

Protecting adults at risk

Mrs A's story

Mrs A is a middle aged woman who has a serious illness and is cared for by her husband. Although he got a bit of help from specialist nurses, her husband prided himself on being her 'expert carer' and **turned down help** from social care services.

Mrs A had to report a **serious domestic violence incident** involving her husband. The police came and arrested Mr A at the scene and took Mrs A to hospital and she was **placed in emergency respite care**. The safeguarding team were **alerted** and **convened a meeting** involving **social workers, police and domestic violence officers** who drew up a joint plan. **At their request**, Mr and Mrs A returned to living together at home.



Mr A accepted more help with caring for his wife and is now **less tired and stressed**. Mrs A now is **optimistic** about their future together. She says the **safeguarding** support **made a difference** to them as a couple although she will not hesitate to call for help if she ever needs it.



Adults at risk

An adult at risk is someone who finds it difficult to protect themselves from harm or exploitation due to mental ill health, age, illness or other impairment. Harm can be physical, psychological, sexual or financial and can be caused by another person, a paid carer or an institution. People should be able live a life free from harm in communities that are intolerant of abuse, work together to prevent abuse and know what to do when it happens. Protecting adults at risk is everyone's business and our

policies are designed so all agencies and individuals:

- work together to protect the person from harm
- support them to make their own choices
- uphold the person's needs, rights and interests

Together we:

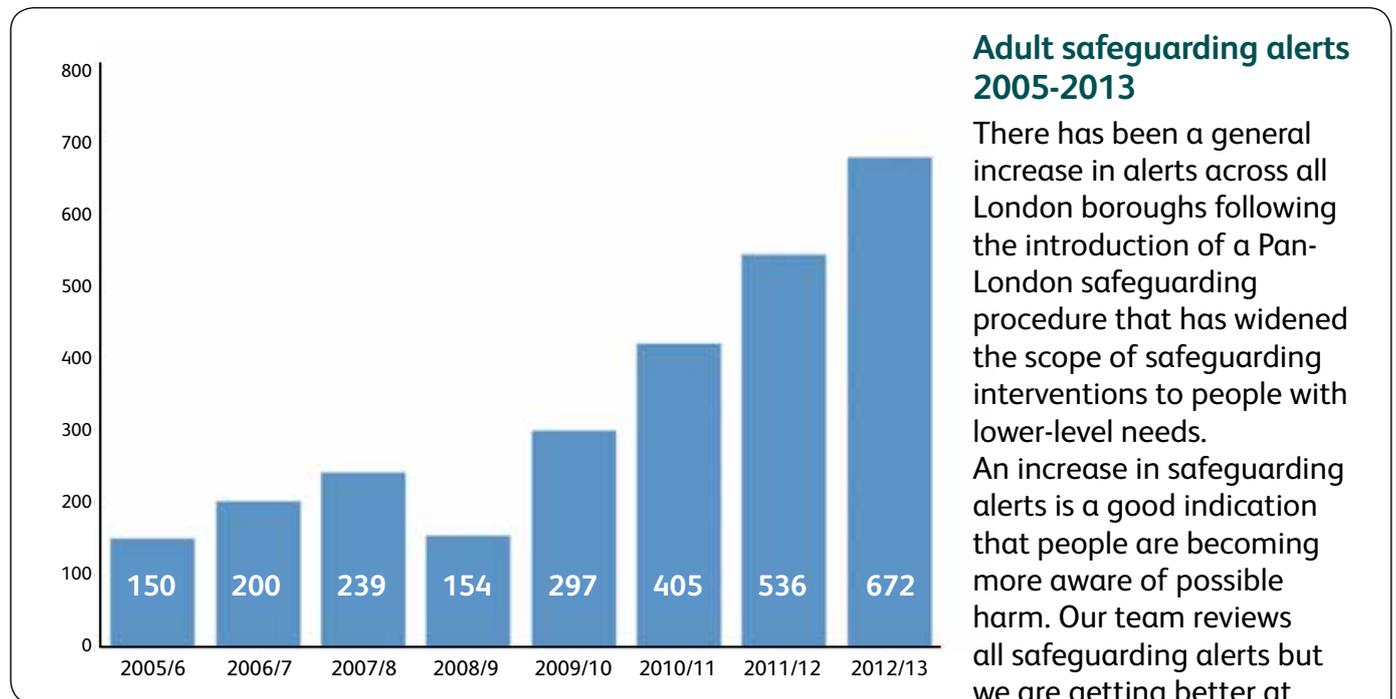
- investigate concerns
- take timely and proportionate action
- make people safe if they are at risk
- act to prevent harm occurring in the first place

Everyone has the right to live free from abuse and neglect. If you are being harmed or you suspect someone is at risk of harm you can tell the police, a social worker, a nurse or someone you trust. You can also call Hackney Council's safeguarding adults team directly on **020 8356 5782** or visit our [Safeguarding Adults](#) pages on the council website. Outside office hours, call **020 8356 2579**.

Our safeguarding

A safeguarding alert is where our safeguarding team is informed of possible harm.

Over the last few years the number of safeguarding alerts has increased. This follows increases seen in other London areas. See the chart below.



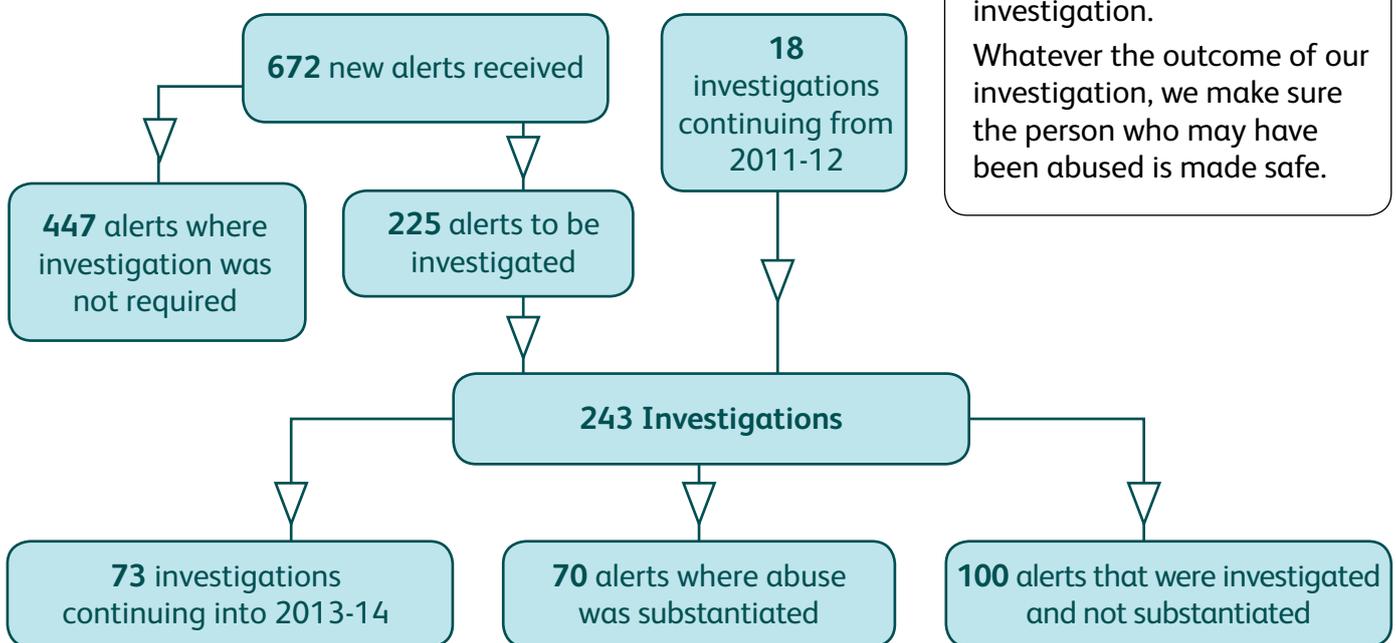
Adult safeguarding alerts 2005-2013

There has been a general increase in alerts across all London boroughs following the introduction of a Pan-London safeguarding procedure that has widened the scope of safeguarding interventions to people with lower-level needs.

An increase in safeguarding alerts is a good indication that people are becoming more aware of possible harm. Our team reviews all safeguarding alerts but we are getting better at identifying those which require a formal safeguarding investigation.

Whatever the outcome of our investigation, we make sure the person who may have been abused is made safe.

Safeguarding activities 2012-13



When an alert is substantiated one or more things can happen including:

- More support to the person harmed or causing harm
- Criminal charges taken out against person causing harm
- Retraining, discipline or dismissal of person causing harm
- An embargo or special measures taken out on an organisation delivering poor care standards

Plans

Below we have summarised what we did in 2012-13 and what we plan to do in 2013-14.

What you wanted...	Examples of what we did and what we plan to do
Focus on improving standards of care for Hackney residents where care is poor	<ul style="list-style-type: none"> • Reviewed 30 care homes where there were concerns about quality of care, including 10 homes where we had concerns about safety. Some homes were not communicating well with families. All the homes agreed to make the necessary improvements and the council made sure these were done. Inspections have now confirmed that standards at the homes are higher • In 2013-14 we will monitor homes to make sure they: <ul style="list-style-type: none"> ◦ Place an emphasis on improving care quality and communication with residents and their families ◦ Comply with their contract obligations to deliver quality care • Home care agencies will continue to receive safeguarding awareness training and we will be monitoring service provision
Ensure people we are trying to protect are in charge, where able, of the steps taken on their behalf	<ul style="list-style-type: none"> • Undertook a small pilot project using face to face interviews with eight people who had been subject to abuse. They told us they valued: <ul style="list-style-type: none"> ◦ The timely support given ◦ Discussing the desired outcomes early on ◦ Our being involved at critical times such as dealing with the police • In 2013-14 we plan to interview around 3 % (10 people) of those involved in the safeguarding process so that: <ul style="list-style-type: none"> ◦ We can learn more lessons ◦ The standards of service continue to improve • In 2013-14 we will arrange a best practice forum for all our care staff where good practice can be shared • In 2013-14 we will arrange enhanced training for staff who undertake safeguarding investigations • We will remind care homes and home care agencies of their responsibilities for protecting adults at risk
Make the public more aware of abuse, how to report it and the systems in place to protect vulnerable adults	<ul style="list-style-type: none"> • Promoted safeguarding at local events (eg Big Do event for people with learning difficulties) • Ran a number of events to raise awareness: <ul style="list-style-type: none"> ◦ Review seminar on ‘Learning Lessons from Winterbourne’ ◦ A carers event ◦ An event for the Older People’s Reference Group ◦ Led on an information sharing training event with 16 partner advocacy services • We will continue to support events in 2013-14 to raise public awareness including on World Mental Health Day in October

<p>Provide free safeguarding adults training to people who come into contact with adults at risk during the course of their work</p>	<ul style="list-style-type: none">• Arranged 24 different training events reaching:<ul style="list-style-type: none">○ 327 council staff○ 157 staff from 34 care homes and home care agencies• In 2013-14, we will continue with our training programme and also arrange training for GPs, practice nurses and the emergency services
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Contact details and how to get a printed copy

 If you would like to receive a printed copy of a fact sheet, one in another language or one in an alternative format, call **020 8356 3980**.

If you want to contact Adult Social Care to get help or find out more about the services available, call **020 8356 6262** or visit www.hackneyicare.org.uk