

Devon Safeguarding Adults Board

Organisational Responsibilities in Protecting Adults at Risk of Abuse

Everyone has a responsibility to ensure that concerns about abuse of adults at risk are reported and acted upon.

Organisations will have their own accountabilities, regulations, and governance in relation to safeguarding adults and the safety of the services that they provide and commission.

All Safeguarding Adults concerns must be reported to Devon County Council who will determine what course of action should be taken.

Devon County Council

Devon County Council will;

- Receive safeguarding adults concerns
- Determine whether a Safeguarding Adults Enquiry is necessary and who should carry this out in consultation with other agencies.
- Track and monitor the progress of all Safeguarding Adults Enquiries
- Obtain and record the preferred outcomes from adults at risk
- Aim to achieve the objectives of a Safeguarding Adults Enquiry given in the Care Act Statutory Guidance:
 - Establish facts
 - Ascertain the adult's views and wishes
 - Assess the need for protection, support and redress
 - Protection from abuse, in accordance with the adults wishes
 - Make decisions on follow up action needed and who will take it
 - Enable the adult to achieve resolution and recovery
- Quality assure how it carries out these duties
- Provide performance information to the Safeguarding Adults Board on how it carries out these duties.

For more details on how Devon County Council carries out these duties see guidance on “When and How to Carry Out an Enquiry”

https://devoncc.sharepoint.com/sites/PublicDocs/AdultSocialCare/_layouts/15/download.aspx?guestaccesstoken=X9dBZi%2bXHcusWS59WZHJDefOF2F5i3f3RQzvMxuunGk%3d&docid=009f88136d56b41e59367c1df9ff617e4

How the roles of organisations involved in a Safeguarding Enquiries are planned and managed:

Where it is decided by Devon County Council that a Safeguarding Enquiry is needed DCC is responsible for carrying out the Enquiry or ensuring that an Enquiry is carried out.

Any organisation that has agreed that they will carry out an Enquiry, or investigate safety concerns as part of an Enquiry, will keep DCC informed of how they are doing this and of the outcome. The organisation must aim to achieve the required objectives of a Safeguarding Adults Enquiry and use the key principles given in the Multi Agency Policy.

Enquiries for Adult Mental Health Service users at risk

Devon Partnership Trust (DPT) will carry out all Safeguarding Adults Enquiries for an adult at risk who is receiving, or has in the last two years received an Adult Mental Health service and where it has not already been decided that a Police led Enquiry will take place. This includes Enquiries where the concern is not about the Mental Health service they are receiving. This agreement is due to DPT being commissioned by DCC to carry out this on their behalf as part of the Section 75 agreement.

DPT will also carry out Safeguarding Enquiries where the concern *is* about the mental health service being provided and will do this in consultation with those responsible for safeguarding and clinical governance in the Clinical Commissioning Groups CCG.

NHS England

NHS England is the commissioner of NHS care, including GP services Dental Practitioners, Pharmacists, Optometrists and prison healthcare. NHS England and the clinicians and services it commissions will follow the NHS England Accountability and Assurance framework in addition to the DSAB policy.

NHS Commissioners, NHS Trust and NHS Providers

NHS commissioners and NHS providers continue to be responsible for ensuring the safety of the services they commission or provide. Where safeguarding concerns relate to an NHS or NHS commissioned service, DCC will inform the provider and the commissioner involved. DCC will ask them how they will investigate the concern and how they will confirm communication with the patient or their family and others about the outcome of the investigation.

NHS providers will investigate safety concerns following existing clinical governance and Serious Incident processes including NHS England Accountability and Assurance framework in consultation with those responsible for safeguarding and clinical governance in their CCG.

The CCG can provide clinical and health pathway advice, for example, in complex cases, or where there is dispute between practitioners, or where a number of services may have contributed abuse or neglect.

Police

The Police have duties to investigate and prevent crime, to protect the public and work in partnership with other organisations to protect adults at risk.

Early referral or consultation with the Police will enable them to establish whether a criminal act has been committed, and this will give them the opportunity of determining if, and at what stage, they need to become involved.

The Police can also provide crime prevention information and advice to people to help them to protect themselves.

Police Enquiries should proceed alongside multi-agency risk assessment and protection planning.

Care Quality Commission (CQC)

The Care Quality Commission regulates the quality and safety of all health and care services. The role of CQC in safeguarding local procedures is set out in the CQC document '[Our Safeguarding Protocol](#)'.

Independent Care or Health Provider Services

All independently-regulated health or social care provider services should ensure they meet the regulatory standards set within the *Health and Social Care Act 2008 (Regulated Activities), Regulations 2010, and the Care Quality Commission (Registration) Regulations 2009, to ensure that the risk of abuse or neglect is minimised for all adults within their care; CQC Guidance 'Essential Standards of Equality and Safety'*.



Reporting Concerns

If you see, hear or suspect that an adult may be at risk of abuse or neglect, you must tell someone about it. If they are in immediate danger contact the police on 999. Otherwise contact Care Direct on free phone 0345 155 1007 or email:

customerservicecentreperformancesecure-mailbox@devon.gcsx.gov.uk

Types of abuse and neglect

The following descriptions of types of abuse and neglect can help decide whether someone is at risk:

Physical abuse

Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Domestic violence

Including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.

Sexual abuse

Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting

Psychological abuse

Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable withdrawal of services/supportive networks.

Financial or material abuse

Including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse of property, possessions or benefits.

Modern slavery

Slavery, human trafficking, forced labour and domestic servitude.

Discriminatory abuse

Including forms of harassment, mistreatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

Organisational abuse

Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or in relation to care provided in one's own home. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Neglect and acts of omission

Including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating

Self-neglect

This covers a wide range of behaviour including neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.