

Factsheet 1

What happens when abuse or neglect is reported? Information for adults who may be being abused or neglected

Raising a concern

If you or someone else is concerned that you are at risk of abuse or neglect, this should be reported as a Safeguarding Concern. Anyone can raise a Safeguarding Concern – you, a family member, a Carer or a professional working with adults with care and support needs.

A Concern can be raised by contacting Rochdale Borough Council Adult Care on 0300 303 8886.

A decision will be made whether a formal Safeguarding Enquiry is needed or you need another kind of support. If it is decided that a Safeguarding Enquiry is needed a Safeguarding Adults manager will work with you and other relevant people to understand the risks to your safety and to keep you safe. This is called a Safeguarding Enquiry – please see factsheet 4.

The Safeguarding Adult Manager will usually be a person from Rochdale Borough Council Adult Care or an NHS organisation and will decide who is the best person to be your safeguarding worker.

Making plans to help you

The Safeguarding worker will contact you to decide how best to help you. The first step will be to make a plan to help. This will include three main things:

- Understand your views on what you want to happen
- A plan to keep you safe
- An enquiry into the concerns

To make these plans, the Safeguarding Adult Manager may need to arrange a meeting or they may decide to contact people individually instead. Your views will be included within any plans made.

A plan to keep you safe

The Safeguarding Adult Manager and safeguarding worker will work with you and other important people to put together a plan that keeps you safe. This is called a Safeguarding Protection Plan.

If the plan involves changes to any support or care you receive, then this plan will be agreed with you. You can say what help or support you need.

The Safeguarding Protection Plan will need to be kept under review to make sure it is working.

If it is clear that you have the mental capacity to make decisions about your safety, you can decide whether to accept the help or not. If not, you will be assessed and if you do not have the mental capacity to make a particular decision. We will arrange for an independent advocate, if there is no other suitable person to represent and support you. Decisions will then be made in your best interests in line with the Mental Capacity Act 2005.

An enquiry into the concerns

The Safeguarding Adult Manager will need to arrange for an enquiry into the safeguarding concerns.

We need to do an enquiry to find out the facts about what has happened. This will help us understand how to keep you safe in the future.

Your allocated safeguarding worker may need to talk to you about what has happened. If they need to meet with you, then you can have someone sit in with you for support. They will also need to talk to other people involved and look at records as part of the enquiry.

Reviewing the enquiry

The findings of the enquiry are reviewed and you will be involved to decide if there are any changes needed to your Safeguarding Protection Plan.

Sometimes the Safeguarding Adult Manager will be responsible for these decisions, taking your views and wishes into account. On other occasions there will be a Strategy Meeting. Any plan about your support or care will need to be agreed with you

A Case Strategy Meeting is held where it is helpful for all concerned to meet and discuss the findings of the enquiry and how to support you to be safe. People who are either involved in the enquiry or involved in supporting you to be safe will be

invited. You will also be invited and you can ask someone to come and support you. The Chair for the meeting can help check that you have been given all the support you need.

We may need to agree some review dates, so that we can check with you how the Protection Plan is working and how you feel about it.

Feedback

You will be involved throughout the Enquiry and have a say in what happens next.

Ending the enquiry

At the end of the process, we will check with you that the Enquiry has achieved your safeguarding outcomes and that you now feel safer. This may be in person or by telephone, depending on what is best for you. We will help you arrange any ongoing support you may need. If everyone is in agreement, the Safeguarding Enquiry will end.

If you have questions at any time, the allocated safeguarding worker or Safeguarding Adult Manager will be happy to answer your questions.

Your contact is

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They will keep you informed about what is happening.

You can contact them on

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If they are not available you can contact

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Other Information

This is one of a series of factsheets produced by the RBSAB. The factsheets available are:

Factsheet 1: What happens when abuse is reported – Information for adults who may be being abused or neglected

Factsheet 2: Safeguarding Adults – Information for family and friends

Factsheet 3: The stages of the Safeguarding process?

Factsheet 4: What is a Section 42 Safeguarding Enquiry?

Factsheet 5: What is a Section 42 Strategy Meeting?

Factsheet 6: Safeguarding Adult Reviews – Information for families and carers

Factsheet 7: Information for a person alleged to have caused harm

Factsheet 8: What happens after you report a safeguarding adults concern?
Understanding the Safeguarding Process

All the factsheets are available at www.rbsab.org

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Rochdale Borough Safeguarding Adults Board
is committed to Safeguarding Adults
and will continue to establish a society
where there is zero tolerance to adult abuse.