

Types of abuse and seriousness	<p>SCD & EDT will screen all initial enquiries and decide on an appropriate and proportionate response e.g. advice, information, signposting to other agency, assessment of need, care management/care coordination, risk management, staff training, disciplinary or complaints procedures.</p> <p>It is likely that only concerns in the second column need to be reported to SCD as a Section 42 safeguarding enquiry.</p>		<p>Not all Section 42 enquiries will meet the threshold for Adult Protection. These procedures will be considered for concerns below where the individual meets or is likely to meet the eligibility criteria for social care .Other types of inter- agency responses may be more appropriate eg. MAPPA, MARAC. Where concerns can be dealt with by a single agency more suitable response may be Care Management/Co-ordination, Police, AMPH. Contact SCD to raise your concerns. Ring 999 if there is any immediate risk to an individual.</p> <p>* Self Neglect – it is anticipated that only exceptional high risk will trigger adult protection</p>			
Level of risk	<p>Minimal</p>		<p>Low</p>	<p>Moderate</p>	<p>High</p>	<p>CRITICAL Serious criminal matter – Police/Emergency Services contact necessary. Consider MAPPA, MARAC, Hate Crime</p>
Physical	<ul style="list-style-type: none"> Staff error causing no/little harm, e.g. friction mark on skin due to ill-fitting hoist sling Minor events that still meet criteria for ‘incident reporting’ accidents Adult does not receive prescribed medication (missed/ wrong dose) on one occasion - no harm occurs 	<ul style="list-style-type: none"> Isolated incident involving service on service user Inexplicable marking found on one occasion Minor event where users lack capacity Recurring missed medication or administration errors that cause no harm 	<ul style="list-style-type: none"> Inexplicable marking or lesions, cuts or grip marks on a number of occasions Accumulations of minor incidents Recurring missed medication or errors that affect more than one adult and/or result in harm Potential serious consequences 	<ul style="list-style-type: none"> Inappropriate restraint Withholding of food, drinks or aids to independence Inexplicable fractures/injuries Assault Deliberate maladministration of medications Covert administration without proper medical authorisation 	<ul style="list-style-type: none"> Grievous bodily harm/assault with a weapon leading to irreversible damage or death Pattern of recurring errors or an incident of deliberate maladministration of medication that results in ill-health or death 	
Neglect- acts of omission	<ul style="list-style-type: none"> Isolated missed home care visit where no harm occurs Adult is not assisted with a meal/drink on one occasion and no harm occurs Adult not bathed as often as would like - possible complaint 	<ul style="list-style-type: none"> Inadequate care that causes discomfort or inconvenience e.g. left wet occasionally - no significant harm occurs No access to aids for independence Provider not following care plan or safeguarding actions - no significant harm 	<ul style="list-style-type: none"> Recurrent missed home care visits where risk of harm escalates, or one miss where harm occurs Hospital discharge without adequate planning and harm occurs 	<ul style="list-style-type: none"> Ongoing lack of care to the extent that health and wellbeing deteriorate significantly e.g. pressure wounds, dehydration, malnutrition, loss of independence/confidence 	<ul style="list-style-type: none"> Failure to arrange access to lifesaving services or medical care Failure to intervene in dangerous situations where the adult lacks the capacity to assess risk 	
Self-neglect	<ul style="list-style-type: none"> Self-care causing some concern - no signs of harm or distress Property neglected but all main services work Some evidence of hoarding - no major impact on health/ safety 	<ul style="list-style-type: none"> First signs of failing to engage with professionals Property neglected Evidence of hoarding Lack of essential amenities No access to support 	<ul style="list-style-type: none"> Refusing medical treatment High level of clutter /hoarding* Insanitary conditions in property Won't engage with professionals Problematic substance misuse Potential fire risk/gas leaks Multiple reports from others <p>*Only exceptional cases will trigger AP. All standard interventions must be used first to manage risk e.g. CM/CPA/ MDT</p> <p>*Use Hoarding Tool Kit</p>	<ul style="list-style-type: none"> Self-neglect is life threatening Lack of self-care results in significant deterioration in health/wellbeing Chaotic substance misuse Environment injurious to health* Potential fire risk or gas leaks Others affected by self-neglect Multiple reports from other agencies Behaviour poses risk to self/others <p>* Only exceptional cases will trigger AP. All standard interventions must be used first to manage risk e.g. CM/CPA/ MDT</p> <p>*Use Hoarding Tool Kit</p>	<ul style="list-style-type: none"> Failure to arrange access to lifesaving services or medical care Life in danger without intervention Chaotic substance misuse Environment injurious to health* Imminent fire risk/gas leaks Access obstructed within property Multiple reports from other agencies Behaviour poses risk to self/others <p>* Only exceptional cases will trigger AP. All standard interventions must be used first to manage risk e.g. CM/CPA/ MDT</p>	
Financial or material abuse	<ul style="list-style-type: none"> Staff personally benefit from users funds e.g. accrue ‘reward’ points on their own store loyalty cards when shopping Money not recorded safely or properly Non-payment of care fees 	<ul style="list-style-type: none"> Adult not routinely involved in decisions about how their money is spent or kept safe - capacity in this respect is not properly considered 	<ul style="list-style-type: none"> Adult's monies kept in a joint bank account – unclear arrangements for equitable sharing of interest Adult denied access to his/her own funds or possessions 	<ul style="list-style-type: none"> Misuse/misappropriation of property, possessions or benefits by a person in a position of trust or control Personal finances removed from adult's control 	<ul style="list-style-type: none"> Fraud/exploitation relating to benefits, income, property or will Theft 	
Psychological	<ul style="list-style-type: none"> Isolated incident where adult is spoken to in a rude or other inappropriate way - respect is undermined but no or little distress caused 	<ul style="list-style-type: none"> Occasional taunts or verbal outburst Withholding of information to disempower 	<ul style="list-style-type: none"> Treatment that undermines dignity and esteem Denying or failing to recognise adult's choice or opinion Frequent verbal outbursts or harassment 	<ul style="list-style-type: none"> Humiliation Emotional blackmail e.g. threats of abandonment/harm Frequent and frightening verbal outbursts Hate crime 	<ul style="list-style-type: none"> Denial of basic human rights/civil liberties, over-riding advance directive, forced marriage Prolonged intimidation Vicious/personalised verbal attacks 	
Organisational	<ul style="list-style-type: none"> Lack of stimulation/opportunities for social and leisure activities Service users not given sufficient voice or involved in the running of the service 	<ul style="list-style-type: none"> Denial of individuality and opportunities for service users to make informed choices and take responsible risks Care planning documentation not person-centred 	<ul style="list-style-type: none"> Rigid/inflexible routines Service user's dignity is undermined e.g. lack of privacy during support with intimate care needs, sharing under-clothing 	<ul style="list-style-type: none"> Bad practice not being reported and going unchecked Unsafe and unhygienic living environments 	<ul style="list-style-type: none"> Staff misusing their position of power over service users Over-medication and/or inappropriate restraint used to manage behaviour Widespread, consistent ill treatment 	
Discriminatory	<ul style="list-style-type: none"> Isolated incident of teasing motivated by prejudicial attitudes towards an adult's individual differences 	<ul style="list-style-type: none"> Isolated incident of care planning that fails to address an adult's specific diversity associated needs for a short period Occasional taunts 	<ul style="list-style-type: none"> Inequitable access to service provision as a result of a diversity issue Recurring failure to meet specific care/support needs associated with diversity 	<ul style="list-style-type: none"> Being refused access to essential services Denial of civil liberties e.g. voting Making a complaint Humiliation or threats on a regular basis Recurring taunts 	<ul style="list-style-type: none"> Hate crime resulting in injury/emergency medical treatment/ fear for life Hate crime resulting in serious injury or attempted murder/ honour-based violence 	
Sexual	<ul style="list-style-type: none"> Isolated incident of teasing or low-level unwanted sexualised attention (verbal or touching) directed at one adult by another whether or not capacity exists 	<ul style="list-style-type: none"> Minimal verbal sexualised insults or banter Unwanted peer flirtation 	<ul style="list-style-type: none"> Recurring sexualised touching or isolated/recurring masturbation without valid consent Voyeurism without consent Being subject to indecent exposure Coercion 	<ul style="list-style-type: none"> Attempted penetration by any means (whether or not it occurs within a relationship) without consent Made to look at pornographic material against will/consent not valid Coercion 	<ul style="list-style-type: none"> Sex in a relationship characterised by authority, inequality or exploitation, e.g. staff and service user Sex without valid consent (rape) Coercion 	
Domestic	<ul style="list-style-type: none"> Isolated incident of abusive nature Capacitated adult - no vulnerabilities identified Children in household or present - refer to Children's Services <p>*Refer to Domestic Abuse services for early intervention www.durham.gov.uk/domesticabuse</p>	<ul style="list-style-type: none"> Occasional taunts or verbal outbursts Victim has no current fears Adequate protective factors Children in household or present-refer to Children's Services <p>*Refer to Domestic Abuse services for early intervention www.durham.gov.uk/domesticabuse</p>	<ul style="list-style-type: none"> Inexplicable marking or lesions or grip marks on a number of occasions Subject to controlling behaviour Frequent verbal/physical outbursts Children in household or present - refer to Children's Services <p>Consider MARAC - www.safeguardingdurhamadults.info and search for MARAC</p>	<ul style="list-style-type: none"> Assault causing serious harm Subject to stalking/harassment Serious sexual assault or humiliation Experiences constant fear Subject to severe controlling behaviour e.g. finances/medical treatment Children in household or present-refer to Children's Services <p>Consider MARAC - www.safeguardingdurhamadults.info and search for MARAC</p>	<ul style="list-style-type: none"> Subject to regular violent behaviour Threats to kill/choke/suffocate etc In constant fear of being harmed Sex without valid consent (rape) FGM female genital mutilation Honour based violence &/or forced marriage Children in household or present - refer to Children's Services <p>Consider MARAC - www.safeguardingdurhamadults.info and search for MARAC</p>	
Modern slavery			<ul style="list-style-type: none"> Under control of another/fearful Long periods at work Unable to get medical treatment Poor living conditions/low wages 	<ul style="list-style-type: none"> Regularly moved to avoid detection Lives in work place No health and safety in work place Under control of others e.g. gang master, dealers, pimp for prostitution Subject to violence/threats/fearful Risk of physical/psychological harm 	<ul style="list-style-type: none"> Regularly moved to avoid detection Lives in sheds/lockup/containers Risk of fatality or serious injury No freedom/unable to leave Risk of organ harvesting Wages used for debt Not in possession of ID or passport Subject to forced marriage 	