

Adult Support and Protection Guidance for Care at Home Employees

This document outlines the procedure and actions that **must** be followed in the event of concerns about adults who are at risk of harm:

Adults at risk of harm definition – The Adult Support and Protection (Scotland) Act 2007 (The Act) gives greater protection to adults at risk of harm. The Act defines adults at risk as those aged 16 years and over who:

- are unable to safeguard their own wellbeing, property, rights or other interests;
- are at risk of harm; and
- because they are affected by disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than adults who are not so affected.

All three parts of the definition must be met before an adult can be deemed at risk of harm.

Harm may include:

- physical harm
- psychological harm
- financial harm
- sexual harm
- neglect (including self-neglect)

All council employee roles and responsibilities:

The Act places a **duty** upon **all** council employees to report concerns.

If you know or believe that an adult is at risk of harm, please follow the **3 'R' Rule**:

Recognise harm - spot the signs, do not ignore and do something

Record harm - listen carefully to the adult, believe what you hear and take short notes

Report harm - all concerns should be reported to your line manager in the first instance

Note: Failure to report your concerns is a failure in your duty of care and may result in disciplinary action.

As council employees, all social work resources staff have specific duties in relation to the Act. These are: where it is known or believed that a person is an adult at risk, and that action needs to be taken to protect that person from harm, the facts and circumstances **must** be reported to social work resources immediately. You do not need the adult's consent to make the referral.

1. Care at Home Employees:

All employees have a key role to play in keeping adults at risk safe. Care at Home employees often have close, long-standing professional relationships with and knowledge of service users. You may notice changes in service users' circumstances or have information shared with you which suggests the service user is being harmed. If you suspect that an adult is at risk of harm then you must report your concerns to your line manager immediately.

If you have a concern that an adult is at risk of harm, you have a **duty** to report your concerns immediately. Thereafter:

- 1.1 Ensure that the adult is not in immediate danger.
- 1.2 Consider whether the adult requires medical assistance and if so, call emergency services.
- 1.3 Contact the Police immediately, if there is a possibility a crime may have been committed.
- 1.4 Consider your own safety and that of others in the household.

- 1.5 All employees need to be aware of the requirement to preserve evidence when required by;
 - Securing the scene until the police arrive
 - Do not clean up any blood stains or other body fluids
 - Preserving clothing and bedding
 - Leaving any potential weapon in situ unless it is causing a danger
- 1.6 Make a note of the adults' circumstances;
 - Date, time and details of the incident
 - What the adult is saying about the incident/s
 - If the adult chooses to disclose the incident, then you must advise them that you have a duty to report
 - Never promise confidentiality
 - Listen to what they have to say
 - Believe them
 - Identify whether there are any witnesses to the incident/s
 - Tell them what will happen next
 - Sign and date your record
- 1.7 Contact your Community Support Co-ordinator or Home Care Duty Team if they are not available on **0303 123 1008** immediately the same day. Ideally, you will be asked to attend the office to complete an AP1 referral or if you prefer, your line manager will complete it with you over the phone.
- 1.8 If working out with office hours the Emergency Social Work Service (ESWS) must be informed immediately the same day on 0303 123 1008 and an AP1 will be initiated. A member of Emergency Social Work Services will support you to complete the referral over the phone, commence inquiries and take any immediate actions required to safeguard individuals. Depending on the situation, you may require to discuss the completion of the AP1 with your line manager on the next working day.
- 1.9 Details of harm should not be recorded in the care diary as it may have the potential to cause further harm to the adult. All incidents of harm must be reported immediately to your line manager.
- 1.10 Your line manager will have a discussion with you to consider the most appropriate arrangements for the ongoing support of the adult.
- 1.11 Your line manager will provide advice and support regarding your own safety where it is agreed you will continue to support the adult.
- 1.12 If you believe the adult is at risk of harm but your line manager or another professional disagrees with your assessment of the situation, you must try and resolve this. If there continues to be disagreement you must escalate your concerns to a senior manager in your service and complete and submit an AP1 referral.
- 2. Community Support Co-ordinator:**
 - 2.1 If you receive a telephone call in relation to an adult protection concern an Adult Protection referral must be made using an AP1 form. Where a concern originates from a Home Carer, you should support them to complete the AP1 form.
 - 2.2 Ensure appropriate emotional supports are provided to staff, including staff member debriefing sessions and early intervention supports where required.
 - 2.3 Hold a discussion with staff to confirm the most appropriate arrangements for the ongoing support of the adult and provide advice if it is agreed should continue to provide supports.

- 2.4 You must speak with the local social work office Adult / Older People Team Leader immediately that same day to discuss the referral and all information should be recorded within the significant event tab of the I38 screen within SWiSplus.
- 2.5 You must support the staff member who reported the harm to complete AP1 paperwork and discuss details with your line manager or another Home Care Team Leader if your manager is unavailable.
- 2.6 Following discussion with your line manager or another Home Care Team Leader if your line manager is unavailable the completed AP1 should be submitted to the local office as below:

swlohamilton@southlanarkshire.gov.uk

swloeastkilbride@southlanarkshire.gov.uk

swlocambuslang@southlanarkshire.gov.uk

swloclydesdale@southlanarkshire.gov.uk

This should be submitted without delay but no later than 1 working day.

- 2.7 Where you attend a service users' home and identify a potential adult protection concern you should complete the AP1 paperwork and discuss details with your line manager or another Team Leader if your manager is unavailable.
- 2.8 Following discussion with your line manager or another Home Care Team Leader if your line manager is unavailable the completed AP1 should be submitted to the local office via the email addresses outlined in point 2.5.

This should be submitted without delay but no later than 1 working day.

- 2.9 Where you are informed about an adult concern or, you have a concern, and the home care provision is delivered by an external home care provider you must complete an I38 record and an AP1 form. Discuss details with your line manager or another Team Leader if your manager is unavailable. You must also inform the local social work office Adult / Older People Team Leader, and email details via the email addresses outlined in point 2.5.

3. Home Care Team Leader:

- 3.1 The Team Leader should ensure: that the community support coordinator has completed all information on the I38 significant event screen, and that the AP1 paperwork has been completed, and confirm that a discussion has taken place with social work resources to discuss all concerns and measures that have been taken to ensure there is no immediate risk to the service user or others.
- 3.2 For in-house services, the Care Inspectorate must be informed via the website selecting the correct e-form notification. You should also ensure updated information is recorded against the notification within the Care Inspectorate website within 24 hours of becoming aware of the risk.
- 3.3 It is also recognised that there may be circumstances where you have case oversight where you identify potential risk which requires follow up action through Adult Protection Legislation. In these circumstances you should complete the AP1 form and submit to the local office as outlined within point 2.5.

Note: An AP1 should always be completed where a member of staff knows or believes the adult meets the 3-point criteria.

- 3.4 Where you are informed about an adult concern or, you have a concern, and the home care provision is delivered by an external home care provider you must complete an I38 record and an AP1 form. You must also inform the local social work office Adult / Older People Team Leader, and email details as outlined in point 2.5.

Note: You must not complete or submit a notification for external services against the in-house services Care Inspectorate Registration – this must be completed and submitted by the external care provider

4. Administration Team:

- 4.1 On receipt of an AP1 to the local social work office this must be logged on I38 screen within SWiSplus - only if the service user is allocated to a named social worker and is added as a Significant Event, otherwise an I15 record is completed.
- 4.2 The AP1 must be forwarded to the ASP Duty Mailbox with cc to ASP duty Team Leader (Adult and Older People). If there is an allocated social worker and they are in the office, the email is sent to the social worker and their Team Leader.
- 4.3 The D11 screen within SWiSplus must be checked to identify the care provider and if the provider is SLC Home Care the AP1 must also forwarded to Home Care Team Leader Mailbox.

5. Notifying the Referrer of Inquiry Outcomes

- 5.1 Once an Adult Protection Concern (AP1) has been submitted by the referrer, Social Work Services will undertake an Adult Protection Inquiry. The Inquiry Stage will be completed by the appointed Council Officer within 5 working days from the date of reporting. This Inquiry has two possible outcomes:

- No Further Action required (NFA), or
- Proceed to Investigation

The appointed Council Officer will report the outcome of the Inquiry Stage to the Community Support Coordinator responsible for managing the staff member making the referral. The Community Support Coordinator will make an appointment with the referring staff member to discuss the outcome and identify if any further action is required.

If, after 5 working days, the referrer has not been made aware of the outcomes of the Inquiry stage, they should contact their Community Support Coordinator and ask for an update from the outcome of the Inquiry stage. If the Community Support Coordinator is unavailable, the referring staff member should contact a Team Leader to obtain this information, and discuss the outcome and whether or not they have any ongoing concerns.