

## **Factsheet 8**

# **What happens after you report a safeguarding adults concern?**

## **Understanding the Safeguarding Process**

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## Raising a concern

When somebody raises a concern about an adult with care and support needs who is at risk of abuse or neglect, this is called raising a safeguarding concern. Anybody can raise a safeguarding concern, for example they might be a family member, a Carer, a professional working with adults with care and support needs or somebody who thinks they have been abused. They can raise a concern by contacting Rochdale Adult Care directly on 0300 303 8886 or 0300 303 8875 out of office hours.

Alternatively, if an individual has contacted other professional bodies (such as the police, health services or voluntary organisations) and there is concern that abuse is taking place, these agencies can also raise the concern.

## What happens next?

When Rochdale Adult Care receives a safeguarding concern their decision making starts. If they think the adult is in immediate danger, they will take immediate action to safeguard them with their agreement. If the Adult does not have capacity to understand the situation, Adult Care will take action that is considered to be in their 'Best Interest' and which is the least restrictive option to safeguard them. If Adult Care thinks they are NOT in immediate danger they will talk to the adult or meet with other professionals to decide how to proceed. Someone will be identified to keep them informed of what is happening and why.

Adult Care will gather information and decide if an enquiry is needed, or whether other support would be more appropriate.

If it is considered that the concern is about abuse or neglect, the most appropriate person to carry out the enquiry will be asked to do it. This might be Rochdale Council staff, the police, health staff or the care provider.

A person will be identified to lead the enquiry and they will always talk to the adult wherever they can, to find out their wishes and feelings, and their view on what should happen. They can arrange for the adult to be supported by an advocate. An advocate will listen to them, provide information and explain options, assist them to reach their own decisions and support or represent them in expressing their views, and what they want to happen. The independent advocate should always support the adult's views whether or not they agree with those views.

The person conducting the enquiry may also talk to anyone else who can help with the enquiry so they can find out what happened. This may be members of the adult's family or employed staff.

They may also want to see care records.

They will discuss what has happened and what needs to happen next. If they think the adult at risk is safe, no more action will be taken and the case will be closed as a safeguarding issue. If they are still at risk of abuse Adult Care will talk about

what can be done to prevent the abuse. This is done by putting a Safeguarding Plan in place.

Someone will be identified to make sure the plan is put into action. The plan will be reviewed on a regular basis with the adult and any other people involved in the safeguarding plan.

After all the above has happened the adult will be asked if they are satisfied with the end result, whether what they wanted to happen did happen, how satisfied they are with the outcome and did they feel safer now because of the help from people dealing with their concern? It is hoped they will be able to share their experience, so procedures can be improved if necessary.

When the enquiry is finished in most cases a final closure safeguarding meeting will be organised.

All actions are recorded on the Rochdale Council Adult Care computer system.

Some Safeguarding Adults enquiries can be completed quite quickly, but others can be very lengthy and complex. The adult will be kept informed as the enquiry progresses. If they have any questions or concerns, at any time, they can talk to their social worker who will be identified as their link worker.

## Other Information

This is one of a series of factsheets produced by the RBSAB. The factsheets available are:

**Factsheet 1:** What happens when abuse is reported – Information for adults who may be being abused or neglected

**Factsheet 2:** Safeguarding Adults – Information for family and friends

**Factsheet 3:** The stages of the Safeguarding process?

**Factsheet 4:** What is a Section 42 Safeguarding Enquiry?

**Factsheet 5:** What is a Section 42 Strategy Meeting?

**Factsheet 6:** Safeguarding Adult Reviews – Information for families and carers

**Factsheet 7:** Information for a person alleged to have caused harm

**Factsheet 8:** What happens after you report a safeguarding adults concern?  
Understanding the Safeguarding Process

All the factsheets are available at

[www.rochdalesafeguarding.com](http://www.rochdalesafeguarding.com)

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**Rochdale Borough Safeguarding Adults Board**

**is committed to Safeguarding Adults**

**and will continue to establish a society**

**where there is zero tolerance to adult abuse.**