

*Safeguarding Adults  
Is Everybody's Business*



# Adult Safeguarding

A guide to staff on identifying and reporting neglect and abuse of adults at risk in Cornwall and the Isles of Scilly

[www.cornwall.gov.uk](http://www.cornwall.gov.uk)

Tel: 0300 1231 116



## Other formats

If you would like this information in another format please contact:

Cornwall Council  
County Hall  
Treyew Road  
Truro TR1 3AY

Telephone: 0300 1234 100

Email: [enquiries@cornwall.gov.uk](mailto:enquiries@cornwall.gov.uk)

[www.cornwall.gov.uk](http://www.cornwall.gov.uk)

The leaflet is also available on the Safeguarding Adults website at [www.cornwall.gov.uk/safeguardingadults](http://www.cornwall.gov.uk/safeguardingadults)

For further copies of the leaflet, please call 0300 1234 100.

“ This leaflet is aimed mainly at workers in Health or Social Care. However, if you are a member of the public, the information will still be useful if you are concerned that an adult is experiencing neglect or abuse. ”

# Why do we need to safeguard adults?

- Everyone has the right to live their life free from violence, fear and abuse.
- All adults have the right to be protected from harm and exploitation.
- Not everyone can protect themselves.
- All adults have the right to independence, which may involve some risks.

This booklet will help you to identify if someone is at risk from, or experiencing neglect or abuse. We all need to know what neglect and abuse is, how we can recognise it, and what our role is in safeguarding adults who are at risk of neglect and abuse.

“ We are all responsible for the safeguarding of adults who are at risk of neglect and abuse. ”

# Who do adult safeguarding duties apply to?

Under the Care Act 2014 adult safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, neglect or abuse ; and;
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of neglect or abuse.

## The Care Act - Six key principles of adult safeguarding

**Empowerment** - People being supported and encouraged to make their own decisions and informed consent.

**Prevention** -It is better to take action before harm occurs.

**Proportionality** - The least intrusive response appropriate to the risk presented.

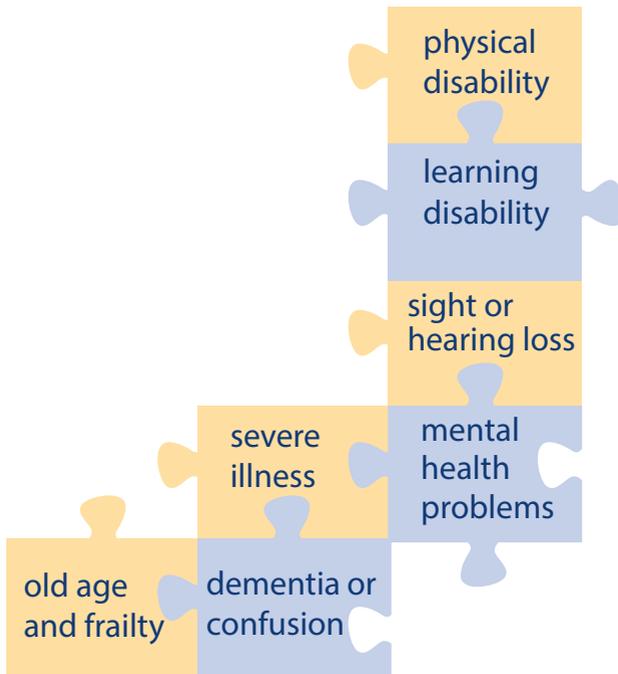
**Protection** - Support and representation for those in greatest need.

**Partnership** - Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

**Accountability** - Accountability and transparency in safeguarding.

# Things that may increase adults risk of neglect or abuse

Some adults might be more at risk of neglect or abuse than others. The following things could increase the risk of neglect or abuse:



Also, people who depend on others to look after them may not be able to stop someone else from hurting them or taking advantage of them.

# **Neglect and abuse can happen in many different places:**

- someone's own home
- a care home
- a hospital
- a day centre
- a public place

# **Anyone could be an abuser and it is often someone who is known and trusted**

It might be:

- a family member or partner
- a neighbour
- a health or social care worker
- another professional worker, for example a financial advisor or solicitor
- a volunteer worker
- a friend
- a service user

# What do you need to do?

## Recognise

Neglect and abuse come in many forms and more than one type of neglect and abuse may be happening at the same time.

Where safeguarding duties apply agencies should not limit their view of what constitutes neglect or abuse, as they can take many forms and the circumstances of the individual case should always be considered. The categories of abuse defined in the Care Act are as follows:

**Physical abuse:** including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

**Domestic abuse:** including psychological, physical, sexual, financial, emotional abuse, controlling and coercive behaviour and 'honour-based' violence.

**Sexual violence:** including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts and sexual assault or sexual acts to which the adult has not consented or was coerced.

**Psychological abuse:** including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

**Financial or material abuse:** including coercion to take extortionate loans and threats to recover debt, theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection to wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

**Modern slavery:** encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

**Discriminatory abuse:** including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

**Organisational abuse:** including neglect and poor care practice within an institution or specific care setting such as a hospital or care home or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

**Neglect and acts of omission:** including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating. Failure to follow agreed processes.

**Self-neglect:** this covers a wide range of behaviour; neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding that causes a risk of harm.

## Respond

You may suspect neglect or abuse because:

- You have general concerns about someone's well-being.
- You see or hear about something which could be neglect or abuse.
- Someone tells you that something has happened or is happening to them, which could be neglect or abuse.

### **You must:**

- ✓ Call the police and / or an ambulance if the person is in immediate danger.
- ✓ Listen carefully to what you are being told and reassure the person that you are taking what they say seriously.
- ✓ Tell your manager what has happened.

### **You must not:**

- ✗ Touch or clear away any evidence.
- ✗ Agree to keep it a secret – you cannot do this. Explain to them that you will have to pass the information on. If possible, name the person you will pass the information to.
- ✗ Interrupt the person or ask "leading questions."

## Record

If you witness neglect or abuse or someone tells you about it;

### **You must:**

- ✓ Write an account of what you have seen or heard as soon as possible. Make sure you include the time and date.
- ✓ Make sure the information is factual and accurate.
- ✓ Note down what the person said, using their own words.
- ✓ Describe the circumstances and identify anyone else who was there at the time.
- ✓ Use a body map to record any injuries.
- ✓ Sign and date your report, noting the time and the location.

## Report

You must never assume that somebody else will recognise and report what you have seen or heard.

It can be difficult if the allegation is about a colleague or it is difficult to believe what you have heard – but you must still report any alleged neglect or abuse, or concerns that you have.

You should normally report your concerns to your line manager as soon as possible and they will then contact the relevant organisations.

However, if you think that your line manager is involved in the neglect or abuse, or does not take what you say seriously, you must contact Cornwall Council Multi-Agency Referral Unit (MARU)

“ If you are a member of the public, or a manager, or can't speak to anyone in your organisation, please refer to the contact numbers on page 13. ”

The Safeguarding Adults Board has agreed that the agencies listed below can make decisions on responding to safeguarding concerns.

- Cornwall Clinical Commissioning Group (CCG)
- Cornwall Council
- Cornwall Housing
- Cornwall Partnership Foundation Trust (CFT)
- Devon and Cornwall Police
- Peninsular Community Health (PCH)
- Royal Cornwall Hospital Trust (RCHT)

**These agencies must make these decisions in accordance with the SAB decision-making standards and in discussion with their adult safeguarding leads.**

# Adult safeguarding

The Safeguarding Adults Board is made up of people from organisations who have a role in preventing the neglect and abuse of adults, including Health, the Police, Cornwall Council and representatives from independent and voluntary organisations. The Board looks at ways in which adults can be safeguarded from harm and exploitation and it has produced a Multi-Agency Policy which all organisations have agreed to follow.

The Safeguarding Standards Unit oversees and monitors safeguarding work in Cornwall and the Isles of Scilly.

In order to safeguard people from neglect and abuse it is important that everyone knows what to do if they suspect someone is being neglected or abused. This booklet is one way in which we are sharing information about safeguarding adults in Cornwall and the Isles of Scilly.

# Contact numbers

## Cornwall adult safeguarding concerns.

Adult safeguarding concerns in Cornwall should be raised with the Multi-Agency Referral Unit (MARU) who will decide on the appropriate response to each concern.

## Cornwall Council, Multi-Agency Referral Unit (MARU)

General **0300 1231 116**  
Emergency duty service **01208 251 300**

## Devon and Cornwall Police

For emergencies **999**  
Non emergencies **101**

## Council of the Isles of Scilly

Council of the Isles of Scilly **01720 424 000**  
Out of Hours **01720 422 699**

You can find more information about Safeguarding Adults at:

**[www.cornwall.gov.uk/safeguardingadults](http://www.cornwall.gov.uk/safeguardingadults)**

# Notes



It is very important that you know who to contact in your organisation in case you need to raise a concern about abuse. Please find out who this person is and fill in their details below.



If this person is not available you will need to contact someone else in your organisation, or the Multi-Agency Referral Unit in Cornwall (MARU), on 0300 1231 116.

## Remember

Recognise, Respond



Record, Report

**If you would like this information  
in another format or language please contact:**

**Cornwall Council, County Hall,  
Treyew Road, Truro TR1 3AY**

**Tel: 0300 1234 131**

**Email: [adultcarehealthandwellbeing@cornwall.gov.uk](mailto:adultcarehealthandwellbeing@cornwall.gov.uk)**

**[www.cornwall.gov.uk](http://www.cornwall.gov.uk)**

