**Business Process for the Management of Stage 5 Contacts**

**Safeguarding Concerns-----**Safeguarding concerns refer to the possible abuse or neglect of an adult with care and support needs but, to meet the criteria for safeguarding, the concern must have had (or is likely to have) a **significant impact** on the adult at risk. An **adult at risk** is someone who is over the age of 18, who has needs for care and support, and who therefore, may not be able to protect themselves from abuse or neglect. It is **everyone’s** responsibility to recognise and report abuse and neglect.

**We are required to provide a proportionate and timely response to concerns raised within the Borough of Sefton about the safety or welfare of an adult at risk.**

**It is not possible to cover every scenario and guidance should be sought from senior officers where necessary**

**Examples of when it is appropriate for the Contact to be directed to a Stage 5 Safeguarding Concern**

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| **Issue** | **Safeguarding Concern** |
| **Impact of Challenging Behaviour of a Service User on Another i.e. Pushing, Hitting, Spitting, Kicking etc.** | Repeat incident between two adults sharing the same care home or day care service and harm occurred. Relevant parties dissatisfied with proposed management as a quality, care concern. Service Provider unable to provide an up-to-date Care Plan or Risk Assessment |
| **Falls** | Where a person sustains an injury due to a fall and there is a concern that a **risk assessment is not in place or was not followed, then this must be reported as a Safeguarding Concern** because this amounts to neglect on the part of the care provider. |
| **Physiological Abuse** | Adult shows signs of distress and discloses being spoken to in a manner that was disrespectful and hurtful, or this behaviour is witnessed or reported by another. Person is isolated and excluded. Repeat incident. May include hate crime, emotional abuse, threats of abandonment, deprivation of contact, humiliation, blaming, isolation, unreasonable unjustified withdrawal of services and supportive networks, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, phone texting, social media, regular or ongoing radicalisation, forced marriage |
| **Manual Handling** | Significant injury or loss of dignity caused to the person as a result of poor manual handling  Repeated episodes or failure to be able to provide evidence of Care Plan adherence, recent training or staff rotas |
| **Toileting** | Repeated events. Harm to dignity or independence |
| **Nutrition and Hydration** | Repeatedly missing meals or drinks, weight loss or malnutrition which is not responded to with appropriate care plan. Failure to give food or drink or to provide support to eat or drink on more than one occasion. Failure to provide nutrition and hydration on more than one occasion. Lack of evidence in monitoring or action taken in relation to weight loss |
| **Pressure Areas** | No risk assessment made for a person who is at risk of developing sores. Sores developed as a result of inadequate care. Grade 3 and above. Care Plan not in place or not adhered to, not clear or up-to-date. Appropriate equipment not provided in a timely manner. Staff not trained to use equipment / manual handling. Repositioning Charts not completed. Specialist advice not sought. |
| **Missed Home Care Visits** | Multiple episodes of missed visits. Missed visit caused the person to come to significant harm |
| **Medication Error** | Repeated episodes of medications missed or given inappropriately. The person has come to harm, or potentially come to harm, as a result. May be deliberate withholding of medication with no medical reason. Missed medication deliberately or recklessly. Incorrect use of medication for reasons other than for the benefit of the person. |
| **Acts of wilful neglect, abuse, ill treatment or acts of omission** | May include ignoring medical, emotional or physical care needs. Failure to provide access to appropriate health care and support or educational services. Withholding the necessities of life, such as medication, adequate nutrition, heating and essential equipment |
| **Discriminatory Abuse** | May include harassment, slurs or similar treatment because of race, gender and gender identify, age, disability, sexual orientation and religion. |
| **Domestic Abuse** | Indication of care and support needs. May include psychological, physical, sexual, financial, emotional and honour-based violence. |
| **Financial Abuse or Financial Exploitation** | May include theft, fraud, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions. Misuse or misappropriation of property, possessions or benefits. Misappropriation of direct payments |
| **Modern Slavery** | May include human trafficking, forced labour and domestic servitude |
| **Physical Abuse** | May include assault such as hitting, slapping, pushing which results in injury or distress, restraint, inappropriate physical sanctions. Ongoing unexplained marking or lesions, cuts or grip marks. |
| **Self-Neglect and Hoarding** | Serious risk associated with hoarding behaviours. Refer to Self-Neglect Policy |
| **Sexual Abuse** | May include rape, indecent exposure, sexual harassment, grooming, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjected to pornography or witnessing sexual acts, indecent exposure, sexual assault, FGM or sexual acts to which the adult has not or cannot consent or was pressurised to consent |
| **Unsafe Discharge from Hospital** | May include failure of access to appropriate medications of equipment to support recovery at the location of transfer. |