

B&NES Adult Safeguarding Reporting Flow Chart

Day 1

You become aware of an adult with health or social care needs who has experienced, or is at risk of, abuse or neglect and is unable to protect themselves as a result of those health or social care needs

- Ensure patient is safe & seek advice or summon emergency services if needed
- *If a criminal act is suspected inform police immediately*
- Assess whether the incident meets safeguarding adults criteria *
- Seek further advice if needed*
- Ask the adult concerned for their views on the concern
- Record what has happened as soon as possible
- If there are concerns about a child these must be reported to Children's Services on 01225396313 or via the Emergency Duty Team on 01454 615165

Appears to meet safeguarding criteria:

- Raise a telephone alert within 24 hours to Virgin Care Adult Safeguarding Team 0300 2470201 or the Emergency Duty Team OOH 01454 615165 ideally with the patient's consent (unless lack capacity to give consent, or enough concern to refer without consent)
- <https://www.safeguarding-bathnes.org.uk/adults/i-work-adults/5-report-concern-about-adult> email form to
- vcl.bathnesasist-team@nhs.net

Does not appear to meet safeguarding criteria *

- Consider an internal investigation
- Update patient records
- Make appropriate referral/s if unmet needs are identified

ASIST /AWP will gather information and the LA Chair will decide whether an investigation is required within 4 working days of the alert. This decision will be reported back to you.

Safeguarding investigation required

- Safeguarding Planning meeting convened within 5 working days of decision
- Investigation begins (s42 Enquiry) & further safeguarding meetings may be held
- Practice staff will be invited to attend the Planning meeting
- Whether or not you are able to attend you may be required to provide a brief report for the Enquiry
- Conclusion of Enquiry will be discussed at a final safeguarding meeting

Safeguarding investigation not required*

- ASIST/AWP will advise of reasons investigation not required (you can contact them if you had not received a response within 4 working days of the alert being raised)
- If you remain concerned, seek alternative advice* and/ or escalate
- Alternative actions may be suggested e.g. care needs routine social work/case management

* If you would like to discuss a case, please contact either of the following:

- Specialist Nurse Safeguarding: 07879786711 samantha.omalley@nhs.net or Safeguarding Adults Team Manager: 01225 396534, dawn.kingman@bathnes.gov.uk
- If an individual is open to Mental Health services and you have difficulty obtaining information then contact Philip.rhodes@nhs.net Manager for CiTT and recovery