



# Safeguarding Adults

## Decision Support Guidance

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Author:	Swindon Safeguarding Partnership

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## **Introduction:**

This guidance must be used by Front-line professionals, and members of the public concerned about the risk of abuse to an adult with care and support needs, and who are considering making a referral to Swindon Borough Council under the Care Act for safeguarding purposes. Swindon Safeguarding Partnership partners have agreed this guidance and it will form part of safeguarding training and decision making across all agencies. Understanding of reporting thresholds will increase the consistency of responses concerning adult safeguarding and enable the Swindon Safeguarding Partnership to manage different levels of safeguarding concerns proportionately and effectively.

This guide contains lists of examples to support professionals in their decision-making on the best course of action. The lists are not exhaustive and the guidance does not replace professional judgement.

Referring agencies need to consider: the risk and immediate safety of the adult who the concern relates to; the views of the adult on raising the concern and on desired outcomes and their rationale for sharing information about the concern.

Referring agencies should develop robust internal processes to prevent concerns escalating to a crisis point requiring a multi-agency safeguarding response coordinated by Swindon Borough Council (SBC) as lead agency.

For concerns not reported to SBC, the referring agency must keep a record of the concern and actions taken. This record must enable the agency to recognise where a low-level concern has developed into a reportable concern based on, for example, a repeat occurrence of incidents.

The Care Act 2014 does not distinguish between reportable and not reportable concerns, but legal frameworks such as the Human Rights Act 1998, the Care Act 2014, the Mental Capacity Act 2005, and ADASS guidance on Safeguarding decision making highlight the importance of self-determination and proportionality when interfering in individuals' lives.

If you feel you need further advice and guidance after reviewing this document regarding whether to refer an individual then please contact the Safeguarding Team for further consultation on 01793 463555.

## **About this Guidance:**

This guidance sets out a table for each category of abuse or neglect under the Care Act 2014. There are also four categories that are not under the Care Act 2014 including, medication concerns, trips and falls, pressure ulcers, and incidents involving another person with care and support needs. These concerns can fall within one or more categories of abuse or neglect under the Care Act; however, they are listed separately in this guidance to support decision making.

The first column defines the area of abuse/neglect and outlines possible indicators. Each table then outlines incidents that may be considered 'non-reportable', those that 'require consultation' and those that are reportable. The following sets out your responsibilities under each:

### **Non-Reportable:**

Incidents at this level do not require reporting to the Safeguarding Team. However, agencies should keep relevant internal records of what happened and what action was taken as per their policies. Actions/outcomes may include advice, information, risk management and staff training.

### **Requires Consultation:**

Incidents at this level should be discussed with your safeguarding lead first if possible. For consultation with Swindon Borough Council's Safeguarding Team call 01793 463555 and ask to speak to a Social Worker on duty. After the conversation, you may be asked to formally report the concern.

If there is an indication a criminal act has occurred the police MUST be consulted.

### **Reportable:**

If there is any indication a criminal act has occurred the Police must be consulted.

You should report incidents at this level using this online form: [Report a concern about an adult at risk of harm or experiencing harm](#)

## PHYSICAL

	<b>Non-Reportable LOW RISK</b>	<b>Requires Consultation MEDIUM RISK</b>	<b>Reportable HIGH RISK</b>
<p>Physical abuse is the act of causing physical harm to someone else and can include: assault, hitting, pushing, misuse of medication, inappropriate or unlawful use of restraint and/or inappropriate physical sanctions.</p> <p><i>Indicators of Physical Abuse:</i></p> <ul style="list-style-type: none"> <li>• <i>Unexplained injuries (bruising, fractures, bleeding and other injuries such as burns)</i></li> <li>• <i>Bruises in unusual or protected areas or consistent with shapes of objects or hands</i></li> <li>• <i>Multiple or unexplained fractures</i></li> <li>• <i>Injuries inconsistent with reported accidents, inconsistent explanations, changes in narrative surrounding incidents, unjustified delays in seeking medical assistance.</i></li> <li>• <i>Changes in behaviour of adult such as fearfulness, sudden flinching or avoiding physical contact, social withdrawal or sudden isolation or reluctance to communicate about personal matters.</i></li> </ul>	<p>Error by staff causing no/little harm, e.g. skin friction mark due to ill-fitting hoist sling</p> <p>Appropriate moving and handling procedures not followed on one occasion causing no harm.</p> <p>Isolated incident by other resident causing no/little harm e.g. one resident with cognitive impairment strikes another but it leaves no mark and does not cause emotional distress lasting hours. NOTE: This is a recordable crime. If reported to Police they will assess the circumstances as to whether an investigation is required</p> <p>Staffing ratio was appropriate and care plan followed. This was not preventable in nature and preventative action has been taken to mitigate the risk/prevent a further reoccurrence.</p>	<p>Minor marking, lesions, cuts or grip marks</p> <p>Restraint which appears to be unnecessary, not proportionate, and/or not in the person's best interests</p> <p>Restraint which causes marks but no external medical treatment</p>	<p>Serious bodily harm/assault leading to irreversible damage or death</p> <p>Deliberate withholding of food, drinks or aids to independence or force-feeding</p> <p>Unexplained fractures/serious injuries</p> <p>Assault by another person using the service requiring medical treatment</p> <p>Preventable incident between adults where injury has been sustained or emotional distress caused.</p> <p>Restraint where principles of the Mental Capacity Act 2005 not followed</p> <p>Inappropriate restraint that requires medical treatment</p> <p>Unexplained marking, lesions, cuts, grip marks on a number of occasions or a number of adults.</p>
<p><b><u>Actions to Consider</u></b></p>	<p>If practice concern then consider training, competency assessments, auditing and ensuring policies and procedures are in place, supervision and/or HR processes.</p> <p>If care provider, consider review of care plans, risk management planning, share reflections, policies and procedures</p> <p>Consult with Adult Safeguarding Team for further consultation on 01793 463555.</p>	<p>Consult with Adult Safeguarding Team for further consultation on 01793 463555.</p> <p>If there is an indication a criminal act has occurred the police MUST be consulted. Contact 999 or 101 Or to report online search: <a href="#">Report a crime   Wiltshire Police</a></p> <p>Consider onward notifications/referrals, Victim Support, medical advice, Care Act Assessment, Occupational Therapy, Carers Assessment.</p>	<p>Immediate safety to be considered and safety plans implemented.</p> <p>Raise a safeguarding referral to SBC Adult Safeguarding Team</p> <p>If there is an indication a criminal act has occurred the police MUST be consulted. Consider complaint to Police Contact 999 or 101 Or to report online search: <a href="#">Report a crime   Wiltshire Police</a></p>

		<p>If injury has occurred then consider documenting this clearly – photographs, clear description of injury, location, size.</p> <p>If Person Alleged to Cause Harm is a paid worker then consider <a href="#">Person in Position of Trust Framework</a></p>	<p>If injury has occurred then consider documenting this clearly – photographs, clear description of injury, location, size.</p>
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## SEXUAL

Sexual abuse can include: rape, indecent exposure, sexual harassment, sexual teasing/innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure, sexual assault, sexual acts to which the adult has not consented or was pressured into.

*Indicators of Sexual Abuse:*

- *Bruising (thighs, buttocks and upper arms and neck), or difficulty in walking or sitting.*
- *Foreign bodies in genital/rectal openings*
- *Infections, unexplained genital discharge, or sexually transmitted diseases*
- *Pregnancy in a woman who is unable to consent to sexual intercourse*
- *The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude*
- *Incontinence not medical related*
- *Self-harming, poor concentration, withdrawal, sleep disturbance*
- *Excessive fear/apprehension of, or withdrawal from, relationships*
- *Fear of receiving help with care*
- *Reluctance to be alone with particular person.*

### Non-Reportable LOW RISK

An isolated incident where an adult makes a sexual remark or gesture that is not directed harmfully and causes no distress. This excludes a person in position of trust.

Consensual sexual relationship between adults with capacity and no risk of exploitation.

Isolated incident of accidental exposure such as, staff member/resident accidentally witnesses an adult partially undressed and adult not in distress.

### Requires Consultation MEDIUM RISK

Non-contact sexualised behaviour which causes distress to the person at risk

Verbal sexualised teasing or harassment

Resident to resident indecent exposure without intent NOTE: Exposure (and sexual touching; see under 'reportable') This is a recordable crime. If reported to Police they will assess the circumstances as to whether an investigation is required

### Reportable HIGH RISK

Any allegation of sexualised behaviour relating to a person in a position of trust.

Sex in a relationship characterised by authority, inequality or exploitation.

Sex without consent or sexual assault

Voyeurism e.g. gaining sexual pleasure by watching adult when they are naked or engaged in sexual activity

Sexualised touching or masturbation without valid consent

Being made to look at pornographic material against will/where valid consent cannot be given

Attempted penetration by any means (whether or not it occurs within a relationship) without valid consent

Contact or non-contact sexualised behaviour which causes distress

<p><b><u>Actions to Consider</u></b></p>	<p>Reinforce privacy protocols, record behaviour and context.</p> <p>Consider capacity and assessment</p> <p>If care setting then record, consider review of care plans, risk management planning, consider learning outcomes, onward referrals, staff training and supervision, complaint processes, HR processes.</p>	<p>Consult with Adult Safeguarding Team for further consultation on 01793 463555.</p> <p>If there is an indication a criminal act has occurred the police MUST be consulted. Contact 999 or 101 Or to report online search: <a href="#">Report a crime   Wiltshire Police</a></p> <p>If Person Alleged to Cause Harm is paid worker then consider Person in Position of Trust Framework then consider HR processes and complaints, disciplinary processes</p> <p>Information for residents around expected standards of conduct, increased monitoring for specified period</p> <p>Consider outward referrals such as adult social care, health and/or police.</p>	<p>Immediate safety to be considered and safety plans implemented.</p> <p>Raise a safeguarding referral to SBC Adult Safeguarding Team</p> <p>If there is an indication a criminal act has occurred the police MUST be consulted. Contact 999 or 101 Or to report online search: <a href="#">Report a crime   Wiltshire Police</a></p> <p>SARC provide immediate help to anyone who has experienced a recent or non-recent rape or sexual assault in Wiltshire. For contact details, <a href="#">click this link</a></p> <p>Consider case management, review of care plan and risk assessments or HR processes.</p> <p>If Person Alleged to Cause Harm is paid worker then consider <a href="#">Person in Position of Trust Framework</a></p>
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**PSYCHOLOGICAL**

Psychological or emotional abuse can include: emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation, unreasonable and unjustified withdrawal of support.

- Indicators of Psychological Abuse:*
- *Withdrawal or change in the psychological state of the person*
  - *Insomnia*
  - *Low self-esteem*
  - *Uncooperative and aggressive behaviour*
  - *A change of appetite, weight loss/gain*
  - *Signs of distress: tearfulness, anger*
  - *Apparent false claims, by someone involved with the person, to attract unnecessary treatment*

**Non-Reportable  
LOW RISK**

Isolated incident where adult's views are not considered or is spoken to in a rude or inappropriate way – respect is undermined but no or little distress caused.

Occasional taunts or verbal outbursts between residents which do not cause distress

**Requires Consultation  
MEDIUM RISK**

Treatment that undermines dignity and damages esteem

Repeated incidents of denying or failing to recognise an adult's choice or failing to value their opinion, particularly in relation to a service or care they're receiving

Carer declining/withholding/preventing access to treatment

Occasional taunts or verbal outbursts which cause distress between people using a service

Encouragement or inducement to adopt an extreme ideology/ideologies

**Reportable  
HIGH RISK**

Denial of basic human rights/civil liberties, over-riding advance directive, forced marriage, honour based violence and Female Genital Mutilation

Prolonged intimidation

Vicious/personalised verbal attacks

Humiliation of an adult

Emotional blackmail e.g. threats of abandonment/ harm

The withholding of information to dis-empower

Allegations or concerns relating to 'cuckooing'

Concerns about, or signs of, someone becoming radicalised

If there is any indication a criminal act has occurred the Police must be consulted.

Evidence of cuckooing – an individual's home is taken over by another person and they are subject to psychological abuse.

**Actions to Consider**

If care setting then record, consider review of care plans, risk management planning, consider learning outcomes, onward referrals, staff training and supervision, complaint processes, HR processes.

Consult with Adult Safeguarding Team for further consultation on 01793 463555.

If there is an indication a criminal act has occurred the police **MUST** be consulted.

Raise a safeguarding referral to SBC Adult Safeguarding Team

If there is an indication a criminal act has occurred the police **MUST** be consulted.

		<p>Contact 999 or 101 Or to report online search: <a href="#">Report a crime   Wiltshire Police</a></p> <p>Consider onward referrals, Adult Social Care, Neighbourhood policing, Housing Association</p> <p>If Person Alleged to Cause Harm is a paid worker then consider <a href="#">Person in Position of Trust Framework</a></p>	<p>Contact 999 or 101 Or to report online search: <a href="#">Report a crime   Wiltshire Police</a></p>
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**FINANCIAL OR MATERIAL**

Financial or material abuse can include: theft, fraud, internet scamming, coercion in relation to an adult's finances, including wills, property, inheritance or financial transactions or the misuse or misappropriation of property, possessions or benefits.

*Indicators of Financial or Material Abuse:*

- *Unexplained lack of money or inability to maintain lifestyle*
- *Unexplained withdrawal of funds*
- *Power of attorney or lasting power of attorney obtained after person has ceased to have mental capacity*
- *The person allocated to manage financial affairs is uncooperative*
- *The family or others show unusual interest in the assets of the person*
- *Signs of financial hardship where the person's financial affairs are being managed by deputy, attorney or LPA*
- *Changes in deeds/title to property*
- *Rent arrears and eviction notices*
- *A lack of clear financial accounts held by a care home or service*
- *Failure to provide receipts for financial transactions on behalf of the person*
- *Disparity between the person's living conditions and resources.*
- *Unnecessary property repairs*

**Non-Reportable  
LOW RISK**

Money is not recorded safely or recorded properly

An adults personal item is misplaced and later found with no pattern or loss.

A dispute about money (e.g. differing views on how adult spends funds) but causes no distress.

Accidental overcharge or billing error which is promptly corrected

**Requires Consultation  
MEDIUM RISK**

Adult's monies kept in a joint bank account – unclear arrangements for equitable sharing of interest

High levels of anti-social behaviour reported

High levels of visitors to the property-tenant/service user does not appear to be able to say 'no'

Tenant/service user is socially isolated

Person falling behind on rent payments

Person deemed not to be engaging with professionals

General deterioration in person's health and wellbeing

Property falling into disrepair

**Reportable  
HIGH RISK**

Suspected fraud, theft, exploitation, scamming relating to benefits, income, property or will, including 'cuckooing'

Lasting Power of Attorney claimed to exist but evidence not provided when requested

Adult denied or restricted access to personal finances, property and/or possessions

Misuse/misappropriation of property, possessions or benefits by Person in Position of Trust or control. Includes misusing loyalty cards

Personal finances removed from adult's control

Adult coerced or misled into giving over money or property

Allegation or incident of missing money and/or belongings by a care provider or professional.

Evidence of cuckooing – an individual's home is taken over by someone else and they are taking control over their finances/refusing them access to their finances.

<p><b><u>Areas to Consider</u></b></p>	<p>If care setting then record, consider review of care plans, risk management planning, consider learning outcomes, onward referrals, staff training and supervision, complaint processes, HR processes.</p>	<p>Consult with Adult Safeguarding Team for further consultation on 01793 463555.</p> <p>If there is an indication a criminal act has occurred the police MUST be consulted. Contact 999 or 101 Or to report online search: <a href="#">Report a crime   Wiltshire Police</a></p> <p>Consider capacity relating to understanding financial decisions and financial arrangements (deputyship, appointee).</p> <p>Consult Office for Public Guardian for a registered lasting power of attorney, registered enduring power of attorney or a deputy. <a href="#">Report a concern here</a></p> <p>If Person Alleged to Cause Harm is an employed worker then consider <a href="#">Person in Position of Trust Framework</a></p>	<p>Raise a safeguarding referral to SBC Adult Safeguarding Team</p> <p>Theft is a crime. Report to Police Contact 999 or 101 Or to report online search: <a href="#">Report a crime   Wiltshire Police</a></p> <p>Action Fraud is where you should report fraud if you have been scammed, defrauded or experienced cyber crime. <a href="#">Click Here</a></p>
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## NEGLECT AND ACTS OF OMISSION

<p>Neglect &amp; acts of omission is ongoing failure to meet a person's basic physical or psychological needs.</p> <p><i>Indicators of Neglect &amp; Acts of Omission:</i></p> <ul style="list-style-type: none"> <li>• <i>Poor environment – dirty or unhygienic</i></li> <li>• <i>Poor physical condition and/or personal hygiene</i></li> <li>• <i>Pressure sores or ulcers</i></li> <li>• <i>Malnutrition or unexplained weight loss</i></li> <li>• <i>Untreated injuries and medical problems</i></li> <li>• <i>Inconsistent or reluctant contact with medical and social care organisations</i></li> <li>• <i>Accumulation of untaken medication</i></li> <li>• <i>Uncharacteristic failure to engage in social interaction</i></li> <li>• <i>Inappropriate or inadequate clothing</i></li> </ul>	<p><b>Non-Reportable LOW RISK</b></p> <p>Isolated missed home care visit - no harm occurs and no other service users/clients is missed that day</p> <p>Adult is not assisted with a meal/drink on one occasion and no harm occurs</p> <p>Inadequacies in care provision leading to discomfort - no significant harm e.g. left wet for a period of time but no skin damage occurred</p> <p>A fall where no significant harm occurs, there are no indicators of neglect, and action is being taken to minimise further risk.</p>	<p><b>Requires Consultation MEDIUM RISK</b></p> <p>Recurrent missed home care visits where risk of harm escalates, or one miss where harm occurs</p> <p>Discharge from hospital where harm occurs that does not require re-admission</p> <p>Recurrent lack of care to extent that health and well-being deteriorate e.g. pressure ulcers, dehydration, malnutrition (assessed to the capability of the person reporting), PEG tube complications because of failure to maintain its care.</p> <p>Unwitnessed fall where 111 are called and recommend getting external medical treatment e.g. an ambulance</p>	<p><b>Reportable HIGH RISK</b></p> <p>Failure to arrange access to life saving services or medical care</p> <p>Failure to intervene in dangerous situations where the adult lacks the capacity to assess risk</p> <p>Discharge from hospital where harm occurs that does require re-admission</p>
<p><b>Actions to Consider</b></p>	<p>Record incident and review/monitor to consider patterns.</p> <p>If care setting then record, consider review of care plans, risk management planning, consider learning outcomes, onward referrals, staff training and supervision, complaint processes, HR processes.</p> <p>Consider if referral to <a href="#">Notifications - Care Quality Commission</a> is required.</p> <p>If there are concerns about the health of the adult/s concerned then ensure medical attention is sought.</p>	<p>Consult with Adult Safeguarding Team for further consultation on 01793 463555.</p> <p>If there is an indication a criminal act has occurred the police MUST be consulted. Contact 999 or 101 Or to report online search: <a href="#">Report a crime   Wiltshire Police</a></p> <p>Consider onward referrals relevant to concern such as, adult social care, Occupational Therapy, Speech and Language Therapy, Physiotherapy, District Nurses, Tissues Viability Nursing.</p>	<p>Raise a safeguarding referral to SBC Adult Safeguarding Team</p> <p>Consider complaint to Police Contact 999 or 101 Or to report online search: <a href="#">Report a crime   Wiltshire Police</a></p>

## ORGANISATIONAL

Organisational abuse is neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation, resulting in ongoing neglect or poor care.	<b>Non-Reportable LOW RISK</b>	<b>Requires Consultation MEDIUM RISK</b>	<b>Reportable HIGH RISK</b>
<ul style="list-style-type: none"> <li>• <i>Lack of flexibility and choice for people using the service</i></li> <li>• <i>Inadequate staffing levels</i></li> <li>• <i>People being hungry or dehydrated</i></li> <li>• <i>Poor standards of care</i></li> <li>• <i>Lack of personal clothing and possessions and communal use of personal items</i></li> <li>• <i>Lack of adequate procedures</i></li> <li>• <i>Poor record-keeping and missing documents</i></li> <li>• <i>Absence of visitors</i></li> <li>• <i>Few social, recreational and educational activities</i></li> <li>• <i>Public discussion of personal matters</i></li> <li>• <i>Unnecessary exposure during bathing or using the toilet</i></li> <li>• <i>Absence of individual care plans</i></li> <li>• <i>Lack of management overview and support</i></li> </ul>	<p>Person not enabled to have a say in how the service is run.</p> <p>Denial of individuality and opportunities to make informed choices and take responsible risks</p> <p>Care-planning documentation not person-centred/does not involve the service user or capture their views</p> <p>Single incident of insufficient staffing to meet all client needs in a timely fashion but causing no harm</p> <p>Individual has been provided with information on how to make a complaint if this relates to a specific agency/care provider.</p> <p>The care provider/agency has reviewed the care plan and made amendments to prevent a further incident and ensure care is person centred/the individual's needs are met going forward</p>	<p>Rigid/inflexible routines that are not always in the Service User's best interests</p> <p>Service users' dignity is occasionally undermined e.g. lack of privacy during support with intimate care needs</p> <p>Recurrent bad practice lacks management oversight and is not being contractually reported to commissioners/the safeguarding service</p> <p>Unsafe and unhygienic living environments that could cause harm to the service users or have caused minor injury requiring no external medical intervention/consultation</p> <p>Lack of stimulation/ opportunities to engage in social and leisure activities in non-acute/medical settings</p>	<p>Staff misusing position of trust to exercise power over service users</p> <p>Over-medication and/or inappropriate restraint managing behaviour</p> <p>Recurrent or consistent ill-treatment by care provider to more than one service user over a period of time</p> <p>Recurrent or consistent incidents of insufficient staffing resulting in harm requiring external medical intervention or hospitalisation of service users</p> <p>Recurrent incidents of insufficient staffing resulting in significant harm</p>
<p><b>Actions to Consider</b></p>	<p>Record incident internally and review/monitor to consider patterns.</p> <p>Consider review of care plans, risk management planning, staff supervision and training, complaint processes, HR processes.</p>	<p>Consult with Adult Safeguarding Team for further consultation on 01793 463555.</p> <p>Consider onward referrals relevant to concern such as, adult social care, Occupational Therapy, Speech and Language Therapy, Physiotherapy, District Nurses, Tissues Viability Nursing.</p>	<p>Raise a safeguarding referral to SBC Adult Safeguarding Team</p> <p>Consider complaint to Police Contact 999 or 101 Or to report online search: <a href="#">Report a crime   Wiltshire Police</a></p>

	<p>Consider if referral to <a href="#">Notifications - Care Quality Commission</a> is required.</p> <p>If there are concerns about the health of the adult/s concerned then ensure medical attention is sought.</p>		
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**DISCRIMINATORY**

<p><b>Unequal or abusive treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as 'protected characteristics' under the Equality Act 2010)</b></p>	<p><b>Non-Reportable LOW RISK</b></p>	<p><b>Requires Consultation MEDIUM RISK</b></p>	<p><b>Reportable HIGH RISK</b></p>
<p><i>Indicators of Discriminatory Abuse:</i></p> <ul style="list-style-type: none"> <li>• <i>The person appears withdrawn and isolated</i></li> <li>• <i>Expressions of anger, frustration, fear or anxiety</i></li> <li>• <i>The support on offer does not take account of the person's individual needs in terms of a protected characteristic</i></li> </ul>	<p>Isolated incident of teasing motivated by prejudicial attitudes towards an adult's individual differences</p> <p>Isolated incident of care planning that fails to address an adult's specific diversity associated needs for a short period</p> <p>The individual has been provided with the complaints procedure and the incident has been dealt with appropriately by provider/agency. Preventative measures are in place</p>	<p>Recurring failure to meet specific care/support needs associated with diversity that cause little distress</p> <p>Denial of civil liberties e.g. voting, making a complaint</p>	<p>Hate crime resulting in injury/emergency medical treatment/fear for life</p> <p>Hate crime resulting in serious injury/attempted murder/honour-based violence</p> <p>Inequitable access to service provision as a result of diversity issue</p> <p>Being refused access to essential services</p> <p>Humiliation, threats or taunts on a regular basis</p> <p>Recurring failure to meet specific care/support needs associated with diversity that cause distress</p>
<p><b>Areas to Consider</b></p>	<p>Record incident and review/monitor to consider patterns.</p> <p>If care setting then consider review of care plans, risk management planning, staff training and supervision, complaint processes, HR processes.</p> <p>Consider if referral to <a href="#">Notifications - Care Quality Commission</a> is required.</p>	<p>Consult with Adult Safeguarding Team for further consultation on 01793 463555.</p> <p>Contact the <a href="#">Equality Advisory Support Service</a> for help and advice.</p>	<p>Raise a safeguarding referral to SBC Adult Safeguarding Team</p> <p>This may constitute a breach of the Equality Act 2010. Consider complaint to Police Contact 999 or 101 Or to report online search: <a href="#">Report a crime   Wiltshire Police</a></p>

**MODERN SLAVERY**

<p>Holding a person in a position of slavery, forced servitude, or compulsory labour, or facilitating their travel with the intention of exploiting them soon after.</p> <p>Indicators of Modern Slavery:</p> <ul style="list-style-type: none"> <li>• <i>Signs of physical or emotional abuse</i></li> <li>• <i>Appearing to be malnourished, unkempt or withdrawn</i></li> <li>• <i>Isolation from the community, seeming under the control or influence of others</i></li> <li>• <i>Living in dirty, cramped or overcrowded accommodation and or living and working at the same address</i></li> <li>• <i>Lack of personal effects or identification documents</i></li> <li>• <i>Always wearing the same clothes</i></li> <li>• <i>Avoidance of eye contact, appearing frightened or hesitant to talk to strangers</i></li> <li>• <i>Fear of law enforcers</i></li> <li>• <i>Cuckooing – an individual’s home is taken over by someone else and they are subjected to ill treatment/made to work for the person alleged to be causing harm</i></li> </ul>	<p><b>Non-Reportable LOW RISK</b></p> <p>All concerns about modern slavery are deemed to be of a level requiring consultation</p>	<p><b>Requires Consultation MEDIUM RISK</b></p> <p>No direct disclosure of slavery but:</p> <p>Appears under control of another</p> <p>Long hours at work</p> <p>Poor living conditions/low wages</p> <p>Lives in work place</p> <p>No health and safety in work place</p> <p>Risk of physical/psychological harm</p> <p>Adult being encouraged to participate in unsafe or criminal activity</p>	<p><b>Reportable HIGH RISK</b></p> <p>Any direct disclosure of slavery</p> <p>Regularly moved to avoid detection</p> <p>Lives in sheds/lockup/containers</p> <p>Risk of fatality or serious injury</p> <p>No freedom/unable to leave</p> <p>Wages used for debt</p> <p>Not in possession of ID or passport</p> <p>Subject to forced marriage</p> <p>Unable to access medical treatment/care/equipment required to maintain independence</p> <p>Under control of others e.g. gang master, dealers, pimp for prostitution</p> <p>Subject to violence/threats/ fearful</p> <p>Actual physical/psychological harm</p> <p>If there is any indication a criminal act has occurred the Police must be consulted.</p>
<p><b>Areas to Consider:</b></p>		<p>Consult with Adult Safeguarding Team for further consultation on 01793 463555.</p> <p>If there is an indication a criminal act has occurred the police <b>MUST</b> be consulted.</p>	<p>Raise a safeguarding referral to SBC Adult Safeguarding Team</p> <p>Modern slavery is considered a serious crime, with a legal obligation to report to make a complaint to Police Contact 999 or</p>

		<p>Contact 999 or 101 Or to report online search: <a href="#">Report a crime   Wiltshire Police</a></p> <p><a href="#">Karma Nirvana</a> is a registered charity that supports victims and survivors of Forced Marriage and Honour Based Abuse.</p> <p>If Person Alleged to Cause Harm is an employed person then consider <a href="#">Person in Position of Trust Framework</a></p>	<p>101 Or to report online search: <a href="#">Report a crime   Wiltshire Police</a></p> <p>If there are cuckooing concerns, refer via this link – <a href="#">Cuckooing Referral Form</a></p>
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## DOMESTIC ABUSE

	<b>Non-Reportable LOW RISK</b>	<b>Requires Consultation MEDIUM RISK</b>	<b>Reportable HIGH RISK</b>
<p>An incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality</p> <p><i>Indicators of Domestic Abuse:</i></p> <ul style="list-style-type: none"> <li>• <i>Low self-esteem</i></li> <li>• <i>Feeling that the abuse is their fault when it is not</i></li> <li>• <i>Physical evidence of violence such as bruising, cuts, broken bones</i></li> <li>• <i>Verbal abuse and humiliation in front of others</i></li> <li>• <i>Fear of outside intervention</i></li> <li>• <i>Damage to home or property</i></li> <li>• <i>Isolation – not seeing friends and family</i></li> <li>• <i>Limited access to money</i></li> </ul>	<p>An isolated and minor argument between partners/family members observed but no harm/distress caused.</p> <p>An isolated observation of behaviour showing frustration or tension in the relationship which is not repeated and does not cause harm or distress.</p>	<p>Unexplained marking or lesions or grip marks on a number of occasions</p> <p>Controlling or coercive behaviour is witnessed</p> <p>Frequent verbal outbursts that cause some distress or some level of harm</p> <p>Sexual assault or humiliation where the service user has capacity and does not want to be referred</p> <p>Experiences occasional episodes of fear of the alleged perpetrator</p> <p>Subject to control re finances/medical which raises some questions re wellbeing</p> <p>NOTE: Even if this is a one-off incident, it is a physical assault (even if not resulting in injury or harm). This is a recordable crime. If reported to Police they will assess the circumstances as to whether an investigation is required</p>	<p>Subject to regular violent behaviour</p> <p>Threats to kill/choke /suffocate etc.</p> <p>In constant fear of being harmed</p> <p>Sex without valid consent (rape)</p> <p>FGM female genital mutilation</p> <p>Honour based violence &amp;/or forced marriage</p> <p>Service user denied access to medical treatment/care/vital equipment to maintain independence by alleged abuser</p> <p>Frequent physical outbursts that cause distress or some level of harm</p> <p>Subject to stalking/harassment</p> <p>Children/other adults at risk are involved</p>
<p><b>Actions to Consider</b></p>	<p>Document clearly, monitor and review to establish patterns.</p> <p>Consider if review of care and support needs is required or Carers Assessment.</p> <p>Offer information on domestic abuse services such as, Swindon Paragon Integrated Domestic Abuse Services</p>	<p>Consult with Adult Safeguarding Team for further consultation on 01793 463555.</p> <p>If there is an indication a criminal act has occurred the police MUST be consulted. Contact 999 or 101 Or to report online search: <a href="#">Report a crime   Wiltshire Police</a></p>	<p>Raise a safeguarding referral to SBC Adult Safeguarding Team</p> <p>If there is an indication a criminal act has occurred the police MUST be consulted. Contact 999 or 101 Or to report online search: <a href="#">Report a crime   Wiltshire Police</a></p>

provide support and resources for those impacted by domestic abuse. [Swindon - Paragon Team - SPIDAS - Integrated Domestic Abuse Service](#)

When children present, ALWAYS make a children's social care referral.

**[DASH risk assessment](#)** to be completed.

Clare's Law Disclosure enables the police to release information about any previous history of violence or abuse a person might have. See [Request information under Clare's Law: Make a Domestic Violence Disclosure Scheme \(DVDS\) application | Wiltshire Police](#)

Swindon Paragon Integrated Domestic Abuse Services provide support and resources for those impacted by domestic abuse. [Swindon - Paragon Team - SPIDAS - Integrated Domestic Abuse Service](#)



## SELF-NEGLECT

A person living in a way that puts his or her health, safety, or well-being at risk.

### Non-Reportable LOW RISK

### Requires Consultation MEDIUM RISK

### Reportable HIGH RISK

Indicators of Self-Neglect:

- *Very poor personal hygiene*
- *Unkempt appearance*
- *Lack of essential food, clothing or shelter*
- *Malnutrition and/or dehydration*
- *Living in squalid or unsanitary conditions*
- *Neglecting household maintenance*
- *Hoarding*
- *Collecting a large number of animals in inappropriate conditions*
- *Non-compliance with health or care services*
- *Inability or unwillingness to take medication or treat illness or injury*

Self-care causing some concern - no signs of harm or distress

Property neglected but all main services work

Some evidence of hoarding - no major impact on health/safety

Property shows some signs of neglect

Evidence of low-level hoarding

No access to support

Agencies are trying to engage the individual and signposting to support

The individual is engaging with support

First signs of person declining or lack of engagement with medical treatment/care/equipment but no risk of significant harm

High level of clutter /hoarding but not resulting in immediate risk of harm.

Insanitary conditions in property with no immediate risk of harm

Problematic or chaotic substance misuse

Potential for fire risk/gas leaks (imminent risks require immediate reporting)

Lack of some essential amenities but no risk of significant harm and person engaging in plan to reinstate.

Property/environment shows signs of neglect that are potentially damaging to others e.g. neighbours

Where there is evidence that an individual may be at significant risk from self-neglect

Serious risk to health & well-being without intervention (e.g. from chaotic substance misuse)

Environment injurious to health

Imminent fire risk/gas leaks\*

Access obstructed within property

Multiple reports from other agencies

Behaviour poses risk to self/others

Self-neglect is life threatening

Tenancy at risk because of hoarding/property condition i.e. notice served

Lack of self-care results in significant deterioration in health/wellbeing

Evidence of Cuckooing. The individual's home is being taken over by someone else and they are denying them access to cooking/washing facilities/ a place to sleep.

**Actions to Consider**

Please read [Quick Guide to Self Neglect Procedures](#)

Consider/complete actions from previous column.

Where care needs are identified by a professional, a referral to Adult Social

Raise a safeguarding referral to SBC Adult Safeguarding Team

	<p>For Swindon Safeguarding Partnership Multi-Agency Policy and Guidance on Responding to Self-Neglect <a href="#">Click here</a></p> <p>Consider completing <a href="#">Welfare and Safety Plan</a> with the person.</p> <p>Consider Multiagency Meeting involving the person.</p> <p>Please see the clutter image rating to assess the level of hoarding for the room/s. This was developed by Hoarding Disorders UK and can be found <a href="#">here</a>.</p>	<p>Care should be made to enable an assessment of these needs so that appropriate care can be put into place</p> <p>Consult with Adult Safeguarding Team for further consultation on 01793 463555.</p> <p>Consider onward referrals relevant to concern such as, adult social care, Occupational Therapy, Environmental Health, Fire Services, Physiotherapy, District Nurses, Tissues Viability Nursing.</p>	<p>Consider complaint to Police Contact 999 or 101 Or to report online search: <a href="#">Report a crime   Wiltshire Police</a></p> <p>If there are cuckooing concerns, refer via this link – <a href="#">Cuckooing Referral Form</a></p>
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## MEDICATION CONCERN

A person is accidentally given someone else's medication, given too much or too little of their own medication, given a medication that has been stopped, or given it at the wrong time.

### Non-Reportable LOW RISK

Isolated incident where the person is accidentally given the wrong medication, given too much or too little medication or given it at the wrong time but no harm occurs

Isolated incident causing no harm

Isolated prescribing or dispensing error by GP, pharmacist or other medical professional resulting in no harm

Agency/care provider/pharmacy has reviewed the incident and put in place preventative measures to prevent a further incident. Medical advice has been sought by the provider/individual.

### Requires Consultation MEDIUM RISK

Recurring missed medication or errors that affect more than one adult and result in actual or potential harm to one or more adults

Recurring prescribing or dispensing errors by GP, pharmacist or other medical professional that affect more than one adult and/or result in harm to one or more adults

Covert administration if the person lacks capacity without having a best interest decision recorded in the care plan

Misuse of/over-reliance on sedatives and/or anti-psychotropic medication to control behaviour

### Reportable HIGH RISK

Deliberate maladministration of medications or failure to follow proper procedures, including reporting of medication errors

Pattern of recurring errors or an incident of deliberate maladministration

Deliberate falsification of records or coercive/ intimidating behaviour to prevent reporting Insufficient or incorrect /inadequate policies and procedures in place

### Areas to Consider

Ensure medical advice is sought when an error has been identified.

The error should be investigated internally as soon as possible, to find out exactly what happened and establish the cause.

Record detail of medication error - name of medication, prescribed for, is

Complete actions from previous section.

If practice concern then consider training, competency assessments, auditing and ensuring policies and procedures are in place, supervision and/or HR processes.

Raise a safeguarding referral to SBC Adult Safeguarding Team

Consider complaint to Police Contact 999 or 101 Or to report online search: [Report a crime | Wiltshire Police](#)

	<p>administration time critical, number of errors and period and whether any harm occurred.</p> <p>You may need to <a href="#">notify the Care Quality Commission about a medication error.</a></p>	<p>If care provider, consider review of care plans, risk management planning, share reflections, policies and procedures</p> <p>Consult with Adult Safeguarding Team for further consultation on 01793 463555.</p>	
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## TRIPS AND FALLS

People should be supported to stay as active and independently mobile as possible and the support they need should be recorded in their care plans. Some people who are frail or have mobility problems may be at greater risk of falling. The consequences of falls can be very costly for both the individual – in terms of their health, wellbeing and mobility – and for services. Following a fall, the individual may require more intensive services for longer and, in some cases, may never return to previous levels of mobility. A fall does not automatically indicate neglect and each individual case should be examined in order to determine whether there is a safeguarding concern.

### **Non-Reportable LOW RISK**

Isolated incident where no significant harm occurs

Multiple incidents where no significant harm occurs and a care plan is in place or action is being taken to minimise further risk

Other relevant professionals have been notified/single agency response is sufficient

Appropriate preventative action has been taken e.g. removal of furniture, safety equipment has been implemented, referral to adult social care or OT considered where necessary.

There has been full discussion with the person, their family or representative

The care plan is reviewed and updated after each incident with a view to preventing a further incident.

There are no other indicators of abuse or neglect

Any fall caused by unmet need which would benefit from a care management response or referral to relevant services

### **Requires Consultation MEDIUM RISK**

The care plan has NOT been fully implemented or reviewed within an appropriate timeframe

It is NOT CLEAR that professional advice or support has been sought at the appropriate time. e.g. Care Home Support Service/Falls Service

There have been other similar incidents or areas of concern.

Any fall where there is suspected abuse or neglect by a staff member or other person or a failure to follow relevant care plans, policies or procedures

### **Reportable HIGH RISK**

Any fall resulting in significant injury or death where there is suspected abuse or neglect by a staff member or other person or a failure to follow relevant care plans, policies or procedures

Any fall which happened in a context which requires a multi-agency safeguarding response instead of referral to a single agency

	<p>If harm occurred then ensure medical advice/support is sought.</p> <p>The fall should be investigated internally as soon as possible, to find out exactly what happened and establish the cause.</p> <p>Record detail of fall - time and location, any injuries, cause of the fall if known, post-fall interventions, action taken to prevent re-occurrence</p> <p>Consider if referral to <a href="#">Notifications - Care Quality Commission</a> is required</p>	<p>Complete actions from previous section.</p> <p>If practice concern then consider training, competency assessments, auditing and ensuring policies and procedures are in place, supervision and/or HR processes.</p> <p>If care provider, consider review of care plans, risk management planning, share reflections, policies and procedures</p> <p>Consult with Adult Safeguarding Team for further consultation on 01793 463555.</p>	<p>Raise a safeguarding referral to SBC Adult Safeguarding Team</p> <p>Consider complaint to Police Contact 999 or 101 Or to report online search: <a href="#">Report a crime   Wiltshire Police</a></p>

## PRESSURE ULCERS

Pressure ulcers are primarily a clinical issue and should be referred to an appropriate health professional in the first instance. However, where there are obvious signs of neglect, this should be referred to adult safeguarding. Whilst not all pressure ulcers are due to neglect each individual case should be considered, taking in to account the person medical conditions, prognosis, and skin conditions and other signs of neglect, such as poor personal hygiene and living environment, poor nutrition and hydration and their own views on their care and treatment.

Please ensure that The decision guide appendix 1 on the [Pressure ulcers: how to safeguard adults](#) is completed by a qualified member of staff who is a practising registered nurse (RN) with experience in wound management and not directly involved in the provision of care to the service user at the time the pressure ulcer developed.

### **Non-Reportable LOW RISK**

Single or isolated incident of category 1 or 2 pressure ulcer

Category 3 & 4, unstageable and suspected Deep Tissue Injury or multiple category 2 pressure ulcers where:

A care plan is in place  
Action is being taken  
Other relevant professionals have been notified  
There has been full discussion with the relevant person, their family or representative  
There are no other indicators of abuse or neglect or unexplained deterioration.  
The individual's pain is well managed

### **Requires Consultation MEDIUM RISK**

Category 3 & 4, Unstageable and Suspected Deep Tissue Injury pressure ulcers or multiple category 1 and 2 pressure ulcers where:

The care plan has NOT been fully implemented  
Deterioration has taken place without explanation – e.g. category 2 has been re-categorised as a category 3/4 ulcer  
It is NOT CLEAR that professional advice or support has been sought at the appropriate time. e.g. Tissue Viability Team. There have been other similar incidents or areas of concern  
There are other indicators of abuse or neglect  
The individual is in significant pain and this is not well managed.

### **Reportable HIGH RISK**

Appendix 1: adult safeguarding decision guide is completed by X and the total score is 15 or over.

Category 3 & 4, Unstageable and Suspected Deep Tissue Injury where:

The person has been assessed as NOT having mental capacity to understand treatment and prevention but appropriate treatment and prevention based on best interests decision process was not followed  
No assessment and care planning has not been completed or is of very poor quality  
No professional advice or support has been sought at the appropriate time, e.g. Tissue Viability Team  
There are other indicators of abuse or neglect  
Evidence demonstrates this is part of a pattern or trend

### **Actions to Consider**

Please refer to [Safeguarding Adults Protocol Pressure Ulcers - Raising a SG Concern](#)

Complete actions from previous section.  
  
If practice concern then consider training, competency assessments, auditing and

Raise a safeguarding referral to SBC Adult Safeguarding Team

Consider complaint to Police Contact 999 or 101 Or to report online search: [Report a crime | Wiltshire Police](#)

	<p>Consider onward referrals, support from medical professional and/or a referral for Tissue Viability Nurse</p> <p>Consider if Care Act Assessment/Review is required</p> <p>Consider if referral to <a href="#">Notifications - Care Quality Commission</a> is required.</p>	<p>ensuring policies and procedures are in place, supervision and/or HR processes.</p> <p>If care provider, consider review of care plans, risk management planning, share reflections, policies and procedures</p> <p>Consult with Adult Safeguarding Team for further consultation on 01793 463555.</p>	
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**INCIDENTS INVOLVING ANOTHER PERSON WITH CARE AND SUPPORT NEEDS**

Care providers often have to deal with altercations and abuse between people they support, some of which entail physical attacks. This could be the result of tensions between people living in close proximity, and may also be caused or exacerbated by misunderstandings due to dementia, learning disability, or mental health problems.

**Non-Reportable  
LOW RISK**

Isolated incident where no significant harm occurs (such as marks, bruising, injury, ongoing distress)

Multiple incidents where no significant harm occur, and: A care plan is in place, Action is being taken to minimise further risk

Other relevant professionals have been notified

There has been full discussion with the person, their family or representative  
There are no other indicators of abuse or neglect

**Requires Consultation  
MEDIUM RISK**

Multiple incidents where the person is unable to take action to protect themselves

The adult is, or appears, fearful/distressed in the presence of the other person or is adapting their behaviour to pacify or avoid the other person

Multiple incidents where:  
The care plan has not or cannot be fully implemented

It is NOT CLEAR that professional advice or support has been sought at the appropriate time

There have been other similar incidents involving the perpetrator or areas of concern

There are other indicators of abuse or neglect, e.g. domestic violence

**Reportable  
HIGH RISK**

Any incident resulting in intentional or intended physical or emotional harm or risk of harm to the person, including hate crimes, e.g. multiple incidents of remarks and/or name-calling or inappropriate language

Any incident where a weapon or other object is used with the deliberate intention of harm

Repeated incidents where the victim lacks capacity and is unable to take action to defend themselves

The victim is, or appears, fearful in the presence of the other person or is adapting their behaviour to pacify or avoid the other person.

If there is any indication a criminal act has occurred the Police must be consulted.

**ACTIONS**

Consider if referral to [Notifications - Care Quality Commission](#) is required

Consider onward referrals if required to adult social care for Care Act Assessment/Review

Consider if Commissioning need to be notified

Complete actions from previous section.

If there is an indication a criminal act has occurred the police MUST be consulted. Contact 999 or 101 Or to report online search: [Report a crime | Wiltshire Police](#)

If practice concern then consider training, competency assessments, auditing and

Raise a safeguarding referral to SBC Adult Safeguarding Team

Consider complaint to Police Contact 999 or 101 Or to report online search: [Report a crime | Wiltshire Police](#)

		<p>ensuring policies and procedures are in place, supervision and/or HR processes.</p> <p>If care provider, consider review of care plans, risk management planning, share reflections, policies and procedures</p> <p>Consult with Adult Safeguarding Team for further consultation on 01793 463555.</p>	
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