

# Checklist for Providers Dealing With a Safeguarding Adults Concern

Updated August 2021

- Has the safeguarding concern been reported to Social Care Direct (SCD) or the Emergency Duty Team (EDT) in a timely manner? If not explain reasons.
- Provide date and time of incident of abuse or neglect, background and lead-up, people involved or present, and full details for instance:
  - Was this a one-off isolated incident?
  - Was the abuse or neglect witnessed by staff members?
  - Did anyone else witness it and how long was it before staff intervened?
  - Be accurate and give detail: 'Mr A hit Mr B' is not enough. Was it a slap? A punch? A bang or knock as he passed? Mr A pushed Mr B in the back, causing B to fall to floor? Did Mr A miss? What impact and harm to Mr B?
  - What was the environment and visibility like?
  - Use people's own words and / or observations of change in mood or behaviour.
- Use the Raising a Concern Reporting to Social Care Direct Top 3 Tips (from the Managing the Concern training resource pack) which helps staff who see something, or are told something, or suspect something to record well.
- Refer to [Safeguarding Risk Threshold Tool](#) to support your judgement about the seriousness of the abuse or neglect and whether it needs to be reported. Not every incident needs to be reported. Make use of the [Risk Factors Recording Sheet](#) to guide you (the PDF to download from the website can be typed in once saved on your system, or a Word version can be emailed by the [DSAP Business Unit](#))
- The [Skin Damage Toolkit](#) is a user friendly guide to help you decide whether to make a Safeguarding referral or not when someone has some form of skin damage. It is useful to use alongside the Risk Threshold Tool.
- Use body-maps to record skin damage and physical injuries and change over time; inform SCD about their use.
- Unfortunately, it is not possible to have "hard and fast" rules. This will need to be determined by the level of risk, harm, impact on adult, risk to others, likelihood of repeat, and whether a potential crime has taken place. As a rule of thumb incidents or

concerns that need to be reported to a family member also need to be reported to the case worker or SCD or EDT.

- If, after using the Risk Threshold Tool and Risk Factors Recording Sheet, you are still unsure whether to make a referral, contact SCD for advice and to talk it through, without formally making a referral. Record that you have done so, and what happened/was said.
- While each organisation has its own procedures about passing on safeguarding concerns, where possible SCD prefer the person who saw the abuse or neglect or who was told about the incident to give them information.
- Making Safeguarding Personal: record the current views and wishes (desired outcomes) of the adult. What will make them feel safer? What do they want to happen next?
- Think about Advocacy: will the adult have 'substantial difficulty' in being involved? If so, is there someone appropriate who will support their wishes, be their voice and represent them, or will they need an independent advocate? Tell the adult they may be entitled to advocacy support. This is all information to pass on to SCD.
- Ensure that your record of the safeguarding concern passed to SCD details your use of the Data Protection Act (DPA) 1998 safeguarding adults at risk exemption, and the lawful basis used to share information, which will be, as appropriate, one of: prevention of harm, vital interest, public function, legal obligation, or legitimate interest. The DPA definition for an individual aged 18 and over at risk is the same as in the Care Act 2014.
- Use the [Good Practice Toolkit Collaborative Working and Information Sharing between Professionals to protect Adults](#) and its decision-making flowchart and 8 Golden Rules to help you.
- Record your reasons to share, or your reasons for a decision not to share *and* what you have done to reduce the risk.
- Do not share with the person alleged to have caused harm.
- Do not share with anyone who does not need to know.
- If you suspect there is domestic violence and abuse, use these tools as well as the Risk Threshold Tool, Risk Factors Recording Sheet, and referral to SCD:
  - [Durham and Darlington Multi Agency Domestic Abuse Procedural Flowchart](#)

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- Co. Durham & Darlington DASH Risk Identification and Assessment Checklist, re partner violence (is at end of [MARAC form](#))
- MARAC is a Multi-Agency Risk Assessment Conference to address ongoing safety need when high or very high-risk domestic abuse. Do not let an abuser know about a MARAC referral.
- A safeguarding concern will be logged on the DCC Adult Social Care database.
- SCD triages safeguarding concerns using the Risk Threshold Tool and Risk Factors as a guide and will decide on an appropriate response to the harm, abuse, neglect, or self neglect.
- If further enquiries are required under Section 42 of the Care Act 2014, SCD will decide who will be responsible to carry them out.
- If it is found that a Section 42 enquiry is not required, it is essential that you work closely with the case workers or appropriate professionals to resolve the concerns and mitigate risk e.g. risk assessment or re-assessment of needs, use of complaint process, address poor practice, staff training, or use of a multi-agency pathway.
- Identify any injuries due to the abuse or neglect, to both the adult and the person who has caused harm.
- Explain how the adult is after the incident. Is there evidence that they are safe? Has the impact of the abuse or neglect on the adult been explored with them?
- Where the abuse or neglect involves people living in a care home, identify if there are any other incidents between the same residents, or other residents or staff in the care home. Please ensure that this is this being monitored and managed, with any risks to the adult and other residents being minimised.
- Identify evidence to show you have handled the abuse or neglect quickly and appropriately.
- Explain any action you have taken to minimise future abuse and neglect.
- Complete CQC notification and/or NHS Serious Incident form where appropriate.
- Complete your organisation's safeguarding incident log which will help give an overview and spot patterns. This is separate to the above safeguarding information on the client's record.