

Nottinghamshire Safeguarding Adults at Risk Referral Pathways

Nottinghamshire Safeguarding Adults Board

Safeguarding Adults Referral Pathways Guidance

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1. Introduction

1.1 Background Information

The Nottinghamshire Safeguarding Adults Board exists to work in partnership to safeguard and promote the welfare of adults at risk 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 abuse and neglect.

The Nottinghamshire Safeguarding Policy requires all persons to report concerns of abuse or neglect. Relatives, neighbours and members of the public should take action if the safety or welfare of an adult at risk 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 Referral 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.

Staff within the MASH 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 about whether section 42 enquiries are required or not. Further guidance will also be provided to this staff group to aid their decision making process.

This guidance has been updated to reflect the Department of Health's changes chapter 14 of the Care and Support Statutory Guidance which were made on 16 March 2016.

1.2 Scope and Definitions

Safeguarding duties apply where a local authority has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there)—

- (a) Has needs for care and support (whether or not the authority is meeting any of those needs),
- (b) Is experiencing, or is at risk of, abuse or neglect, and
- (c) As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

The adult's care and support needs should arise from, or be related to a physical or mental impairment or illness however, they do not need to meet the minimum eligibility criteria as set out in chapter 14 of the [Care and Support Statutory Guidance](#), issued under the Care Act 2014.

The referral 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 Nottingham and Nottinghamshire multi agency adult safeguarding procedure and guidance for raising a concern and referring, 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'.

1.3 Pathways

Rather than assessing a referral 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 referral pathways described in this document are intended to provide for a proportionate and timely response to concerns raised about the safety or welfare of adults who fall under the scope of this guidance

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

Members of the public with concerns regarding the safety of an adult at risk should contact Nottinghamshire County Council or, in an emergency or where a crime has been committed, Nottinghamshire Police.

The safeguarding process for raising a concern within health and social care organisations is not changed or altered by this guidance document, 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 adult safeguarding procedures and guidance.

All safeguarding adults' referrals should be made to Nottinghamshire County Council via one of the following routes:

- **PROFESSIONALS ONLY:**
Multi-Agency Safeguarding Hub (MASH) – 0300 500 80 90 (professionals only)
(Opening times; Monday - Thursday 8.30am – 5.00pm, Friday 8.30am – 4.30pm)
Completing the online form at
<http://www.nottinghamshire.gov.uk/caring/childrenstrust/pathway-to-provision/mash/>
(Anytime, non-urgent cases only)
- **MEMBERS OF PUBLIC:**
Customer Service Centre – 0300 500 80 80
(Opening times; Monday – Thursday 8.30am – 5.00pm, Friday 8.30am - 4.30pm)
- **PROFESSIONALS AND MEMBERS OF PUBLIC:**
Emergency - 999
Nottinghamshire Police - 101

If your referral is outside of the hours above or on a bank holiday, you should *only* contact the Emergency Duty Team: on 0300 456 4546 *when immediate action is required by the local authority to make an adult at risk safe.*

2. Safeguarding Adults Referral Pathways Guidance

2.1 Safeguarding Adults Referral Pathway

As the person in your organisation responsible for making safeguarding referrals, you become aware of or a person has raised a concern to you.

Ensure the immediate safety and welfare of the adult at risk.

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 adults at risk 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 adults at risk 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 adult safeguarding procedures and guidance for raising a concern and referring and the rest of this 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 adults at risk 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 adult safeguarding 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 Multi Agency Safeguarding Hub (MASH), using the Nottinghamshire multi-agency safeguarding adults at risk 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 a referrer, you decide that a safeguarding referral should be made, you should follow the Nottingham and Nottinghamshire multi-agency safeguarding adults at risk procedures and guidance, gathering information and then making a referral using the contact details above.

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, modern slavery, self-neglect, domestic abuse, organisational 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 When a Person is not deemed to an Adult at Risk

The Care Act 2014 and guidance determines that safeguarding duties apply where a local authority has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there)—

- (a) Has needs for care and support (whether or not the authority is meeting any of those needs),
- (b) Is experiencing, or is at risk of, abuse or neglect, and
- (c) As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

If all three of these criteria are **not** met then an adult is **not** deemed to be an Adult at risk and a **SAFEGUARDING REFERRAL IS NOT REQUIRED**.

Suggested action when a safeguarding referral is not required and a incident similar to those stated below occurs - 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 an adult does not have care and support needs related to a physical or mental impairment.</p> <p style="text-align: center;">POSSIBLE ACTION</p> <p>Refer to the Police (If someone's life is in danger or a crime is in progress dial 999. Otherwise, call main switchboard number on 101).</p> <p>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 adult does not have care and support needs related to a physical or mental impairment.</p> <p style="text-align: center;">POSSIBLE ACTION</p> <p>Refer person to Notts Help Yourself website at www.nottshelpyourself.org.uk – and/or via Customer Service Centre on 0300 500 80 80</p>	<p>Any incident where the victim does not have care and support needs related to a physical or mental impairment, but where a crime has been committed.</p> <p style="text-align: center;">POSSIBLE ACTION</p> <p>Refer to the Police (If someone's life is in danger or a crime is in progress dial 999. Otherwise, call main switchboard number on 101).</p>
<p>Domestic abuse/violence where the adult does not have care and support needs related to a physical or mental impairment.</p> <p style="text-align: center;">POSSIBLE ACTION</p> <p>Follow your own internal domestic abuse process. Refer to the Police (If someone's life is in danger or a crime is in progress dial 999. Otherwise, call main switchboard number on 101). Consider child protection referral where children in household.</p>	<p>Some form of abuse against a member of staff or volunteer is committed.</p> <p style="text-align: center;">POSSIBLE ACTION</p> <p>Report to police if you suspect a crime has been committed (If someone's life is in danger or a crime is in progress dial 999. Otherwise, call main switchboard number on 101). 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 style="text-align: center;">POSSIBLE ACTION</p> <p>Refer to local child protection procedures. Refer to the Nottingham and Nottinghamshire 'historical abuse' guidance and pathway</p>

The remaining pages of this document focus on incidents where the alleged 'victim' is deemed to be an adult at risk according to the Care Act 2014 criteria as outlined at the top of this page.

2.4 Physical Abuse of an 'Adult at Risk'

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 adult at risk slapping another on the arm. No injury or distress is caused.</i></p> <p style="text-align: center;">POSSIBLE ACTION</p> <p>Work with the adult at risk 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 adult at risk.</i></p> <p style="text-align: center;">POSSIBLE ACTION</p> <p>Consider staff competency and review of care plans and internal processes.</p>	<p>Unexplainable mark found on one occasion where there is no distress caused to the adult at risk.</p> <p style="text-align: center;">POSSIBLE ACTION</p> <p>Work with the adult at risk to keep safe.</p>
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Examples of when a SAFEGUARDING REFERRAL IS REQUIRED

Follow the Nottinghamshire multi agency safeguarding adults at risk procedures and guidance, to gain the views of the adult at risk and to make a safeguarding adults referral to MASH on 0300 500 80 90.

<p>Minor physical assault leading to slight injury, but where this is not of a serious nature and the effect on the adult at risk adult is low.</p> <p><i>Example: The adult at risk 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 the adult at risk's 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: The adult at risk 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>An adult at risk unlawfully deprived of their liberty.</p>

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

2.5 Sexual Abuse of an 'Adult at Risk'

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 adult at risk 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 the adult at risk and perpetrator relating to boundaries and relationships.

SAFEGUARDING REFERRAL IS REQUIRED

Follow the Nottinghamshire multi agency safeguarding adults at risk procedures and guidance, to gain the views of the adult at risk and to make a safeguarding adults referral to MASH on 0300 500 80 90.

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 adult at risk is low. <i>Example rubbing back of an adult at risk'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 an adult at risk 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 an adult at risk)	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 of an 'Adult at Risk'

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</p> <p><i>Example: Causing a disturbance on a corner outside the adult at risk's house.</i></p> <p>POSSIBLE ACTION</p> <p>Refer to the Police (If someone's life is in danger or a crime is in progress dial 999. Otherwise, call main switchboard number on 101).</p>	<p>Isolated incident where the adult at risk 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 both individuals around appropriate communication</p>	<p>Banter between an adult at risk or between an adult at risk and member of staff where this is reciprocated and the adult at risk does not feel undermined, intimidated or distressed by what is said.</p> <p>POSSIBLE ACTION</p> <p>Ensure that staff and the adult at risk understand relationship boundaries and appropriate behaviour.</p>
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SAFEGUARDING REFERRAL IS REQUIRED

Follow the Nottinghamshire multi agency safeguarding adults at risk procedures and guidance, to gain the views of the adult at risk and to make a safeguarding adults referral to MASH on 0300 500 80 90.

<p>Occasional or ongoing bullying which causes distress.</p> <p><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 an adult at risk.</p>
<p>Treatment that undermines dignity and damages self esteem.</p>	<p>Denying or failing to recognise an adult's choice or opinion.</p>	<p>Occasional or ongoing reports of anti-social behaviour towards the adult at risk 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>Concerns that an adult with care and support needs is being radicalised</p>	<p>A denial of basic human rights/civil liberties.</p> <p><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 Theft, fraud or Financial Abuse of an 'Adult at Risk'

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: An adult at risk 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

Refer to the Police if appropriate (If someone's life is in danger or a crime is in progress dial 999. Otherwise, call main switchboard number on 101).

Disciplinary if staff member

Work with the adult at risk 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 adults at risk procedures and guidance, to gain the views of the adult at risk and to make a safeguarding adults referral to MASH on 0300 500 80 90.

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: An adult at risk 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 an adult at risk towards petrol when doing homecare visits to supplement expenses.

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

Example: the adult at risk is coerced into signing over their house.

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

Denying an adult at risk 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 of an 'Adult at Risk'

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>Isolated incident where an 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. Inform care provider where relevant.</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>Refer to Nottinghamshire Adult Social Care via Customer Service Centre on 0300 500 80 80 Consider need for staff training. Inform care provider where relevant.</p>
	<p>Isolated missed home care visit where no harm occurs.</p> <p>POSSIBLE ACTION</p> <p>Re-training of staff. Inform care provider where relevant.</p>	

SAFEGUARDING REFERRAL IS REQUIRED

Follow the Nottinghamshire multi agency safeguarding adults at risk procedures and guidance, to gain the views of the adult at risk and to make a safeguarding adults referral to MASH on 0300 500 80 90.

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.

2.9 Discriminatory Abuse of an 'Adult at Risk'

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 an 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 adults at risk procedures and guidance, to gain the views of the adult at risk and to make a safeguarding adults referral to MASH on 0300 500 80 90.

Where an adult at risk is being ridiculed or threatened because of their race, gender, disability, sexuality, religion or age.

Where an adult at risk 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 an adult at risk'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 an adult at risk's individual differences.

Failing to meet care plan/support needs associated with an adult at risk's specific diversity needs.

Being refused access to essential services motivated by prejudicial attitude towards an adult at risk's individual differences

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

2.10 Modern Slavery of an 'Adult at Risk'

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

An adult is in debt to a regulated loan provider or has fallen into arrears

POSSIBLE ACTION

Refer to Citizens Advice Bureau at www.citizensadvice.org.uk or on 03444 111 444

An adult in supported living accommodation or living at home with parents is asked to contribute to the running of the household such as taking their turn to wash dishes.

POSSIBLE ACTION

Work with adult in relation to independent living, relationships).

Adult is a perpetrator of a crime which they undertook of their own free will without being forced, or coerced by someone else

POSSIBLE ACTION

Refer to the Police if appropriate (If someone's life is in danger or a crime is in progress dial 999. Otherwise, call main switchboard number on 101).

An adult who is undertaking an apprentice or on a training scheme is not paid the minimum wage

POSSIBLE ACTION

Refer person to Notts Help Yourself website at www.nottshelpyourself.org.uk – or via Customer Service Centre on 0300 500 80 80

SAFEGUARDING REFERRAL IS REQUIRED

Follow the Nottinghamshire multi agency safeguarding adults at risk procedures and guidance, to gain the views of the adult at risk and to make a safeguarding adults referral to MASH on 0300 500 80 90. Inform the modern slavery helpline on 0800 0121 700.

Forced Labour/Debt Bondage

Victims are forced to work to pay off debts that realistically they never will be able to. Low wages and increased debts mean not only that they cannot ever hope to pay off the loan, but the debt may be passed down to their children

Forced Labour

Victims are forced to work against their will, often working very long hours for little or no pay in dire conditions under verbal or physical threats of violence to them or their families

It can happen in many sectors of our economy, from mining to tarmacking, hospitality and food packaging.

Sexual Exploitation

Victims are forced to perform non-consensual or abusive sexual acts against their will, such as prostitution, escort work and pornography. Whilst women and children make up the majority of victims, men can also be affected. Adults are coerced often under the threat of force, or another penalty

Criminal Exploitation

Often controlled and maltreated, victims are forced into crimes such as cannabis cultivation or pick pocketing against their will

Domestic Servitude

Victims are forced to carry out housework and domestic chores in private households with little or no pay, restricted movement, very limited or no free time and minimal privacy often sleeping where they work.

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

2.11 Self Neglect of an 'Adult at Risk'

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.

An adult is found to be physically self-harming.

**POSSIBLE
ACTION**

Follow guidelines set out by nice.org.uk

An adult who does NOT have care and support needs related to a mental or physical impairment or illness is self-neglecting

**POSSIBLE
ACTION**

**Signpost to other support such as vulnerable person's panel, voluntary sector agencies or hoarding panel.
Follow guidance set out by nice.org.uk**

SAFEGUARDING REFERRAL IS REQUIRED

Follow the Nottinghamshire multi agency safeguarding adults at risk procedures and guidance, to gain the views of the adult at risk and to make a safeguarding adults referral to MASH on 0300 500 80 90.

The nature of the adult with care and support needs' self neglect causes a fire risk to them and others for example, they have piles of newspapers and flammable materials which they are deemed to be 'hoarding'.

An adult with care and support needs is self-neglecting because you believe that they do not have the capacity to decide not to.

The nature of the adult with care and support needs' self neglect causes an environmental health risk to them and others for example, the mess that is created attracts vermin such as rats

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

2.12 Domestic Abuse of an 'Adult at Risk'

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.

An adult is subject to domestic abuse who does NOT have care and support needs related to a mental or physical impairment or illness

POSSIBLE
ACTION

**Refer to the Police if appropriate (If someone's life is in danger or a crime is in progress dial 999. Otherwise, call main switchboard number on 101).
Complete DASH Risk assessment**

SAFEGUARDING REFERRAL IS REQUIRED

Follow the Nottinghamshire multi agency safeguarding adults at risk procedures and guidance, to gain the views of the adult at risk and to make a safeguarding adults referral to MASH on 0300 500 80 90.

Abuse of an adult with care and support needs in a way described throughout this guidance including the examples on this page, by someone who is or have been and intimate partner or family members regardless of gender or sexuality.	Controlling behaviour Behaviour designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour	Forced Marriage Physical pressure to marry (eg threats, physical violence or sexual violence) or emotional and psychological pressure (eg being made to feel like you're bringing shame on your family). Read information and practice guidelines for professionals protecting, advising and supporting victims of forced marriage.	'Honour' based violence Abuse which is perpetrated in the name of so called 'honour'. 'Reasons' given for violence may include a woman having a boyfriend; rejecting a forced marriage; pregnancy outside of marriage; interfaith relationships; seeking divorce, inappropriate dress or make-up and even kissing in a public place.
Coercive behaviour An act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim			

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

2.13 Organisational Abuse of an 'Adult at Risk'

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>Isolated incident where an 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. Inform care provider where relevant.</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. Inform care provider where relevant.</p>
<p>Health and Safety certificate not displayed in areas it should be</p> <p>POSSIBLE ACTION</p> <p>Inform CQC on 03000 616161</p>	<p>Isolated missed home care visit where no harm occurs.</p> <p>POSSIBLE ACTION</p> <p>Re-training of staff. Inform care provider where relevant.</p>	<p>No registered manager is in place at the organisation</p> <p>POSSIBLE ACTION</p> <p>Inform CQC on 03000 616161</p>
<p>Concerns about the poor quality of care being delivered by a social care provider</p> <p>POSSIBLE ACTION</p> <p>Referral to the Quality and Market Management Team on 0115 977 3317 or email gmm@nottsc.gov.uk</p>		

SAFEGUARDING REFERRAL IS REQUIRED

Follow the Nottinghamshire multi agency safeguarding adults at risk procedures and guidance, to gain the views of the adult at risk and to make a safeguarding adults referral to MASH on 0300 500 80 90.

No hot meals are available after 5pm as the cook at the organisation finishes work then.	Residents at a care home are awoken at 7am each morning as this fits with the staff routine and handover from night staff	A domiciliary care agency takes 10 minutes of visit times agreed in care plans to allow for travel	Residents are deprived of their liberty without Deprivation of Liberty Safeguards being authorised
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Remember: All examples, whether a safeguarding referral is required or not, require some action.