



## Liverpool Safeguarding Adults Board

### Guidance on how to identify and respond to adult safeguarding concerns

#### Introduction and context

Identifying when safeguarding concerns should be made is not always easy. This guidance is directed towards practitioners and aims to ensure safeguarding concerns are reported and responded to at the appropriate level with a consistency of approach across agencies. It will also aid decision making to ensure the most appropriate and proportionate response to the concern, taking account of the person's views and wishes.

This guidance has been agreed by Liverpool Safeguarding Adults Board and will be used by all agencies, in the public, private and voluntary sectors, it is a **guide** to help decide when to report a safeguarding concern. The framework assists you to identify the levels of support and the response required when a type of harm or abuse is suspected. Service responses must be directed at preventing vulnerability and risk and promoting the welfare and safety of adults at risk of abuse. The framework should be used in conjunction with your own organisation and other multi-agency procedures. It has been produced so that everyone who works with adults at risk can offer:

- Consistency in identifying and responding to harm and abuse
- A framework that enables multi agency partners to reduce the risk of harm and abuse
- A way of differentiating between quality issues and safeguarding risks

This guide is **not** aimed at prescribing exactly what action is required however will support professionals when considering reporting a safeguarding concern, improve consistency in the decision-making process and reflects the legal framework and statutory

guidance. Professional curiosity and judgement is encouraged and if in doubt professionals can discuss their concerns prior to reporting a concern with the safeguarding lead of their organisation or with the Local Authority.

Where there is reasonable cause to suspect that all three criteria in s42 (1) Care Act (2014) are met, namely that:

- a) Does the adult have needs for the care and support (whether or not the authority is meeting any of those needs)
- b) Is the adult experiencing, or at risk of, abuse or neglect?
- c) As a result of those needs are unable to protect themselves from either the risk of, or the experience of abuse or neglect?

this must trigger a safeguarding adults enquiry, led by the local authority.

This framework suggests that where a professional / organisation has reasonable cause to suspect that criteria a and b are met then this would amount to a safeguarding concern and a concern should be raised to the Local Authority.

Determining whether a person is able to protect themselves can take time and be a complex matter and is not relevant at this stage – this will be considered by the Local Authority when they decide whether a safeguarding enquiry is required.

Further information is available here:

[SCIE: Assessment and Eligibility Outcomes \(Care & Support Needs\)](#)

[LGA/ADASS Guidance on What Constitutes a Safeguarding Concern - Sept 2020](#)

[Local Government Association - What Constitutes a Safeguarding Concern: FAQ's](#)

## Safeguarding Principles

Individual circumstances will always be different and decision making needs to reflect the six safeguarding principles. Making Safeguarding Personal ensures that safeguarding is an intervention undertaken with an individual rather than something which is done to them.

Protection	<p><b>What does this mean for the professionals:</b> Adults are offered ways to protect themselves, and there is a co-ordinated response to adult safeguarding.</p> <p><b>What does this mean for the adult:</b> <i>"I am provided with help and support to report abuse. I am supported to take part in the safeguarding process to the extent to which I want and which I am able".</i></p>
Empowerment	<p><b>What does this mean for the professionals:</b> Adults are encouraged to make their own decisions and are provided with information and support.</p> <p><b>What does this mean for the adult:</b> <i>"I am consulted about the outcomes I want from the safeguarding process and these directly inform what happens"</i></p>
Proportionality	<p><b>What does this mean for the professionals:</b> A proportionate and least intrusive response is made balanced with the level of risk.</p> <p><b>What does this mean for the Adult:</b> <i>"I am confident the professionals will work in my interest and only get involved as much as needed".</i></p>
Prevention	<p><b>What does this mean for the professionals:</b> Strategies are developed to prevent abuse and neglect that promotes resilience and self-determination.</p>

	<b>What does this mean for the adult:</b> <i>"I am provided with easily understood information about what abuse is, how to recognise the signs and what I can do to seek help".</i>
Partnerships	<p><b>What does this mean for the professionals:</b> Local solutions through services working together within their communities.</p> <p><b>What does this mean for the adult:</b> <i>"I am confident that information will be appropriately shared in a way that takes into account its personal and sensitive nature. I am confident that agencies will work together to find the most effective responses for my own situation".</i></p>
Accountability	<p><b>What does this mean for the professionals:</b> Accountability and transparency in delivering a safeguarding response.</p> <p><b>What does this mean for the adult:</b> <i>"I am clear about the roles and responsibilities of all those involved in the solution to the problem".</i></p>

**Key considerations:**

Your starting point should be to talk to the adult unless it is not safe to do so

If the adult does not wish to report the abuse consider if they are in immediate danger or at risk of serious harm.

**Consider if a crime has been committed?** If so, and the adult is in immediate danger or risk of serious harm, then this should be reported to the Police immediately. The adult does not need to give their consent under these circumstances as this would be considered to be in their 'vital interest' due to immediate danger or risk of serious harm.

**Are others, including children in immediate danger or risk of serious harm?** If so, then this should be reported to Police immediately, and consideration also give to reporting this to Children's Services. The adult(s) does not need to give their consent under these circumstances due to 'public interest' considerations.

If there is an immediate safeguarding concern where a child is deemed at risk or has potentially suffered significant harm, the Careline MASH team should be contacted via the Multi-Agency Referral Form (MARF) or by contacting 0151 233 3700 to discuss the concern if necessary prior to completing the online form. [Report a concern about a child on liverpool.gov.uk](https://www.liverpool.gov.uk/report-a-concern-about-a-child/)

If there no crime and the criteria to refer a concern appear to have been met, then speak to the adult to get their views on the concern. It is best to support the adult in reporting abuse themselves. Find out what they want to happen next.

If a decision is made not to refer to the Local Authority the individual agency must make a record of the concern and any action taken. Concerns should be recorded in such a way that repeated, low level harm incidents are easily identified and subsequently referred.

Not referring under safeguarding adults' procedures does not negate the need to report internally or to regulators/commissioners as required. If care providers are using this guidance, it is important to note that all Safeguarding Concerns must be notified to the Local Authority.

If this criteria does not appear to have been met, but you are unsure, then you must seek further advice either from your organisations safeguarding lead or from the Local Authority.

If you are certain that this criteria has not been met, then consider what other pathways, options or services could be used to help support this adult, including providing relevant information. Record your decision-making in an appropriate manner.

### **Seek the adult's consent to submit a Safeguarding Concern to the Local Authority**

The starting point will be to seek the adult's consent to submit the Safeguarding Concern and explain this may mean that several agencies may gain access to their personal details

However there are capacity and consent factors to consider, including:

1. Does the adult have the mental capacity to consent to the Safeguarding Concern being submitted now?
2. Is there any possibility that the adult has/ is suffering from any type of coercion, control, threat, duress or pressure from another person(s) which may mean they refuse consent?
3. Does mental capacity need to be assessed or reviewed?
4. At the concern stage, the most common capacity issues to consider will usually be whether the adult has the *mental capacity* to understand and make decisions about the abuse or neglect, the related risks, and any immediate safety actions necessary. Another common capacity issue will be whether the adult *consents* to immediate safety actions being taken, and whether the adult *consents* to information being referred / shared with other agencies.
5. It is important to establish whether the adult has the mental capacity to make decisions. This may require the assistance of other professionals. In the event of the adult not having capacity, relevant decisions and/or actions must be taken in the person's best interests. The appropriate decision-maker will depend on the decision to be made.
6. Give due regard to the adult's views and wishes, including their desired outcomes, even if Best Interest Decisions have been made linked to the Mental Capacity Act.
7. If the adult does have the mental capacity to consent to the Safeguarding Concern being submitted, but refuses, professionals must be careful that they consider how to keep the adult safe if they continue to submit the concern. This may be particularly relevant in domestic abuse cases. The adult must be informed that a Safeguarding Concern has been submitted, unless it is unsafe or impractical to do so.
8. A Safeguarding Concern can still be submitted without the adult's consent if 'vital' or 'public' interest considerations apply as outlined above.

### **Gather as much information as possible**

Having spoken to the adult (as above) and determined their views, wishes and desired outcomes. Also gather as much information as possible from other relevant sources and documentation:

- Does anyone else need to be informed or involved, including the nominated safeguarding lead in your agency, before progressing to submitting a Safeguarding Concern?
- Are there any other internal policy or procedural requirements within your agency?
- If you unhappy about how your organisation is dealing with a Safeguarding Concern do you know how to escalate this, which could include the use of a Whistleblowing Policy?

## **When submitting the Adult Safeguarding Concern**

- Ensure all of the relevant fields in the Safeguarding Concern form ([please use the 'report an adult at risk form' on liverpool.gov.uk](#)) are fully completed with as much detail as possible, and submitted correctly using the contact details outlined in the link below.
- You should receive receipt of this and be kept informed of progress.
- If you do not receive any feedback on progress you should follow this up with the Local Authority involving your organisational lead if required, and in exceptional circumstances this can also be escalated to the Liverpool Safeguarding Adults Board to consider.

**Neglect and Acts of Omission**

Neglect is the ongoing failure to meet basic needs. The individual may be left hungry or dirty, without adequate clothing, shelter, supervision, medical/health care, and access to aids or equipment. They may not get the love, care and attention they need from their family or carers.

<p><b>Isolated incident , generally not considered to be a safeguarding concern – low risk</b></p>	<p><b>Possible Safeguarding concern Low / medium risks</b></p>	<p><b>Safeguarding concern must be raised Medium to high risk</b></p>	
<p>Concerns at this level do not generally require a safeguarding concern to be raised. However, agencies should follow their internal process, keep a written internal record of what happened and what action was taken or submit an incident report.</p>	<p>Concerns at this level will require consultation with your organisations safeguarding lead or the Local Authority</p>	<p>Concerns at this level should be reported using the online form. If there is any indication a criminal act has occurred this <b>must</b> be reported to the Police via 999 (in an emergency) or 101.</p>	
<p>Isolated missed home care visit, no harm occurs and no other adult is missed that day.</p> <p>Adult is not assisted with a meal / drink on one occasion and no harm occurs.</p> <p>Inadequate care that causes discomfort but no harm.</p> <p>Inappropriate hospital discharge where no harm occurs.</p>	<p>Inadequacies in care provision leading to discomfort, loss of dignity or inconvenience. E.g. being left in a soiled pad.</p> <p>Occasionally not having access to aids to independence (if regular may be restraint)</p> <p>Adults at risk living with family carer who occasionally fails to deliver caring duties.</p> <p>Discharge from hospital where harm occurs that does not require re-admission.</p>	<p>Recurrent missed home care visits where risk of harm escalates, or one missed visit where harm occurs.</p> <p>Poor transfers between services, e.g. hospital discharge without adequate planning and harm occurs.</p> <p>Ongoing lack of care to extent that health and wellbeing deteriorate significantly e.g. dehydration, malnutrition, loss of independence or confidence.</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 capacity to assess risk.</p> <p>Gross neglect resulting in serious injury or death</p> <p>Failure to adhere to public health legislation or other statutory guidance in the context of the pandemic, the omission has either caused or</p>



	Recurrent lack of care to extent that health and wellbeing deteriorate e.g. pressure ulcers, dehydration, malnutrition.	Inappropriate or incomplete DNAR	suspected to have caused harm.
<b>Self-Neglect including Hoarding</b>			
Self-neglect is the lack of self-care; lack of care for one's environment; and/or the refusal of services, to an extent that it threatens personal health and safety. Self-neglect may not necessarily prompt a section 42 enquiry. An assessment should be made on a case by case basis. A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support. The Liverpool SAB has produced a MARAM Protocol Framework which provides process guidance for multi-agency partners. The framework aims to support practitioners in taking the most appropriate action and response when concerns of Self-Neglect have been identified. The framework is supported by Hoarding Guidance which is also published by the Liverpool SAB.			
<b>Isolated incident , generally not considered to be a safeguarding concern – low risk</b>	<b>Possible Safeguarding concern Low / medium risks</b>	<b>Safeguarding concern must be raised Medium to high risk</b>	
Concerns at this level do not generally require a safeguarding concern to be raised.	Concerns at this level will require consultation with your organisations safeguarding lead or the Local Authority	Concerns at this level should be reported using the online form. If there is any indication a criminal act has occurred this must be reported to the Police via 999 (in an emergency) or 101.	
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	Some signs of disengagement with professionals  Property neglected : evidence of hoarding beginning to impact on health / safety  Lack of essential amenities	Capacitated refusal of health / medical treatment where needs have been assessed and services offered.  High level of clutter / hoarding (clutter scale 7 and above)  Unsanitary conditions	Environment if a danger to health and others  Behaviours poses risk to self and others  Imminent danger to self/others due to risk of fire / harm in property.

	No access to support services	Disengagement with professionals leading to his risk to safety  Lack of self-care resulting in deterioration of health and wellbeing	Multiple concerns from other agencies  Chaotic substance misuse and neglect
<b>Physical Abuse</b>			
Deliberately hurting an adult, causing injuries such as bruises, broken bones, burns or cuts, or otherwise causing harm. It could also be when a carer fabricates the symptoms of, or deliberately induces illness, or misuses medication.			
<b>Isolated incident , generally not considered to be a safeguarding concern – low risk</b>	<b>Possible Safeguarding concern Low / medium risks</b>	<b>Safeguarding concern must be raised Medium to high risk</b>	
Concerns at this level do not generally require a safeguarding concern to be raised. However, agencies should follow their internal process, keep a written internal record of what happened and what action was taken or submit an incident report.	Concerns at this level will require consultation with your organisations safeguarding lead or the Local Authority	Concerns at this level should be reported using the online form. If there is any indication a criminal act has occurred this <b>must</b> be reported to the Police via 999 (in an emergency) or 101.	
Minor one-off incident causing no / minor harm, where no abuse is suspected. E.g. friction mark on skin due to ill-fitting hoist.  Isolated incident between residents with no harm or abuse, quickly resolved and risk assessment in place.	Inexplicable minor marking found where there is no clear explanation as to how the injury occurred.  Repeated incidents of bruising caused by carer despite receiving up to date advice / equipment.  Repeated incidents between residents.	Physical restraint undertaken outside of a specific care plan or not proportionate to risk.  Inexplicable marks or injuries.  Unwanted physical contact from informal carer.	Unexplained fractures / serious injuries.  Intended harm towards an adult at risk.  Withholding of food, drinks or aids to independence.  Assault by another resident requiring medical treatment (also

Bruising caused by family carer due to poor lifting and handing technique, no harm and abuse intended, family carer responds positively to advice.			consider whether this would amount to neglect)
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<p><b>Sexual Abuse</b></p> <p>Sexual abuse is any sexual activity where a person has been forced or persuaded to take part, or doesn't understand.</p>			
<p><b>Isolated incident , generally not considered to be a safeguarding concern – low risk</b></p>	<p><b>Possible Safeguarding concern</b> <b>Low / medium risks</b></p>	<p><b>Safeguarding concern must be raised</b> <b>Medium to high risk</b></p>	
		<p>Concerns at this level should be reported using the online form. If there is any indication a criminal act has occurred this <b>must</b> be reported to the Police via 999 (in an emergency) or 101.</p>	
<p>All incidents of a sexual nature must be reported to the Local Authority</p>	<p>All incidents of a sexual nature must be reported to the Local Authority</p>	<p>Verbal and gestured sexual teasing</p> <p>Sexualised attention between two service users where on lacks capacity to consent</p> <p>Two people who lack capacity engaged in sexual activity or relationship</p>	<p>Recurrent sexualised touching by another person without consent.</p> <p>Rape, attempted rape or sexual assault.</p> <p>Sexualised attention in a relationship between staff and a service user.</p>

		<p>Sexualised attention / touching including sexual assault.</p> <p>Sexual harassment, unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature.</p> <p>Trafficking of an adult at risk for sexual exploitation.</p>	<p>Sex in a relationship characterized by authority, inequality or exploitation, Voyeurism</p> <p>Being made to look at pornographic material against will / where consent cannot be given</p>
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<b>Psychological or Emotional Abuse</b>			
This includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.			
<b>Isolated incident , generally not considered to be a safeguarding concern – low risk</b>	<b>Possible Safeguarding concern Low / medium risks</b>	<b>Safeguarding concern must be raised Medium to high risk</b>	
Concerns at this level do not generally require a safeguarding concern to be raised. However, agencies should follow their internal process, keep a written internal record of what happened and what action was taken or submit an incident report.	Concerns at this level will require consultation with your organisations safeguarding lead or the Local Authority	Concerns at this level should be reported using the online form. If there is any indication a criminal act has occurred this <b>must</b> be reported to the Police via 999 (in an emergency) or 101.	
Isolated incident where adult is spoken to in a rude or other inappropriate way – respect is	Recurrent incidents of adult being spoken to discourteously	Occasional taunts of verbal outbursts which cause distress	Denial of basic human rights or civil liberties

<p>undermined but minimal distress is caused.</p> <p>Isolated incident whereby threats occur e.g. intimidation harassment, but minimal distress caused.</p>		<p>Online bullying – repeated incidents / distress caused.</p> <p>Treatment that undermines dignity and damages esteem.</p> <p>Denying or failing to recognise an adults choice or opinion</p> <p>Deliberate withdrawal of services or supportive networks by carers.</p> <p>Humiliation, emotional blackmail e.g. threats of abandonment or harm</p>	<p>Overriding advance directive, forced marriage.</p> <p>Prolonged intimidation</p> <p>Vicious, personalised, verbal attacks.</p> <p>Allegations or concerns relating to “cuckooing”</p> <p>Withholding of information to disempower.</p>
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<p><b>Domestic Abuse</b></p> <p>Domestic abuse includes any 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. It also includes so called 'honour' based violence, female genital mutilation and forced marriage.</p> <p>If there are children present in the house always refer to Children’s MASH (<a href="http://liverpool.gov.uk/report-a-concern-about-a-child">Report a concern about a child on liverpool.gov.uk</a>)</p>		
<p><b>Isolated incident , generally not considered to be a safeguarding concern – low risk</b></p>	<p><b>Possible Safeguarding concern Low / medium risks</b></p>	<p><b>Safeguarding concern must be raised Medium to high risk</b></p>
<p>Concerns at this level do not generally require a safeguarding concern to be raised. However, agencies should follow their internal process, keep a written internal record of what happened</p>	<p>Concerns at this level will require consultation with your organisations safeguarding lead or the Local Authority</p>	<p>Concerns at this level should be reported using the online form. If there is any indication a criminal act has occurred this <b>must</b> be reported to the Police via 999 (in an emergency) or 101.</p>

and what action was taken or submit an incident report.			
<p>Service user has no current fears and there is adequate protective factors AND</p> <ul style="list-style-type: none"> <li>• It is a one off incident with no injury or harm.</li> <li>• Occasional taunts or verbal outburst where the service user has capacity to decide on next steps.</li> </ul> <p>Refer to domestic abuse services for early intervention and support.</p>	<p>Unexplained marking or lesions or grip marks on a number of occasions</p> <p>Controlling or coercive behaviour is suspected</p> <p>Frequent verbal outbursts that cause some distress or some level of harm Adult not accessing support services but adequate protective factors</p> <p>Refer to domestic abuse services for early intervention and support.</p>	<p>Adult subjected to controlling or coercive behaviour</p> <p>Frequent reports of verbal and physical assaults</p> <p>Adults subjected to stalking / harassment</p> <p>Reasonable cause to suspect adult may lack mental capacity to make a decision about the relationship or fleeing the abuse</p> <p>Threats to kill, choke, suffocate etc.</p>	<p>Rape</p> <p>Female Genital Mutilation</p> <p>Honour Based Abuse and / or Forced Marriage.</p> <p>In constant fear of being harmed.</p> <p>Adult subjected to severe controlling behavior, e.g. financial, locked in property, withholding medical treatment, care, independence aids, deliberately isolated.</p>

<b>Financial abuse</b>		
Financial abuse is the theft or misuse of money, property or personal belongings, taken without consent or under pressure in connection with wills, property or inheritance.		
<b>Isolated incident , generally not considered to be a safeguarding concern – low risk</b>	<b>Possible Safeguarding concern Low / medium risks</b>	<b>Safeguarding concern must be raised Medium to high risk</b>
Concerns at this level do not generally require a safeguarding concern to be raised.	Concerns at this level will require consultation with your organisations safeguarding lead or the Local Authority	Concerns at this level should be reported using the online form. If there is any indication a criminal act has occurred this <b>must</b> be reported to the Police via 999 (in an emergency) or 101.

<p>Money is not kept safely and / or proper records are not being kept.</p> <p>Single incident of missing money and/or belongings where the quality of the service user's life has not been affected, little or no distress is caused and no other service user cared for by that worker/team has been affected</p>	<p>Adult's monies kept in a joint bank account – unclear arrangements for equitable sharing or access</p> <p>Adult not involved in a decision about how their money is spent or kept safe - capacity in this respect is not properly considered</p> <p>Staff personally benefit from the support they offer service users e.g. accrue “reward points” on their own loyalty cards adult lacks capacity in this area.</p> <p>Failure by relatives to pay care fees /charges, no harm occurs, and receives personal allowance or has access to other money</p> <p>Cold Calling / door step visits</p>	<p>Suspected fraud and / or exploitation including cybercrimes relating to benefits, income, property or will, including 'cuckooing'</p> <p>Lasting Power of Attorney claimed to exist but unregistered</p> <p>Adult denied access to his/her own funds or possessions</p> <p>Personal finances removed from adult's control</p> <p>Doorstep crimes e.g. fraudulently obtaining money for services / goods.</p>	<p>High levels of visitors to the property- tenant/service user does not appear to be able to say 'no'</p> <p>Misuse/misappropriation of property, possessions or benefits by a person in a position of trust or control.</p> <p>Adult coerced or misled into giving over money or property</p> <p>Failure of relatives to pay care fees / charges, no access to personal allowance and / or risk of eviction / termination of services</p> <p>Theft.</p>
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<p><b>Modern Slavery</b></p> <p>Modern Slavery is where an individual is exploited, forced to work, or sold. It involves the recruitment and movement of individuals using threats, deception and coercion for the purpose of exploitation. Modern Slavery can take many forms; human trafficking, forced labour, domestic servitude, sexual exploitation, debt bondage.</p>		
<p><b>Isolated incident , generally not considered to be a safeguarding concern – low risk</b></p>	<p><b>Possible Safeguarding concern</b> <b>Low / medium risks</b></p>	<p><b>Safeguarding concern must be raised</b> <b>Medium to high risk</b></p>

		Concerns at this level should be reported using the online form. If there is any indication a criminal act has occurred this <b>must</b> be reported to the Police via 999 (in an emergency) or 101.	
All concerns regarding Modern Slavery are deemed to be of a safeguarding nature.	All concerns regarding Modern Slavery are deemed to be of a safeguarding nature.	<p>No direct disclosure of slavery but:</p> <ul style="list-style-type: none"> <li>• Appears under control of another</li> <li>• Long hours at work</li> <li>• Poor living conditions/low wages</li> <li>• Lives in work place</li> <li>• No health and safety in work place</li> <li>• Risk of physical/psychological harm</li> <li>• Service user being encouraged to participate in unsafe or criminal activity</li> </ul> <p>Any direct disclosure of slavery</p> <p>Regularly moved to avoid detection</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>Lives in sheds/lockup/containers</p> <p>Subject to violence/threats/ fearful</p>

<b>Discriminatory Abuse</b>		
Unequal 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>Isolated incident , generally not considered to be a safeguarding concern – low risk</b>	<b>Possible Safeguarding concern Low / medium risks</b>	<b>Safeguarding concern must be raised Medium to high risk</b>



<p>Concerns at this level do not generally require a safeguarding concern to be raised.</p>	<p>Concerns at this level will require consultation with your organisations safeguarding lead or the Local Authority</p>	<p>Concerns at this level should be reported using the online form. If there is any indication a criminal act has occurred this <b>must</b> be reported to the Police via 999 (in an emergency) or 101.</p>	
<p>Isolated incident when an inappropriate prejudicial remark is made to an adult and no distress is caused.</p> <p>Care planning fails to address an adult's culture and diversity needs for a short period.</p>	<p>Isolated incident of teasing motivated by prejudicial attitudes from one service user to another.</p>	<p>Ongoing failure to address an adult's culture and diversity needs.</p> <p>Denial of civil liberties, e.g. voting, making a complaint.</p> <p>Humiliation, threats or taunts.</p> <p>Teasing by person in position of trust.</p> <p>Exploitation of an adult at risk for recruitment or radicalization into terrorist-related activity</p> <p>Denial of an individual's appropriate diet, access to take part in activities related to their faith or beliefs or not using their chosen name.</p> <p>Making an adult at risk partake in activities inappropriate to their faith of beliefs</p>	<p>Hate crime resulting in serious injury, emergency medical treatment, repeated targeting.</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>Female genital mutilation of an adult at risk</p>

**Organisational Abuse**

Neglect or abuse as a result of structure policies and processes within an organisation.			
<b>Isolated incident , generally not considered to be a safeguarding concern – low risk</b>	<b>Possible Safeguarding concern Low / medium risks</b>	<b>Safeguarding concern must be raised Medium to high risk</b>	
Concerns at this level do not generally require a safeguarding concern to be raised.	Concerns at this level will require consultation with your organisations safeguarding lead or the Local Authority	Concerns at this level should be reported using the online form. <a href="https://liverpool.gov.uk/adult-social-care/worried-about-someone/report-an-adult-at-risk/">https://liverpool.gov.uk/adult-social-care/worried-about-someone/report-an-adult-at-risk/</a> If there is any indication a criminal act has occurred this <b>must</b> be reported to the Police via 999 (in an emergency) or 101.	
<p>Short term lack of stimulation/ opportunities to engage in social and leisure activities</p> <p>Service user not enabled to have a say in how the service is run on a short term basis</p> <p>Single incident of insufficient staffing to meet all client needs in a timely fashion but causing no harm.</p> <p>Service design were groups of service users</p>	<p>Denial of individuality and opportunities for service users to make informed choices and take positive risks.</p> <p>Recurrent bad practice lacks management oversight and is not being reported to commissioners/the Local Authority</p> <p>Care-planning documentation not person-centered/does not involve the service user or capture their views</p>	<p>Rigid/inflexible routines that are not always in the Service User’s best interests, service users dignity is undermined during support with personal care, shared clothing, underclothing, dentures e.g.</p> <p>Staff misusing position of power over service users</p> <p>Over-medication and/or inappropriate restraint used to manage behaviour</p> <p>Failure to whistle-blow on serious issues when internal procedures to respond are exhausted.</p>	<p>Recurrent incidents of insufficient staffing resulting in some harm</p> <p>Unsafe and unhygienic living environments</p> <p>Recurrent or consistent ill-treatment by care provider to more than one service user such as unsafe manual handling</p> <p>Failure to support an adult at risk to access health and / or care treatments.</p> <p>Punitive responses to behaviours that may challenge staff</p>

living together are inappropriate.	Poor or outdated care practices.	Stark or Spartan living environments	Intentionally or knowingly failing to adhere to the Mental Capacity Act e.g. unauthorised Deprivation of Liberty Safeguards
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**Other common safeguarding issues**

	<b>Isolated incident , generally not considered to be a safeguarding concern – low risk</b>	<b>Possible Safeguarding concern Low / medium risks</b>	<b>Safeguarding concern must be raised Medium to high risk</b>
Pressure Ulcers Please refer to national guidance for more information <a href="https://www.gov.uk/government/publications/pressure-ulcers-safeguarding-adults-protocol">https://www.gov.uk/government/publications/pressure-ulcers-safeguarding-adults-protocol</a>	One pressure ulcer of low grade (grade 1 or 2)	Multiple pressure ulcers	Pressure ulcers grade 3 or 4 Mismanagement of pressure ulcer grade 3 or 4 by professional / paid carers. Serious injury or death as a result of consequences of avoidable pressure ulcer development
Medication	Adult does not receive prescribed medication on one occasion, missed or wrong dose, no harm occurs. Agency follows correct internal procedure.	Recurring missed medication or administration errors in relation to one service user.	Recurrent missed medication or administration errors that affect one or more adult and / or result in harm Deliberate maladministration of medicines Covert administration without proper medical supervision or outside the Mental Capacity Act.

			Pattern of recurring administration errors or an incident of deliberate maladministration that results in ill-health or death
Falls	Adult experiences fall, all risk assessments and plans in place and followed	Repeated falls of adults at risk despite advice / guidance to prevent – minor injury occurs	<p>Repeated falls of adult at risk despite preventative advice given. Harm, distress and injury occurs.</p> <p>Fall resulting in harm where preventative advice about needs and risks had not been followed.</p> <p>Fall resulting in significant harm where preventative advice about needs and risks has not been followed.</p>