

Adult Support and Protection

Quick guide for staff from any agency concerned about an adult at risk



Q. Who is an 'adult at risk'?

A. 'Adults at risk' are adults (aged 16yrs or over) who:

- are unable to safeguard their own wellbeing, property, rights or other interests;
- are at risk of harm; and
- because they are affected by disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than adults who are not so affected.

Section 3(2) Adult Support & Protection (Scotland) Act 2007

Please note all three points of the above definition must be met.

Q. What is meant by 'risk of harm'?

A. An adult is at risk of harm if:

- another person's conduct is causing (or is likely to cause) the adult to be harmed, or
- the adult is engaging (or is likely to engage) in conduct which causes (or is likely to cause) self-harm.

Section 3(2) Adult Support & Protection (Scotland) Act 2007

Please note conduct includes neglect and other failures to act.

Q. Who can cause harm?

A. Anyone can cause harm.

It could be a friend, relative, worker, carer, partner, volunteer or other adults at risk.

Q. Where can harm happen?

A. Harm can happen anywhere:

In social or health care setting, family home, own home, hospital ward, care home, social club or social activities.

Q. What are the six main types of harm?

A. The six main types of harm are:

1. 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.

2. Psychological Harm

This means hurting someone mentally. Psychological harm can be:

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

3. Financial Harm

This means stopping a person from having their money or belongings. Financial harm can be:

- Stealing money from a person
- Stopping someone using their own money
- Stopping someone using the things they own.

4. 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.

5. Neglect

This means stopping a person getting the things they need to be well. Neglect can be:

- Stopping a person from seeing their doctor

- Stopping a person from getting their medicine
- Stopping a person from getting their food.

6. Discriminatory Harm

This means hurting someone by being hateful or bigoted towards them. Discriminatory harm can be:

- Harassment
- Mistreating or behaving differently towards someone due to their gender, sexual orientation, race, disability, age, colour, language, religion or belief, and politics.

This list is not exclusive.



Q. What should I do if I have concerns that a person is or may be an 'adult at risk'?

A. You should do the following if you have concerns that a person is or may be an 'adult at risk':

- Report this immediately to your line manager. Remember, harm can also happen within a service setting and the source of harm can be a colleague or a manager. Regardless of this the facts and circumstances must be reported to Glasgow City HSCP.

Section 5(3) Adult Support and Protection (Scotland) Act 2007

Q. What should I do if I witness, suspect or receive information about an adult at risk being subject to harm, mistreatment or neglect?

A. If the person does not require immediate medical attention speak to the person about your concerns.

What has happened, has it happened before, who was involved, what the person thinks about the situation and what they want done about it. Try to ascertain if there are any potential risks to other adults and children. You need to listen to what they have to say and obtain all the relevant information.

Q. What is relevant information?

A. Relevant details relating to the situation should include:

- Name, address, date of birth, ethnic origin, gender, religion, type of accommodation, family circumstances, support networks, physical health, any communication difficulties, mental health and any associated statutory orders, or whatever information is available.
- The staff member's job title and the reason for their involvement.
- The nature and the substance of the allegation or concern.
- Details of any care givers and/or significant others.
- Details of the alleged perpetrator, where appropriate, and his or her current whereabouts and likely movements over the next 24 hours, if known.
- Details of any specific incidents (for example dates, times, injuries, witnesses, evidence [such as bruising]).
- Background relating to any previous concerns.
- Any information given to the person, their expectations and wishes if known.

Checklist:

- ▶ Record the date, time and where the harm is alleged to have taken place or where it was witnessed.
- ▶ Record details of anyone else who was there.
- ▶ Record what the adult at risk of harm says using the words of the person making the disclosure even if they seem rude or embarrassing.
- ▶ Tell the adult at risk you need to speak to your manager.
- ▶ Try to separate the factual information from any opinions.
- ▶ Date and sign your report.
- ▶ Don't forget your report may be required as part of any legal action or disciplinary proceedings.

Q. What do I do if the person needs immediate medical assistance?

A. Contact emergency services on 999, if an adult at risk appears to be in immediate need of medical attention or if there is evidence of physical or sexual harm.

Uncertainty about consent and capacity should not prevent the provision of urgent medical assistance.

- Inform the Police if a crime has or may have been committed.
- Staff must be aware of the need to preserve evidence.
- Staff should not put themselves at risk.

More detailed information about Adult Support and Protection can be found at the website below, this also includes a link to the Adult Protection Committee Social Work Procedures.

These can be found at:

www.glasgowadultprotection.org.uk

It is expected that all managers and staff will have available a copy of these procedures.

It is expected that the service provider has their own procedures which compliment and support Glasgow City Adult Support and Protection procedures.

It is expected that service providers will work to prevent or minimise the risk of harm occurring by:

- ▶ Following safe recruitment practices.
- ▶ Having the correct staffing levels and staff that have the right skills to meet the needs of the service users.
- ▶ Providing appropriate training including adult protection training. Staff should be able to demonstrate an awareness of what is harm, that it can happen anywhere and can be caused by a range of people.
- ▶ Ensuring that staff attend regular staff meetings and providing supervision, so staff can discuss and learn about care practices which could be harmful.
- ▶ Ensuring staff are listened and responded to when staff, service users and carers raise concerns.

Q. What if I suspect an offence has been committed and do I need the adults consent?

A. An Adult's consent should usually be sought before the police are contacted, however this is not always necessary.

Adults at risk of harm are individuals in their own right and must be allowed to exercise their right to choose the way they live their life, unless:

- The adult is at immediate risk of significant harm.
- The adult does not have capacity to understand his/her choice or consequences.
- There is concern the person is being unduly pressured to withhold their consent.
- The situation involves a service provider and other adults may also be at risk or harm.
- There is a public safety concern and it is in the public interest to override consent because of the seriousness of the incident or allegation and/or risk to other people.
- Any member of staff from any agency witnessed a crime being committed.

If in any doubt about contacting the police, discuss this with your line manager.

Contact Number 999 in an emergency.

Request the assistance of the police and any other emergency service that is required.

Police Scotland: 101

A referral must also be made to

Glasgow City HSCP

regardless of whether the police or any other emergency services are contacted.

Q. Who would I report concerns to within Glasgow City HSCP?

A. Either:

- Social Care Direct on **0141 287 0555** - contact for all referrals.
- The Social Worker or Care Manager to which the person is already allocated or
- The Duty Social Worker.
- **Out of hours** - Glasgow and Partners Emergency Social Work Service (before 8.45am and after 4.45pm Monday to Thursday, before 8.45am and after 3.55pm on Fridays, and during weekends and public holidays).

0300 343 1505

Hi I wish to report my concerns



Certainly let me take some details



Q. What if I need advice about what to do?

A. Social Care Direct can be contacted for advice at any time during working hours.

Social Care Direct: 0141 287 0555

Outwith office hours you can contact:

**Glasgow and Partners Emergency Services on
0300 343 1505**

You can phone the Social Work duty team and ask to speak to a Duty Worker.

- **North East Area Team** **0141 276 4710**
- **South Area Team** **0141 276 5010**
- **West Area Team** **0141 276 5252**

Q. Who else should be contacted?

A. Referrers from registered care providers should contact.

Care Inspectorate: 0141 848 4230

**Glasgow City HSCP Commissioning Team via
Social Care Direct**

Other contacts can include:

The Mental Welfare Commission: 0131 313 8777

Advocacy Services can also provide advice. Main contact for Advocacy Services is:

Advocacy Project: 0141 420 0961