

Quick Guide for staff / volunteers to responding and reporting

Responding to an adult who discloses a concern of abuse:

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| <ul style="list-style-type: none"> • In an emergency ring 999 • Do ensure the safety of the individual and others if in immediate danger, contact the relevant emergency service e.g. GP. • Do not be judgemental or jump to conclusions • Do listen carefully • Do provide support and information to meet their specific communication needs • Do use open questions • Do tell the adult that they did a good/right thing in telling you • Do tell the adult you are treating the information seriously • Do tell the adult it was not their fault • Do ask the adult what they need to keep themselves safe do not make promises you cannot keep • Do not promise to keep secrets • Do seek consent of the adult to share the information with your manager, however lack of consent should not prevent you from reporting your concerns | <ul style="list-style-type: none"> • Do explain that you have a duty to tell your Manager or other designated person • Do provide support and information to meet their specific communication needs do not confront the person alleged to have caused the harm as this could place you at risk, or provide an opportunity to destroy evidence, or intimidate the person alleged to have been harmed or witnesses • Do explain that you will try to take steps to protect them from further abuse or neglect. • Do support and reassure the person. • Do preserve any forensic or other evidence. |
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Action after the concern of abuse has been recognised (to be taken as soon as possible or within 4 hours):

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| <ul style="list-style-type: none"> • Report concerns to a designated safeguarding manager or other designated person • Record your concerns and how they came to light, any information given by the adult, information about any witnesses, the wishes of the adult, actions taken, who was present at the time, dates and times of incident(s) • Records details of the adult alleged to have caused harm • Do record any concerns about the adults capacity to make any decisions and the reasons for the concerns • Do record whether the adult is aware that the concerns have been reported | <ul style="list-style-type: none"> • Do record the perspective of the adult • Do record any previous concerns about the adult • Do not breach confidentiality for example by telling friends, other work colleagues • Do use Whistleblowing Procedures if you feel that you will not be believed, taken seriously or believe that your manager may be causing the risks of abuse to the adult. |
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Ongoing action:

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| <ul style="list-style-type: none"> • Ensure that you receive support from your employer/organisation • You may be required to give evidence to the Police • You may be required to give evidence in a Coroner's Inquest • You may be required to be interviewed as part of a disciplinary investigation | <ul style="list-style-type: none"> • You may be required to participate in a section 42 enquiry • You may be required to attend safeguarding meetings. |
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Useful Telephone Numbers

Adult Social Care: 0300 200 1005

If you work for: Police, SFRS, SECamb or Trading Standards - contact the MASH on: 01483 639887

<p>Police 101 or 999 in an emergency</p>	<p>Care Quality Commission 03000 616161</p>	<p>Whistleblowing Helpline 08000 724725</p>
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