



NOTTINGHAMSHIRE
SAFEGUARDING
ADULTS BOARD

Nottinghamshire Safeguarding Vulnerable Adults Thresholds & Pathways Guidance for Referrers

Nottinghamshire Safeguarding Adults Board

Thresholds and Pathways Guidance for REFERRERS

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Contents

1. Introduction

1.1 Background Information.....	4
1.2 Scope and Definitions.....	4
1.3 Pathways.....	5

2. Safeguarding Adults Thresholds and Pathways Guidance for Referrers

2.1 Safeguarding Adults Referral Pathway.....	6
2.2 Using this Guidance.....	7
2.3 Person is NOT a 'vulnerable adult'.....	8
2.4 Physical Abuse.....	9
2.5 Sexual Abuse.....	10
2.6 Psychological Abuse.....	11
2.7 Financial Abuse.....	12
2.8 Neglect.....	13
2.9 Discriminatory Abuse.....	14

1. Introduction

1.1 Background Information

The Nottinghamshire Safeguarding Adults Board exists to work in partnership to safeguard and promote the welfare of vulnerable adults in Nottinghamshire. Within this overall aim, the Board has developed a comprehensive communications process over a number of years to improve awareness of vulnerability and of the multi agency safeguarding policy in relation to adults at risk of harm and abuse.

The Nottinghamshire Safeguarding Policy requires all persons to report concerns of harm or abuse. Relatives, neighbours and members of the public should take action if the safety or welfare of a vulnerable adult is causing them concern, by contacting Nottinghamshire County Council or the Police. Staff members should raise a concern with the person within their organisation who is responsible for referring to Nottinghamshire County Council, concerns of abuse or neglect about which they are told, or which they witness.

Since 2001 the Board, together with its partners in the local authority, NHS and criminal justice agencies, have provided wide ranging training across all agencies to raise awareness of safeguarding adults and what is required when there is a concern. The impact of increased awareness of adult abuse and development of wide spread knowledge of safeguarding policies has been demonstrated by the large increase in the number of referrals made since we began collecting data in 2001.

More recently, one of the core focuses of training has been referrer training and aiding the referrer when deciding whether there is a need to pass on a concern to the local authority as 'safeguarding'. This Thresholds and Pathways Guidance aims to build on this training. It provides guidance to describe and inform both services and individual staff responsible for making safeguarding referrals into Nottinghamshire County Council of the correct actions to take in response to safeguarding concerns.

It is hoped that, by providing an alternative pathway for some scenarios, we will continue to see a consistent approach to making appropriate safeguarding referrals, complementing the ongoing training for referrers.

Managers and senior practitioners within the local authority who have responsibility for making the decision about whether a safeguarding assessment should take place may also find it a useful guide to reference when making a decision not to undertake an assessment. Further guidance will also be provided to this staff group to aid their decision making process.

1.2 Scope and Definitions

The thresholds and pathways described within this guidance document apply to all concerns raised and referrals arising within the boundaries of Nottinghamshire County Council, and relate to all agencies within the Nottinghamshire Safeguarding Adults Board and Safeguarding Partnership.

This guidance does not replace the Nottinghamshire multi agency safeguarding vulnerable adults procedure and guidance, but is designed to complement existing guidance, in particular, 'Possible Indicators of Abuse', 'Links to other Processes', 'Other Factors for Consideration' and 'Safeguarding Adults and the Law'.

A Vulnerable Adult is defined in No Secrets as;

'A person who is or may be in need of community care services by reason of mental or other disability, age or illness AND who is or maybe unable to take care for him or herself, or unable to protect him or herself against significant harm or exploitation.' (No Secrets, DH 2000)

In 2005, the Association of Directors of Social Services produced a definition of Adult Safeguarding, as follows,

'Adult safeguarding incorporates the concept of prevention, empowerment and protection to enable adults who are in circumstances that make them vulnerable, to retain independence, well-being and choice and to access their right to a life free from abuse and neglect.'

The first of these definitions provides for the concept of need for community care services as a proxy for vulnerability, and therefore relates vulnerability to the adult social care legislative and policy framework. It also discusses concepts of significant harm and exploitation, but does not define either.

The second definition is more outcome based, focussing upon retention of independence, and of people having a sense of well being. This statement also begins to develop a tiered approach to safeguarding in respect to prevention and empowerment alongside protection from abuse and neglect.

Whilst there is much debate about definitions of vulnerability and abuse, these do nevertheless provide the policy framework within which adult safeguarding is currently constructed.

It should be noted however, that the Law Commission is currently reviewing safeguarding adults processes and associated terminology within the broader review of the adult social care legislative framework. As part of this review, the Law Commission recommends that the term 'vulnerable adult' should be replaced by 'adult at risk' and that this should include;

'Those who appear to have social care needs, including carers (irrespective of whether or not those needs are being met by services); be at risk of harm; and be unable to safeguard themselves as a result of their health or social care needs.'
(Law Commission Review...May 2011)

It goes on to recommend that new statute includes 'harm' defined as:

'Ill treatment (including sexual abuse, exploitation and forms of ill treatment which are not physical); the impairment of health (physical or mental) or development (physical, intellectual, emotional, social or behavioural); self-harm or neglect; or unlawful conduct which adversely affects property, rights or interests.'
(Law Commission Review...May 2011)

Nottinghamshire's Safeguarding Adults Board is currently considering the implications of these recommendations and await a Government response prior to updating both this and associated policies.

All concerns regarding the potential, possible or actual harm to a vulnerable adult within Nottinghamshire should be addressed with reference to the thresholds described below and the pathways outlined within this document.

1.3 Pathways

Rather than base the 'threshold' solely on the nature of abuse, it is important to consider what the appropriate action might be. This may be a low level concern that is dealt with appropriately by the agency that becomes aware of the concern.

The thresholds described in this document are intended to provide for a proportionate and timely response to concerns raised about the safety or welfare of vulnerable adults.

The response required will be variable dependent on the circumstances of the concern and so too the route for enquiries may vary dependent on the nature of the concern and the outcome sought.

Members of the public with concerns regarding the safety of a vulnerable adult should contact Nottinghamshire County Council or, in an emergency, Nottinghamshire Police.

The safeguarding 'alert' and 'alerter' process within process within health and social care organisations is not changed or altered by this guidance document, **however, after the review of the multi agency safeguarding vulnerable adults procedures and guidance documents, this terminology has changed to a person 'raising a concern'**, and in all cases staff who have concerns should properly raise these with their line manager or nominated safeguarding referrer. This should be done in line with the Nottinghamshire multi agency safeguarding vulnerable adults procedures and guidance.

All safeguarding adults referrals from professionals should be made to the Multi Agency Safeguarding Hub (MASH) on 0300 500 80 90, or via the relevant social work team where there is an agreed route with them.

2. Safeguarding Adults Thresholds and Pathways Guidance for REFERRERS

2.1 Safeguarding Adults Referral Pathway

As the person in your organisation responsible for acting as referrer, you become aware of or a person has raised a concern to you.

Ensure the immediate safety and welfare of the vulnerable adult.

If relevant, gather further information to help you consider whether there is a possibility that abuse has occurred.

Use this guidance along with the multi agency safeguarding vulnerable adults procedure and guidance, to help you decide whether a referral is required into Nottinghamshire County Council's Adult Social Care, Health and Public Protection Department or whether a different pathway would provide better outcomes for the individual.

The incident is of the nature described under '**Safeguarding Referral IS NOT required**' or is of a similar level to the **limited illustrations**.

The incident is of the nature described under '**Safeguarding Referral IS required**' or is of a similar level to the **limited illustrations**.

- Consider whether any **possible alternative actions** are required and undertake necessary work;
- Record the incident;
- Record any subsequent actions;
- Monitor the risk of repeat incidents.

- Make a safeguarding adults referral by following the multi agency safeguarding vulnerable adults procedure and guidance;
- Record the incident

This diagram should not be used in isolation. It should be used in conjunction with the Nottinghamshire multi agency safeguarding vulnerable adults procedures and guidance and the rest of the Nottinghamshire thresholds and pathways guidance.

2.2 Using this Guidance

The **limited illustrations** below highlight the relevant actions required depending on the level of the concern. This guidance should be used in conjunction with the Nottinghamshire multi agency safeguarding vulnerable adults procedures and guidance.

Note: Not all possible actions will be applicable each time and not all possible alternatives are suggested – this is a guide showing limited illustrations to help you when deciding on the best course of action and you should use your professional judgement in deciding if a real concern is similar to the illustrations below.

Safeguarding Referral IS NOT required

These are incidents and occurrences not requiring any initial intervention under the multi agency safeguarding vulnerable adults procedures, but that may require intervention using a different process.

Of course, individual cases should be looked at both in isolation from and in conjunction with previous concerns. However if, when using your professional judgement, you feel as though an incident is of the nature described below or one that is of a similar level of risk to the **limited illustrations** shown, you are not required to make a safeguarding referral.

Instead, you should do the following;

- Ensure that you always record incidents and subsequent actions taken;
- Monitor regularly for patterns to ensure that concerns remain isolated incidents;
- Consider if any possible alternative action is applicable.

Safeguarding Referral IS required

These are incidents and occurrences which require a safeguarding referral to be made to Nottinghamshire County Council's Adult Social Care, Health and Public Protection Department, using the Nottinghamshire multi agency safeguarding vulnerable adults procedures and guidance.

If, when using your professional judgement, you feel as though an incident is of the nature described below or one that is of a similar level to the **limited illustrations** shown, you are required to make a safeguarding referral. In addition you should ensure that you undertake any other actions required in your role of referrer. This may include contacting the police or suspending a member of staff, in line with your organisation's disciplinary and other relevant procedures.

When, as referrer, you decide that a safeguarding referral should be made, you should follow the Nottingham and Nottinghamshire multi agency safeguarding vulnerable adults procedure and guidance, gathering information and then making a referral to 08449 80 80 80.

Categories of Abuse

When making a safeguarding referral to Nottinghamshire County Council, existing categories of abuse; physical abuse, sexual abuse, psychological abuse, financial abuse, discriminatory abuse and neglect, should be used.

However, the Association of Directors of Adult Social Services (ADASS) produced an advice note in 2011 which highlighted the need to use 'inclusive terminology' and you should consider this when discussing concerns with service users, members of public and staff. ADASS state:

'Disabled people tell us that we should use inclusive terminology: for instance to refer to theft or fraud not "financial abuse" and to rape, if someone has been raped, not "sexual abuse".' (ADASS Safeguarding Adults 2011 Advice Note, April 2011).

2.3 Person is not a vulnerable adult

In Nottinghamshire we recognise the No Secrets definition of a vulnerable adult:

*'A person who is or may be in need of community care services by reason of mental or other disability, age or illness
AND
Who is or maybe unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'. (No Secrets, DH 2000)*

Whilst there is an ongoing review of definitions of vulnerability and abuse, following recommendations made by the Law Commission, the above provides the policy framework within which adult safeguarding is currently constructed in Nottinghamshire and nationally, based on the 'No Secrets' guidance.

SAFEGUARDING REFERRAL IS NOT REQUIRED

If an incident similar to those stated below occurs, you are not required to make a safeguarding adults referral. Instead, you should ensure that you always record incidents and subsequent actions taken, and that this is monitored regularly for patterns and to ensure that concerns remain isolated incidents.

You should also consider whether any other actions are required, including the suggested possible actions below.

<p>Forced marriage where the victim is not a vulnerable adult as per safeguarding adults.</p> <p>POSSIBLE ACTION</p> <p>Refer to the Police Refer to the Forced Marriage Unit on 0207 008 0151 (www.fco.gov.uk)</p>	<p>General concern about a person's living arrangements or circumstances relating to issues of hygiene, cleanliness or nutrition where the individual is not a vulnerable adult as per safeguarding adults.</p> <p>POSSIBLE ACTION</p> <p>Referral to adult social care and health for a self directed support assessment</p>	<p>Any incident where the victim is not a vulnerable adult as per safeguarding adults but where a crime has been committed.</p> <p>POSSIBLE ACTION</p> <p>Report to police if a crime has been committed.</p>
<p>Domestic abuse/violence where the victim is not a vulnerable adult as per safeguarding adults.</p> <p>POSSIBLE ACTION</p> <p>Work with adult to keep safe. Report to police's domestic abuse/violence unit. Follow your own internal domestic abuse/violence process. Consider 'Think Family' principles when there are also children in the household.</p>	<p>A vulnerable adult commits some form of abuse against a member of staff or volunteer.</p> <p>POSSIBLE ACTION</p> <p>Work with the vulnerable adult to minimise risk. Review care plan. Report to police if you suspect a crime has been committed. Work within your organisation's violence against staff and/or health and safety policy.</p>	<p>The person who has been allegedly abused is under 18 at the time of the abuse.</p> <p>POSSIBLE ACTION</p> <p>Refer to local child protection procedures.</p>

The remaining pages of this document focus on incidents where the alleged 'victim' is a vulnerable adult. You are again reminded that in Nottinghamshire we recognise the 'No Secrets' definition of a vulnerable adult:

*'A person who is or may be in need of community care services by reason of mental or other disability, age or illness
AND
Who is or maybe unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'. (No Secrets, DH 2000)*

2.4 Physical Abuse

SAFEGUARDING REFERRAL IS NOT REQUIRED

If an incident similar to those stated below occurs, you are not required to make a safeguarding adults referral. Instead, you should ensure that you always record incidents and subsequent actions taken, and that this is monitored regularly for patterns and to ensure that concerns remain isolated incidents.

You should also consider whether any other actions are required, including the suggested possible actions below.

<p>Single or one off incident of very minor physical assault which has not led to injury or distress and has NOT been committed by a staff member.</p> <p><i>Example: One off incident of one vulnerable adult slapping another on the arm. No injury or distress is caused.</i></p> <p>POSSIBLE ACTION</p> <p>Work with vulnerable adult to keep safe. Possible work with perpetrator to explore reasons for incident.</p>	<p>Staff error causing little/no harm</p> <p><i>Examples: Friction mark on skin due to ill-fitting hoist sling.</i></p> <p><i>One off medication error where there are no effects on the vulnerable adult.</i></p> <p>POSSIBLE ACTION</p> <p>Consider staff training and review of care plans and internal processes.</p>	<p>A vulnerable adult is deprived of their liberty following the safeguards defined in the DoL safeguards policy, making the deprivation of liberty legal.</p> <p>POSSIBLE ACTION</p> <p>Follow the deprivation of liberty safeguards.</p>	<p>Unexplainable mark found on one occasion where there is no distress caused to the vulnerable adult.</p> <p>POSSIBLE ACTION</p> <p>Work with vulnerable adult to keep safe.</p>
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SAFEGUARDING REFERRAL IS REQUIRED

Follow the Nottinghamshire multi agency safeguarding vulnerable adults procedures and guidance, to make a referral and consider any other actions required, for example, calling the police, suspending member of staff.

<p>Minor physical assault leading to slight injury, but where this is not of a serious nature and the effect on the vulnerable adult is low.</p> <p><i>Example: vulnerable adult is hit on the thigh, causing a dead leg. They are upset at first but soon recover.</i></p>	<p>Ongoing inexplicable marking or lesions, cuts or grip marks.</p> <p><i>Example: grab marks around a vulnerable adults wrists over a period of time with no reasonable explanation.</i></p>	<p>Physical assault of a more serious nature where injury is caused.</p> <p><i>Example: vulnerable adult is repeatedly hit, causing facial injuries.</i></p>
<p>Murder or death where neglect by services or carer is alleged.</p>	<p>Assisted suicide.</p>	<p>A vulnerable adult is unlawfully deprived of their liberty.</p>

Remember: All examples, whether a safeguarding referral is required or not, require some action.

2.5 Sexual Abuse

SAFEGUARDING REFERRAL IS NOT REQUIRED

If an incident similar to those stated below occurs, you are not required to make a safeguarding adults referral. Instead, you should ensure that you always record incidents and subsequent actions taken, and that this is monitored regularly for patterns and to ensure that concerns remain isolated incidents.

You should also consider whether any other actions are required, including the suggested possible actions below.

Isolated incident of teasing or unwanted attention, either verbal or touching (but excluding genitalia) which has NOT been committed by a person in a position of trust, where this is not of a serious nature and the effect on the vulnerable adult is low.

Example: rubbing back of neck or stroking arm by another resident in a care home. When told to stop they do immediately.

POSSIBLE ACTION

Work with vulnerable adult and perpetrator relating to boundaries and relationships.

SAFEGUARDING REFERRAL IS REQUIRED

Follow the Nottinghamshire multi agency safeguarding vulnerable adults procedures and guidance to make a referral and consider any other actions required, for example, calling the police, suspending member of staff.

Verbal sexualised teasing or harassment on one or more occasions.	Incidents of being made to look at pornographic material without valid consent or where valid consent cannot be given.	Isolated, occasional or ongoing incidents of teasing or unwanted attention, either verbal or touching which has been committed by a staff member , even where the effect on the vulnerable adult is low. <i>Example rubbing back of a vulnerable adult's neck by a staff member on a one off occasion.</i>	Occasional or ongoing incidents of teasing or low-level unwanted sexualised attention, either verbal or touching by anyone.
Sexualised touching by a staff member .	Sexualised touching by anyone else without valid consent or where valid consent cannot be given.	Voyeurism by anyone	Subjecting a vulnerable adult to indecent exposure by anyone.
Attempted penetration by any means by a staff member .	Attempted penetration by any means without valid consent or where valid consent cannot be given (whether or not this occurs within a relationship)	Sexual relationship characterised by authority, inequality or exploitation (for example staff member with a vulnerable adult)	Sex without valid consent or where valid consent cannot be given, by anyone (rape)

Remember: All examples, whether a safeguarding referral is required or not, require some action

2.6 Psychological Abuse

SAFEGUARDING REFERRAL IS NOT REQUIRED

If an incident similar to those stated below occurs, you are not required to make a safeguarding adults referral. Instead, you should ensure that you always record incidents and subsequent actions taken, and that this is monitored regularly for patterns and to ensure that concerns remain isolated incidents.

You should also consider whether any other actions are required, including the suggested possible actions below.

<p>General and non specific Anti Social Behaviour (ASB) or single incidents of ASB <i>Example: Causing a disturbance on a corner outside vulnerable adult's house.</i></p> <p>POSSIBLE ACTION</p> <p>Report to your local neighbourhood policing team.</p>	<p>Isolated incident where vulnerable adult is spoken to in a rude or inappropriate way, where respect is undermined but little or no distress is caused.</p> <p>POSSIBLE ACTION</p> <p>Work with staff member in relation to dignity in care.</p>	<p>Banter between vulnerable adults or between a vulnerable adult and member of staff where this is reciprocated and the vulnerable adult does not feel undermined, intimidated or distressed by what is said.</p> <p>POSSIBLE ACTION</p> <p>Ensure that staff and vulnerable adults understand relationship boundaries and appropriate behaviour.</p>
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SAFEGUARDING REFERRAL IS REQUIRED

Follow the Nottinghamshire multi agency safeguarding vulnerable adults procedures and guidance to make a referral and consider any other actions required, for example, calling the police, suspending member of staff.

<p>Occasional or ongoing bullying which causes distress. <i>Example: being called names or laughed at</i></p>	<p>Occasional or ongoing threatening or intimidating verbal outbursts which cause distress.</p>	<p>Withholding of information to dis-empower a vulnerable adult.</p>
<p>Treatment that undermines dignity and damages self esteem.</p>	<p>Denying or failing to recognise an adults choice or opinion.</p>	<p>Occasional or ongoing reports of anti-social behaviour towards the vulnerable adult or their family (regardless of the nature of the anti-social behaviour)</p>
<p>Emotional blackmail, for example threats of abandonment or of harm.</p>	<p>Frequent verbal outbursts.</p>	<p>A denial of basic human rights/civil liberties. <i>Examples: overriding advanced decision; forced marriage.</i></p>

Remember: All examples, whether a safeguarding referral is required or not, require some action.

2.7 Financial Abuse

SAFEGUARDING REFERRAL IS NOT REQUIRED

If an incident similar to those stated below occurs, you are not required to make a safeguarding adults referral. Instead, you should ensure that you always record incidents and subsequent actions taken, and that this is monitored regularly for patterns and to ensure that concerns remain isolated incidents.

You should also consider whether any other actions are required, including the suggested possible actions below.

Single or one off incident of missing money and/ or belongings where the quality of the service user's life has not been affected and little or no distress is caused.

Example: A vulnerable adult has a bar of chocolate taken without permission.

Example: A small cash sum is taken that has little impact on the service user.

POSSIBLE ACTION

Report to the police as a crime.

Disciplinary if staff member

Work with vulnerable adult and/or perpetrator to help manage money, understand possessions.

One off incident of staff personally benefiting from the support they offer service users.

Example: One off incident of accruing 'reward' points on a staff members own store loyalty points card when shopping.

POSSIBLE ACTION

Consider internal disciplinary procedures.

Review staff procedures in relation to 'gifts'.

Re-training of staff.

SAFEGUARDING REFERRAL IS REQUIRED

Follow the Nottinghamshire multi agency safeguarding vulnerable adults procedures and guidance to make a referral and consider any other actions required, for example, calling the police, suspending member of staff.

Occasional or ongoing incident of missing money and or belongings, where the quality of the service user's life has not been affected and little or no distress is caused.

One off, occasional or ongoing incident of missing money and/or belongings where the quality of the service user's life has been affected or some distress is caused.

Example: A vulnerable adult is coerced into regularly giving their pension to a family member, leaving them with little for themselves.

Example: a small cash sum is taken and this is a large proportion of what the service user owns.

Occasional or ongoing incident of staff personally benefiting from the support they offer service users.

Example: taking money from a vulnerable adult towards petrol when doing homecare visits to supplement expenses.

One off, occasional or ongoing theft, fraud, exploitation or misuse/ misappropriation of the vulnerable adult's property.

Example: vulnerable adult is coerced into signing over their house.

Not routinely involving vulnerable adult in decisions about how their money is spent or kept safe.

Denying vulnerable adult access to their own funds/ bank account/ assets.

Remember: All examples, whether a safeguarding referral is required or not, require some action.

2.8 Neglect

SAFEGUARDING REFERRAL IS NOT REQUIRED

If an incident similar to those stated below occurs, you are not required to make a safeguarding adults referral. Instead, you should ensure that you always record incidents and subsequent actions taken, and that this is monitored regularly for patterns and to ensure that concerns remain isolated incidents.

You should also consider whether any other actions are required, including the suggested possible actions below.

<p>General and non specific one off cases of neglect or an omission where there is no effect on any individual. <i>Example: a one off missed medication where there is no negative effect on the service user.</i></p> <p>POSSIBLE ACTION</p> <p>Review staff procedures in relation to dispensing medication Guidance, support and additional training for staff members.</p>	<p>General concern about an individual's living arrangements or circumstances relating to issues of hygiene, cleanliness or nutrition.</p> <p>POSSIBLE ACTION</p> <p>Referral to ASCHPP for a self directed support assessment. Read and consider actions within multi agency safeguarding vulnerable adults procedure and guidance on 'Possible Indicators of Abuse' and 'Self Harm and Neglect'.</p>	<p>One off inadequacies in care provision that lead to discomfort or inconvenience, for example being left wet.</p> <p>POSSIBLE ACTION</p> <p>Reassessment of care needs and review of individual care plans, Consider need for staff training. Refer to Market Development and Care Standards Team.</p>
<p>Isolated incident where adult is not assisted with a meal/drink and no harm occurs.</p> <p>POSSIBLE ACTION</p> <p>Review staff procedures. Guidance, support and additional training for staff Refer to Market Development and Care Standards Team.</p>	<p>Self neglect or self harm.</p> <p>POSSIBLE ACTION</p> <p>Read and consider actions within multi agency safeguarding vulnerable adults procedure and guidance on, 'Possible Indicators of Abuse' 'Self Harm and Neglect'.</p>	<p>Isolated missed home care visit where no harm occurs.</p> <p>POSSIBLE ACTION</p> <p>Re-training of staff. Refer to Market Development and Care Standards Team.</p>

SAFEGUARDING REFERRAL IS REQUIRED

Follow the Nottinghamshire multi agency safeguarding vulnerable adults procedures and guidance to make a referral and consider any other actions required, for example, calling the police, suspending member of staff.

Occasional or ongoing missed home care visits, where no harm occurs.	One off, occasional or ongoing missed home care visits where the quality of the service user's life has been affected or some distress or harm is caused.	Occasional or ongoing inadequacies in care provision that lead to discomfort or inconvenience, for example being left wet.	Withholding access to aids to independence.
Hospital discharge without adequate planning which leads to harm being caused.	Failure to intervene in dangerous situations where the adult lacks the capacity to assess the risk.	Failure to arrange for access to life saving services or medical care.	One off, occasional or ongoing lack of care to the extent that the health and wellbeing of the service user deteriorates significantly, for example causing pressure wounds, dehydration, malnutrition, loss of independence or confidence.

Remember: All examples, whether a safeguarding referral is required or not, require some action.

2.8 Discriminatory Abuse

SAFEGUARDING REFERRAL IS NOT REQUIRED

If an incident similar to those stated below occurs, you are not required to make a safeguarding adults referral. Instead, you should ensure that you always record incidents and subsequent actions taken, and that this is monitored regularly for patterns and to ensure that concerns remain isolated incidents.

You should also consider whether any other actions are required, including the suggested possible actions below.

Isolated or one off incident of teasing by a service user towards another, motivated by prejudicial attitude towards a vulnerable adult's individual differences.

**POSSIBLE
ACTION**

Work with perpetrator in relation to diversity.

Isolated or one off incident of care planning that fails to address an adult's specific diversity associated needs for a short period

**POSSIBLE
ACTION**

Review care and/or support plan

SAFEGUARDING REFERRAL IS REQUIRED

Follow the Nottinghamshire multi agency safeguarding vulnerable adults procedures and guidance to make a referral and consider any other actions required, for example, calling the police, suspending member of staff.

Where a vulnerable adult is being ridiculed or threatened because of their race, gender, disability, sexuality, religion or age.

Where a vulnerable adult is the victim of hate crime because of their race, gender, disability, sexuality, religion or age.

Occasional or ongoing incident of teasing by a service user towards another, motivated by prejudicial attitude towards a vulnerable adult's individual differences.

Occasional or ongoing incident of care planning that fails to address an adult's specific diversity associated needs for any length of time.

Inequitable access to services motivated by prejudicial attitude towards a vulnerable adult's individual differences.

Failing to meet care plan/support needs associated with a vulnerable adult's specific diversity needs.

Being refused access to essential services motivated by prejudicial attitude towards a vulnerable adult's individual differences

Remember: All examples, whether a safeguarding referral is required or not, require some action.