Vulnerable adults

In the context of adult safeguarding, a vulnerable adult is;

- Aged over 18
- Entitled to health and social care services for mental, physical illness or learning disability
- Can not always protect themselves from harm
- Has a perpetrator whose identity may or may not be known

Identified vulnerabilities out-with the safeguarding adults process may include:

- Highly complex presentations
- Inability to access services
- Unmet need
- Identified service gaps
- Multiple care plans
- Client reluctance to engage in support
- Perpetrator of abuse
- Poor decision making
- Anti-social behaviour

The risk management meeting will:

- Identify presenting risks
- Involve all appropriate services
- Facilitate communication and joint decision making
- Highlight identified risk including risk to others and staff
- Support clear care coordination
- Provide a record of decision making and agreed care plans for all involved

Categorising Vulnerable adults

Provider safeguarding adult concern

Concern reported to provider around adult safeguarding

Concern reported to DSU involving a client or carer of drug and alcohol service via CCMG

Is client appropriate for Safeguarding Adults?

- Yes
  - Refer to Social Care Direct
- No/ unclear
  - Discuss with Social Care Direct- 2788377 or Safeguarding Adult Unit 2788156
  - Not appropriate for safeguarding adults but vulnerability identified
    - Provider team or CCM Group to refer to Drug Support Unit
  - Vulnerable - appropriate for safeguarding adults
    - DSU establish Complex Needs Panel
- Deterioration or changed concern
  - Review
    - Further Risk Management meeting
  - Ongoing service intervention

Safeguarding Adults Unit facilitate the safeguarding adult process, provide advice on safeguarding matters and co-ordinate the process around paid workers or volunteer concerns. All referrals for Safeguarding Adults should go to Social Care Direct. Safeguarding Adults Multi-Agency Alert SAMA1 Referral Forms are available on the website for referrals to Social Care Direct. Immediate risk of harm – call 999
# Safeguarding Adults

If you think that an adult may be at risk please contact the Social Care Direct on 0191 2788377

Immediate risk of harm – call 999

## Risk Management

For those who do not fit Safeguarding Adults criteria

- Service user must be brought to the Common Case Management Group for review first
- If this group is unable to address the issue, the group will raise it with the DSU to establish a Complex Needs Panel
- The meeting will take place within 5 working days of request
- All involved agencies will be invited
- The meeting will follow the format of the Adult Safeguarding meeting with:
  - Confidentiality statement
  - Chair
  - Minutes
  - Risk management actions
  - Review, as appropriate

## Mental Capacity

- when referring a client to safeguarding, you may be asked:
  - Does the client understand the situation?
  - Can they retain the information to make a decision?
  - Can they weight up the pros and cons?
  - Can they communicate their decision?

## Safeguarding Adults Training;

- **Level 1** – Basic awareness (half day)
  For frontline workers
- **Level 2** - Responding to Abuse (1 day)
  For those making referrals
- **Level 3a** – Risk Assessment and Management Planning
- **Level 3b** - Managing Safeguarding Investigations

## Mental Capacity – (Half Day)

- Confidentiality statement
- Chair
- Minutes
- Risk management actions
- Review, as appropriate

## Abuse can be;

- Physical
- Sexual
- Psychological
- Financial
- Discriminatory
- Neglect
- Institutional

## Dignity in Care

Your right to be treated with respect

The dignity challenge and policy is now adopted by Newcastle Safeguarding Adults Board.

High quality services that respect peoples dignity should;

- Have a zero tolerance of all forms of abuse
- Support people with the same respect that you would want for yourself or a member of your family
- Enable people to maintain the maximum possible level of dependence, choice and control
- Listen and support people to express their needs and wants
- Respect people’s right to privacy
- Ensure people feel able to complain without fear of retribution
- Engage with family members and carers as care partners
- Assist people to maintain confidence and positive self esteem
- Act to alleviate peoples loneliness and isolation

## Contact Points:

- Safeguarding Adults Unit – 2788156
- Drug Support Unit – 2788125
- Multi-Agency Safeguarding Training - 2772091

NB; If in doubt or you would like advice around safeguarding adults, please ring the Safeguarding Adults Unit for an informal discussion.

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Leaflet and information available;

**Policy** - Newcastle Safeguarding Adults Board

interagency Guide Feb 2009 via;

[www.newcastle.gov/safeguardingadults](http://www.newcastle.gov/safeguardingadults)

**Client information leaflet** - Adult Abuse is Wrong - can be obtained via the Safeguarding Adults Unit