

Safeguarding Adults at risk of abuse

Guidance to all staff who have contact with adults at risk

Vulnerable adults / adults at risk are individuals aged over 18 years who are, or may be, in need of community care services by reason of mental or other disability, age or illness and who may be unable to either take care of themselves or protect themselves against harm or exploitation.

Remember:

As a member of staff in this organisation you have a duty to:

- Ensure that all adults at risk you work with or meet as members of the public are protected from any form of abuse or inappropriate care.
- Ensure that your own behaviour does not cause distress or harm to any adult at risk you might have contact with.
- Follow the guidance contained within the 'Safeguarding adults: multi-agency policy and procedures for the West Midlands', and 'Birmingham's Local Practice Guidance' if you become aware that an adult at risk may be being abused.

Action to be taken to safeguard an adult at risk:

- Take action to ensure that further harm cannot occur.
- If the person is physically injured or in need of immediate medical attention, consider calling an ambulance or the person's own doctor.
- If the abuse amounts to a criminal offence, the Police should be contacted and any physical evidence preserved.
- Reassure the adult at risk that their account will be listened to and taken seriously.
- Note what the adult at risk and any other witness tells you, using the exact words spoken – **write it down**, making a note of the time and date.
- Report the details to your line manager or Designated Lead Manager as soon as possible – **do not delay**.

Do not:

- Ask the adult at risk leading questions about the alleged abuse and avoid intrusive questioning.
- Promise that you will not share information – you have a responsibility to disclose information to those who need to know.
- Assume that someone else will recognise and report when adults are at risk.

If the behaviour of another member of staff, a volunteer, relative or another service user causes you concern – **don't ignore it** – report it as soon as possible.

Do not worry about being mistaken – it is better to have discussed your concerns with somebody who has the experience and responsibility to make an informed assessment and take positive action.

Contact details for Safeguarding Adult alerts: