lane, Oldham OL1 3AN.



## We are Children's Social Care

As defined in the recently published Children's Social Care National Framework 2023; *'Children's Social Care exists to support children, young people and families, to protect them by intervening decisively when they are at risk of harm and to provide care for those who need it so that they grow up and thrive with safety, stability and love'*.

## We Can Support With...

Children's Social Care can support with the support and safeguarding needs of any children within the family and any adult up to the age of 25 years old who has 'Care Leaver' status.

## Common Misconceptions about Responsibilities

A 'Care Leaver' aged between 18 and 25 years old, does not have a qualified and registered

Children's Social Worker allocated, they are supported by a Personal Advisor therefore, if an adult Care Leaver is assessed to have needs that meet the Adult Social Care threshold within the Care Act, they will require allocation of an Adult Social Worker.

For a Care Leaver, the Personal Advisor may not always be best placed take on the Lead Professional role as part of a Team Around the Adult (TAA) but should always be part of the TAA.

## Referral/Contact Details

All contacts to Children's Social Care should come through the Duty and Advice Team within the Children's Multi-Agency Safeguarding Hub (MASH) Service. The advised route is via telephone on: 0161 770 7777 between 8:40 and 17:00, Monday to Friday. Out of hours, the emergency duty team can be contacted on: 0161 770 6936.



# Cloverleaf Advocacy



## We are Cloverleaf Advocacy

Cloverleaf Advocacy provide the Independent Health Complaints Advocacy Service. A free and independent service for people who want support to make a complaint about healthcare commissioned or provided by the NHS in England.

## We Can Support With...

Cloverleaf Advocacy tailor service to meet personal needs and requirements and can support with:

- Providing information
- Discussing options
- Drafting letters
- Making relevant telephone calls
- Accompanying to meetings.

## Common Misconceptions about Responsibilities

Cloverleaf Advocacy cannot support with:

- Providing personal opinion - We cannot advise whether a complaint is valid or not.

- Investigating complaints - We are there in a supporting role only and cannot get involved with an investigation.
- Assisting with complaints about private medical care.
- Attending other meetings - We cannot support during meetings that are not about discussing a complaint.
- Giving medical or legal advice.
- Assisting with claims for clinical negligence.

## Referral/Contact Details

Cloverleaf Advocacy can be contacted by:

- Post - Independent Health Complaints Advocacy Service, Cloverleaf Advocacy, 5th Floor, Empire House, Wakefield Old Road, Dewsbury, West Yorkshire, WF12 8DJ
- Email - [NHSComplaints@cloverleaf-advocacy.co.uk](mailto:NHSComplaints@cloverleaf-advocacy.co.uk).
- Telephone - 0300 012 4212
- Text - 07860 021502
- Our Website - [Cloverleaf Advocacy website](#).

# Doctor Kershaw's Hospice



## We are Doctor Kershaw's Hospice

Dr Kershaw's Hospice provides palliative and end of life care for the people of Oldham who have a life limiting condition. This specialist care extends across an Inpatient unit, Community Services and a Wellbeing Centre.

## We Can Support With...

We can support with education particularly relating to people with life limiting conditions, palliative and end of life care.

## Common Misconceptions about Responsibilities

Dr Kershaw's Hospice are unable to assist with complex issues extending the scope of our specialism.

## Referral/Contact Details

Referral to our services is via dedicated health professionals such as a GP, a palliative community nurse, or district nurse.

## We are Environmental Health (Public Protection)

An Environmental Health Department is a local government service responsible for protecting public health. The Environmental Health Department play a vital role in safeguarding public health through our responsibilities in housing and environmental protection and cover a wide spectrum of work.

We enforce a wide range of legislation that protects the health, safety, and well-being of our communities, but understand that our enforcement decisions may have a significant impact on the individual or business concerned.

Our responsibilities include ensuring Oldham residents live in safe, warm, and dry homes that are free from serious hazards and for safeguarding public health by controlling the spread of disease linked to environmental conditions.

## We Can Support With...

Our responsibilities and duties are laid out in legislation with the service implementing various actions linked to these provisions on behalf of the Council when necessary and appropriate.

Where a resident lives in a property that is determined as having filthy and verminous conditions, the Environmental Health team can take enforcement action under the Public Health Act 1936. This means giving notice to the owner/occupier of the premises requiring them to take steps to remedy the filthy and verminous conditions within a given timescale.

## Common Misconceptions about Responsibilities

Environmental Health do not have powers to resolve or clear properties where hoarding occurs that is not identified as filthy and verminous.

When Environmental Health take enforcement action, it is assumed that the house will be clean at the end. This is incorrect, we are only able to clean or remove anything contaminated. We are unable to tidy the property.

Environmental Health are unable to respond to all types of hoarding conditions, the team are only able to enforce what the legislation and the assessment at the time allows.

## Referral/Contact Details

More information can be found on the Oldham Council website: website - [Environmental Health | Oldham Council](#) or you can contact our contact centre on 0161 770 2244 or via email [ENVhealth@oldham.gov.uk](mailto:ENVhealth@oldham.gov.uk)

# First Choice Homes Oldham



## We are First Choice Homes Oldham

First Choice Homes Oldham (FCHO) are a housing association formed to benefit our local communities. We are committed to our mission of being a trusted provider of quality homes, delivering excellent landlord and support services, and creating thriving and independent communities in our Oldham heartland and beyond. Our vision is 'improving lives', and with around 10% of the local population living in an FCHO home, we are proud to be an anchor organisation through our significant contribution as a large local business and employer. We own and manage around 11,500 homes and have the highest regulatory rating.

## We Can Support With...

We can support FCHO customers, with various solutions to help improve their personal circumstances. Issues we may be able to help with include:

- Welfare advice including help with additional entitlement
- Maximising household income
- Getting new or better paid employment
- Affordable food
- Furniture/white goods options and rental
- Energy support
- Training and volunteering
- Support accessing other services.

## Common Misconceptions about Responsibilities

FCHO are a housing provider. As such we take our safeguarding responsibilities very seriously and understand that by the nature of our operations, and access to customer homes, we

are in a privileged position where we may identify risks not previously known. We have clear processes and policies for sharing concerns and escalating these where appropriate. However, we are not a social care or health provider and therefore we are reliant on the expert and bespoke support and advice in relation to safeguarding from our social care and health colleagues. That said, we liaise wherever required with our social care colleagues and will consider all actions required of us to bring about the best outcomes and safeguarding our customers.

An example is the clear process we have in place where social care colleagues request rehousing via internal FCHO stock for victims of domestic abuse. All such requests are made via a specific referral form which is triaged, logged, and followed up by Operational Safeguarding Leads. Our Operational Safeguarding Leads meet weekly to discuss any such requests to ensure a consistent response is provided for each case.

## Referral/Contact Details

FCHO Community Services can be contacted via telephone on: 0161 393 5488 or email:

[CommunityServices@fcho.co.uk](mailto:CommunityServices@fcho.co.uk).

FCHO Operational Safeguarding Leads can be contacted via a dedicated email address:

[safeguarding@fcho.co.uk](mailto:safeguarding@fcho.co.uk).



## We are Greater Manchester Fire and Rescue Service

Greater Manchester Fire and Rescue Service (GMFRS) is an emergency response service working to the following strategic priorities.

- Provide a fast, safe, and effective response.
- Help people reduce the risk of fires and other emergencies.
- Help protect the built environment.
- Use resources sustainably and deliver the most value.
- Develop a culture of excellence, equality, and inclusivity.
- Integrate our services with those of partner agencies.

Find out more about us via our website: [GMFRS website - About Us](#).

The Oldham and Tameside Prevention Team is one of six local service delivery teams supporting the operational response teams to deliver the strategic priorities. Focusing on Home Fire Safety Assessments (HFSA), community engagement, fire safety campaigns and placed based working within both boroughs. The team consists of one Prevention Manager (DSO) and two Prevention Advisors.

## We Can Support With...

The GMFRS Prevention Team can support with HFSA, supporting vulnerable persons, signposting/referring to other services and community engagement.

## Common Misconceptions about Responsibilities

The GMFRS Prevention Team cannot support with anything outside the scope of reducing risk or preventing fire.

The HFSA is a consent based service offer.

GMFRS has no legal/statutory power within a domestic setting.

## Referral/Contact Details

In an emergency always call 999.

You can visit our website: [GMFRS Website](#) or call our Contact Centre on 0800 555 815.

You can also make a referral for a HFSA via our website: [GMFRS Website - Home Fire Safety Assessments](#).

# Greater Manchester Police



## We are Greater Manchester Police

Greater Manchester Police is a law enforcement agency. Our core responsibilities are:

- Respond to incidents and emergencies
- Investigating and solving crime
- Preventing and reducing crime, harm and anti-social behaviour.

## We Can Support With...

Greater Manchester Police can support with investigating offences relating to the exploitation of adults and information sharing.

## Common Misconceptions about Responsibilities

Greater Manchester Police are not able to conduct mental capacity evaluations unless in emergency situations when officers are faced with someone lacking mental capacity, whose life may be at risk or who may suffer harm if action is not taken.

For example:

- people attempting and threatening suicide.
- victims of serious assaults.
- casualties of major incidents.

- individuals with serious injuries who decline medical aid.

## Referral/Contact Details

Greater Manchester Police Website:

[gmp.police.uk](http://gmp.police.uk).

There are some things you can tell us about online. Your report will be dealt with by our control room in exactly the same way whether you report it online or make a non-emergency call: [Contact us online](#).

Call 999 and ask for police in emergency situations like these:

- there is an immediate danger to life
- someone is using violence or is threatening to be violent
- a road traffic collision where life is at risk, or the road is blocked
- a crime is happening right now, like a house burglary or a theft.

Call 101 for non-emergency enquiries.

Our live chat service is available via our website 24 hours a day, seven days a week. You can use this service to report crime and get advice and information.



# Housing Options, Oldham Council



## We are Housing Options

The Housing Options Team provide housing advice and information and offer help to eligible residents who are homeless or threatened with homelessness. They carry out:

- Prevention work, so that wherever possible, people can be supported to remain in their current home or find a new one, so they do not become homeless
- Offer everyone who is homeless access to meaningful help to relieve their situation, as long as they are eligible for assistance.

The Team also administers the Council's housing register, which is how social housing, mostly provided by housing associations, is advertised in Oldham.

## We Can Support With...

The Housing Options Team can support with accommodation and housing advice.

## Common Misconceptions about Responsibilities

The Housing Options Team can not support:

- Under-16s - Housing can take applications from 16 or 17 year olds but this will require a joint assessment with Children's Services.
- No Recourse to Public Funds - Housing can only provide advice to households who are ineligible by virtue of Regulation 6 of the Eligibility Regulations, including those with no recourse to public funds.

## Referral/Contact Details

You can visit the Housing pages of Oldham Council's website: [Oldham Council website - Homelessness Advice and Support](#).

You can contact the Housing Options Team via telephone on: 0161 770 4605 or via email: [housing.options@oldham.gov.uk](mailto:housing.options@oldham.gov.uk).



# Independent Domestic Violence Advisory (IDVA) Service, Oldham Council



## We are IDVA Service

The Oldham Domestic Abuse service works with victims and survivors of domestic abuse at the point of crisis and are deemed high risk (at risk of death or serious harm). Intervention is victim focused and prioritises immediate safety of the individual and their children.

## We Can Support With...

We offer safety planning, supporting victim/survivors to feel safe in their home or sourcing safe accommodation, advocating their wishes within multi-agency arenas, supporting with witness statements for police prosecutions if they choose. We advocate with services on behalf of the victim/ survivor and provide professional challenge. We provide advocacy within the court arena including supporting victim/survivors to give evidence in court.

Oldham has a medium risk offer which support victims once out of immediate danger to recognise different types of abuse through a six-weekly programme. This includes identification of perpetrator behaviour, the impact on children, goal setting for themselves and their children. This course also forges links with voluntary sector organisations which are available. We provide moving on support through the medium risk offer.

The service also offers training to frontline professionals in Oldham. This can be accessed through the [Oldham Safeguarding Children Partnership website](#).

## Common Misconceptions about Responsibilities

The IDVA intervention is consent driven. The service cannot insist that victims/survivors take up the support that is on offer. We are not a mediation service and do not undertake any work with couples that remain in a relationship.

## Referral/Contact Details

The IDVA service have a duty desk which is operational 9:00-16:00, Monday to Friday. Victims can call the number (0161 770 1572) and get immediate advice. Professionals can call to get specialist advice.

You can contact the IDVA Service via email: [idaa.service@oldham.gov.uk](mailto:idaa.service@oldham.gov.uk) and you can visit the IDVA pages of Oldham Council's website: [Domestic Violence and Abuse](#).

In addition, there is a [simple guide](#) to supporting individuals in Oldham who are suffering or who have suffered domestic abuse available. If someone makes a disclosure of domestic abuse, please follow the guide to address their immediate safety, it provides questions to ask, safety advice and the referral pathway to MARAC (multi-agency risk assessment conference).

The guide also provides contact details for specialist services such as the IDVA Service in Oldham and voluntary services who can also support victims/survivors who do not meet the criteria for MARAC.

There are also useful links to other services and helpful information to ensure you know how to respond and provide the correct information: [Domestic Abuse Support in Oldham - Questions to Ask Victims and Pathways](#).

# KeyRing Living Support Network



## We are KeyRing Living Support Network

KeyRing are a national social care provider supporting adults at risk and we support around 200 people across Oldham. We provide a number of different services focusing on housing related and preventative support in people's own homes and in the community.

## We Can Support With...

**Networks and 1:1** - We can support with:

- Your tenancy
- Staying healthy
- Budgeting
- Developing independent living skills
- Building connections
- Accessing the community.

**Intensive Service** - We can support with:

- Crisis support for up to twelve months
- Preventing homelessness
- Reducing isolation
- Managing your health.

**Hubs** - We can support with:

- Making connections
- Building confidence
- Developing independent living skills
- Advice and guidance.

## Common Misconceptions about Responsibilities

KeyRing are not a regulated provider and do not offer regulated activities that come under Care Quality Commission (CQC) registration. We are not a domiciliary care provider and do not administer medication or provide personal care.

## Referral/Contact Details

All referrals come through Oldham Council via their email address: [CAP@oldham.gov.uk](mailto:CAP@oldham.gov.uk).

Please contact the KeyRing managers in Oldham:

- Jane Dodgson: 07415 273 555
- Donna Calverley: 07825 426 850.



# Tameside, Oldham & Glossop Mind



## We are Tameside, Oldham & Glossop Mind

Tameside, Oldham & Glossop Mind are a local charity who are part of the Mind federation. We provide holistic wellbeing services and mental health support to adults and children from age 8 years old and upwards. We deliver a number of services, these include Living Well Recovery workers and Peer Support Workers, Counselling, Support Self Help, Crisis Cafés (Listening Spaces), Social Prescribing, courses and training and walk in support services.

## We Can Support With...

We can support people to navigate the mental health system. We can potentially support with interventions including Counselling for

Depression, Person Centred Counselling, Guided Self Help, Groups, Wellbeing Courses, Family Support, Peer Support.

## Common Misconceptions about Responsibilities

We cannot provide full mental health assessments or provide diagnosis of mental illness. We offer many different services; it is not always counselling we provide.

## Referral/Contact Details

You can contact Tameside, Oldham & Glossop Mind by telephone on 0161 330 9223 or via email on: [office@togmind.org](mailto:office@togmind.org). The access team would then direct you to the most suitable support, internal or external.

# MioCare Group



## We are MioCare Group

The MioCare Group is an Oldham Council owned company providing a range of services to adults with Autism and/or learning disabilities and older people who require support outside of hospital; we do this with the aim of supporting people to maintain their independence and to live in their own homes for as long as possible.

## We Can Support With...

We will work with others such as social workers and care managers to provide care and support to meet each individual's needs. We work with individuals to create a person centred care plan for the time that people are accessing our services; this could be short or long term and

will always focus on your desired outcomes and goals.

## Common Misconceptions about Responsibilities

Access to the majority of our services is arranged via social workers and care managers and all are consent driven; not all of our services accept direct referrals. Although we deliver a residential service this is not a traditional care home and we do not provide nursing care; the service is a short term reablement service.

## Referral/Contact Details

All enquiries to MioCare Group can be sent via email on: [info@MioCare.co.uk](mailto:info@MioCare.co.uk).

## We are Greater Manchester Integrated Care

Integrated Care Systems (ICSs) are partnerships of health and care organisations that come together to plan and deliver joined up services to improve the health and wellbeing of people who live and work in their area. Their purpose is to improve outcomes in population health and healthcare; tackle inequalities in outcomes, experience, and access; enhance productivity, value for money and support broader social and economic development in their area efficiency. This is delivered in neighbourhood, place, combinations of places and Greater Manchester system.

Greater Manchester Integrated Care Safeguarding Service has Designated Nurses and Professionals for Adults, Children and Children Looked After within each of its ten localities. As with all localities, in Oldham, the Designated Professional for Adults advises the locality on Safeguarding stipulated in the Care Act 2014, providing professional leadership for Safeguarding within the locality Continuing Health Care (CHC) team and across the health economy.

## We Can Support With...

The Designated Professional for Safeguarding Adults is responsible for providing expertise, professional leadership, advice, support and expert guidance in respect of safeguarding, adult protection, domestic abuse, Prevent,

mental health/mental capacity and Deprivation of Liberty Safeguards (DoLS) to the Oldham Health Economy. They are also the designated professional with strategic and professional leadership for the Mental Capacity Act (MCA).

In particular, they advise the NHS and independent hospitals, and nursing home settings, as well as throughout community settings in the Oldham Borough and other specialist services commissioned. They provide support to the quality and risk workstream within the context of safeguarding and are responsible for providing support and advice to clinicians in individual cases and safeguarding supervision to staff in areas where these issues may be particularly prevalent and/or complex.

We have NHS Spine access to allow us to check which GP a patient is registered with and hold an up-to-date register of GP practice nurse and safeguarding lead contact details.

## Common Misconceptions about Responsibilities

Whilst we hold a position of influence and governance, we are not in a position to force any commissioned agency to provide a service or action arising from partnership meetings. We do not have access to any patient records within any commissioned agency or hold any patient data on our systems.

## Referral/Contact Details

You can contact the Oldham Safeguarding team via Email on:  
[gmicb-old.safeguardingoldham@nhs.net](mailto:gmicb-old.safeguardingoldham@nhs.net).



## We are North West Ambulance Service NHS Trust

North West Ambulance Service NHS Trust (NWAS) provides 999 emergency pre-hospital care, Patient Transport Service (PTS) for pre-booked journeys, and the North West Regional 111 service. NWAS serves the whole of the North West footprint; over 5,400 square miles and has over 300 job roles.

## We Can Support With...

The NWAS Safeguarding Team are able to provide information in relation to NWAS contacts with patients, we are unable to commit to attending all meetings and discussions however are happy to have a conversation via email or phone to enable the NWAS information to be disseminated so that the planning for the client is able to be informed of the NWAS perspectives.

## Common Misconceptions about Responsibilities

NWAS has no powers of detention and is not able to 'force' a person to attend hospital. Mental Capacity training is undertaken by NWAS staff and crew have access to senior support available 24/7 for complex case discussion, and best interests, least restrictive, decision making.

NWAS staff do not have caseloads and have very limited information regarding patients. NWAS utilise NHS Pathways when a call is received via 999 or 111. This is a national NHS system, this triages priority medical needs and alternative pathways to transporting a patient to hospital A&E are common.

## Referral/Contact Details

The NWAS Safeguarding Team email address: [safeguarding.team@nwas.nhs.uk](mailto:safeguarding.team@nwas.nhs.uk) is the point of contact for all external enquiries in relation to safeguarding. Please be aware we will not provide information unless there is an apparent safeguarding need for information sharing.





## We are Northern Care Alliance NHS Foundation Trust

The Northern Care Alliance NHS Foundation Trust is one of the largest NHS organisations in the country, employing over 20,000 staff. The NCA brings together four hospitals, 2,000 beds, specialist and acute services, as well as a range of associated community healthcare and social care services.

Oldham Care Organisation is responsible for delivering healthcare services at the Royal Oldham Hospital and within the community. Formerly known as Oldham District General, The Royal Oldham has a full 24/7 Accident and Emergency (A&E) department, including a specialist unit for children, and offers a comprehensive range of acute and general surgical services, including vascular surgery. Patients can access more specialist services including clinical haematology at the purpose-built women and children's centre, one of only three, level-three maternity units in the region.

The Royal Oldham also acts as a hub for gynaecological services in North Manchester. The Royal Oldham Hospital has a £44m women and children's facility that includes a major purpose-built four storey building, antenatal wards, labour delivery rooms, midwife-led birth centre, obstetric theatres, children's unit, paediatric theatre, and a Level 3 neonatal intensive care

unit (NICU). We have created a digital noticeboard (Padlet) that provides expectant parents with all the essential information needed during pregnancy and their baby is born.

Community services include: The district nursing service provides nursing care to people registered with a GP. We work in partnership with other health professionals and care agencies to allow people to stay in their own home, or wherever they wish to live. The service provides short-term and ongoing care; helps people to avoid an unnecessary stay in hospital, or where hospital care is necessary help people to return home sooner. People can be referred to the service 365 days a year.

## We Can Support With...

The NCA has a specialist Safeguarding team who can assist with hospital and community health related safeguarding enquiries. We have Domestic Abuse Specialist nurses who support staff and Patients who may be experiencing Domestic Abuse, working with our local partners to ensure they have access to safety and support. Our Specialist Safeguarding Midwives provide advice and support, working with our partners to keep young families safe.

## Common Misconceptions about Responsibilities

NCA are unable to assist with enquiries in relation to primary care and private organisational i.e. residential/nursing homes.

## Referral/Contact Details

The NCA adult safeguarding Team can be contacted by email: [NCA.Adultsafeguard@nca.nhs.uk](mailto:NCA.Adultsafeguard@nca.nhs.uk).

OPAL



## We are OPAL

OPAL is a registered charity that supports adults with learning disabilities and autistic people in Oldham. It provides activities through day services, a women's group and an advocacy support hub.

## We Can Support With...

If risk is identified and assessed, OPAL would liaise with the appropriate agencies to undertake risk management.

## Common Misconceptions about Responsibilities

OPAL are unable to assist with Mental Capacity assessments.

## Referral/Contact Details

You can contact OPAL by telephone on: 0161 6335544 or via email:

[admin.opal-advocacy.org.uk](mailto:admin.opal-advocacy.org.uk).



## We are Pennine Care NHS Foundation Trust

Pennine Care NHS Foundation Trust is proud to provide Mental Health and Learning Disability services to people across Greater Manchester. We serve a population of 1.3 million and our vision is a happier and more hopeful life for everyone in our communities. More than 4,000 dedicated and skilled staff deliver care from around 200 different locations in five boroughs.

In Oldham, our Mental Health teams provide care and treatment for people with mild to moderate conditions such as depression, anxiety or dementia, or more serious Mental Health illnesses such as schizophrenia and bipolar disorder.

Our services include Community Mental Health Teams, Healthy Minds (psychological therapies), psychiatric intensive care, and rehabilitation services. Our Learning Disability services are for people with a moderate to profound level of Learning Disability. Our Child and Adolescent Mental Health Services (CAMHS) are committed to providing a comprehensive and targeted intervention which positively aims to promote the emotional and psychological wellbeing of our children and young people.

The following services are also provided by Pennine Care NHS Foundation Trust:

- The Complex Emotional and Relational Needs (CERN) pathway (Health Support Team, serious/severe mental illness (SMI) physical health within secondary care in supporting complex mental health cases.
- The Early Intervention service also support people from the age of 14 years old with a first episode of psychosis.

## We Can Support With...

The Community Mental Health Teams (CMHTs) have delegated responsibility to contribute towards and take responsibility for Oldham's Tiered Risk Assessment and Management (TRAM) Protocol and processes.

The Oldham CMHTs are a partnership between Pennine Care NHS Foundation Trust and the Local Authority Adult Community Mental Health Specialist Service. The team support individuals with severe and complex Mental Health needs including high risk presentation and offer risk formulation and management.

The service works in accordance with National Institute for Health and Social Care (NICE) guidelines supporting the multidisciplinary team (MDT) and Team Around the Adult (TAA) approach under the Care Programme Approach (CPA) framework. The specialist staff team include the role of care coordinator and are involved in interagency working with complex cases and support maintenance and monitoring of people who are identified to be suffering with a severe and enduring complex mental illness.

The team offer family carer support intervention, supporting people with severe and enduring mental illness and support Care Act responsibilities including statutory roles and responsibilities under the Mental Health Act 1983 including Section 117 aftercare.

The service also contributes to social prescribing and strength-based assessments (my conversations) to support people to live a fulfilling life in their local communities.

The CMHT provide support to the TAA and TRAM Protocol processes by:

- Understanding what risk is, and how to work with risk at a multi-agency level. This is crucial to achieving positive outcomes in partnership with individuals.
- Involving the individual in assessing risk, making appropriate adjustments, recognising strengths.
- Considering previous and current risk-taking behaviours.
- Always considering that other agencies may hold information.
- Sharing information at the earliest opportunity and gaining an understanding of the individual, the risks posed and agreeing the activity to mitigate or reduce risks.
- Calling a TAA meeting, completing all relevant risk assessment, meeting records, holding other professionals accountable in terms of completing actions in agreed timeframes and escalating cases to the Adults Complex and High Risk Panel (CaHRP) where required.
- Chairing meetings, involving the service user and including agencies who are and who should be working with the individual.
- Undertaking Mental Capacity Act assessments.

- Undertaking Section 42 (of the Care Act) safeguarding enquiries.
- Supporting referrals to Multi-Agency Risk Assessment Conferences (MARAC).

## Common Misconceptions about Responsibilities

Other Pennine Care NHS Foundation Trust services are able to support the processes within the TRAM Protocol in relation to aspects such as information sharing regarding ongoing assessments and interventions offered. However, if an individual is open to other Pennine Care NHS Foundation Trust services, besides CMHT, practitioners from other agencies may need to take the Lead Professional role as part of the TAA approach.

Safeguarding adult referrals should be made via the front door of Adult Social Care.

## Referral/Contact Details

- You can contact Maple House about cases open to the CMHT via email on: [pcn-tr.maplehouseoldhamcmht@nhs.net](mailto:pcn-tr.maplehouseoldhamcmht@nhs.net) or via telephone: 0161 770 4151.
- You can make referrals for support with cases not open to the CMHT can be made via the Access team via telephone: 0161 716 2757 or via email on: [pcn-tr.oldhamspoe@nhs.net](mailto:pcn-tr.oldhamspoe@nhs.net).



# Positive Steps



## We are Positive Steps

Positive Steps are a multidisciplinary organisation which incorporates an all age Early Intervention and Prevention team amongst other services such as young carers and the youth justice service. The integrated model allows a wider network of professionals within the same building to provide the best support for residents within Oldham.

## We Can Support With...

Positive Steps Early Intervention and Prevention team provide a range of targeted support at a medium level by assisting with issues including but not limited to:

- Financial support including budgeting, financial entitlements, debt management
- Housing including homelessness assessments, support with form filling and bidding
- Domestic Abuse including completing DASH (Domestic Abuse, Stalking and Honour Based Violence) RIC (Risk Identification Checklist), working alongside the Independent Domestic Violence Advisory (IDVA) team.
- Mental Health and Physical Health Needs including one to one support, referrals and signposting to outside agencies.

Our overall aim is to deliver packages of support to families, adults and whole households to prevent escalation to more intensive services. Through undertaking an Early Help assessment and by working with clients in a person-centred way, we aim to make positive changes and to develop skills to manage their issues in the future.

We provide support within the Positive Steps hub, in the community and through home visits.

## Common Misconceptions about Responsibilities

Positive Steps Early Intervention and Prevention are not a statutory service and work on a voluntary basis with clients.

## Referral/Contact Details

You can contact Positive steps by telephone on: 0800 288 9008 (free phone) or 0161 621 9456 (main), via email on: [info@positive-steps.org.uk](mailto:info@positive-steps.org.uk). Visit the [Positive Website](#).

Positive Steps Early Intervention and Prevention Drop In Support is available Monday, Wednesday, and Friday from 10:30 until 16:30 at Positive Steps Oldham, 80 Union Street OL1 1DJ.

# Probation Service

Probation  
Service



## We are the Probation Service

The Probation Service in Oldham supervises adults released from prison on licence and those on community sentences as imposed by criminal courts. Our priorities are to protect victims and the wider public by the management and effective rehabilitation of people on probation.

## We Can Support With...

The Probation Service in Oldham can collaborate with partners, in line with Tiered Risk Assessment and Management (TRAM) Protocol, bringing our understanding of risk

management and in line with statutory responsibilities to protect the public.

## Common Misconceptions about Responsibilities

The Probation Service in Oldham are unable to work outside the terms of our policy and procedure, for example cannot have a level of contact with people on probation that is outside of supervisory requirements and unrealistic in terms of capacity.

## Referral/Contact Details

You can contact the Oldham Probation Office via telephone on: 0161 933 6700.



# Turning Point



## We are Turning Point

We are Turning Point. We are an organisation that support people in the community who have issues with drugs or alcohol. We offer one-to-one support, workshops and group support. We also work alongside other support services within the community. The aim of our service is to reduce the harm and impact that drugs and alcohol have on individuals and the community, and to support people in working towards a drug or alcohol free lifestyle.

## We Can Support With...

Turning Point can support anyone who is looking to access support or awareness for issues with drug or alcohol issues. We offer one-to-one support or group support and work in a person centred approach for people to feel empowered to reach their goal with regards to their substance use.

## Common Misconceptions about Responsibilities

As part of someone's recovery Turning Point will address issues that relate to their substance use, however this may mean we refer them to the most relevant service to support. Turning point are also not a crisis service, so we are unable to provide any emergency services.

## Referral/Contact Details

You can refer yourself by:

- coming into the hub: 5 Lord Street, Oldham OL1 3HP.
- calling the central telephone number - Contact Point: 0300 555 0234.
- completing an online form: [Web Referral](#).

# VoiceAbility



## We are VoiceAbility

VoiceAbility is an Independent Advocacy organisation providing free, independent support to involve people in decisions about their health, care and wellbeing, upholding rights and helping people have a voice within a framework established through statute.

## We Can Support With...

VoiceAbility can support with advocacy under the Mental Capacity Act, the Mental Health Act and the Care Act (including Section 42 safeguarding enquiries) as well as with Deprivation of Liberty Safeguards (DoLS). Supporting in giving a client a voice in decisions

made about them, and in upholding their rights as well as helping ensure their involvement and understanding of the process.

## Common Misconceptions about Responsibilities

As an Independent advocacy organisation our remit is determined by various legal acts as detailed above. This shapes our role, the eligibility of service delivery and also specifies that we are not decision makers.

## Referral/Contact Details

You can make referrals via the VoiceAbility website: [VoiceAbility website - Make a Referral](#).