



NORTH WALES SAFEGUARDING BOARD

**A North Wales Protocol for the
Management of Multiple Reports of Incidents
Between Adults at Risk**

Version	Date Ratified	Review Date
Final Dec.2019	March 2020	March 2023

Protocol for managing multiple reports of incidents between adults at risk.

Preface

The North Wales Adult Safeguarding Board commissioned this piece of work as a consequence of the Board's response to the HASCAS document 'Independent Investigation into the Care and Treatment Provided on Tawel Fan Ward: a Lessons for Learning Report'.

The action was for the NWSAB to develop multiagency guidance for handling multiple reports of cases of incidents between Adults at Risk, to ensure a consistent approach across agencies.

A Task and Finish Group was set up to develop this protocol with Multi-Agency involvement. Agencies involved: North Wales Police, Care Forum Wales, Denbighshire County Council, Flintshire County Council, Wrexham County Borough Council, Isle of Anglesey Council, Conwy County Borough Council, Gwynedd Council, Betsi Cadwaladr University Health Board, and Alzheimer's Society, with Care Inspectorate for Wales in attendance for oversight.

1. Introduction

- 1.1 Each individual in our care, whether on a ward environment or in commissioned care, has the right to expect care in a safe environment. As such there is a duty to ensure that each individual has a relevant bespoke care plan in place which complies with both national and local guidelines, as set out in the Social Services and Well-being (Wales) Act 2014. Agencies and the individuals who work for them have a responsibility to record and to take prompt action if they think a person's safety, dignity or comfort is being or may be compromised.
- 1.2 Safeguarding procedures must be person-centred and must take account of the views and wishes of the adult concerned. Safeguarding is not something that should be 'done to' a person, and the steps that agencies take will usually be agreed with the individual, in line with safeguarding processes.
- 1.3 It should be assumed that an adult has capacity to make decisions for themselves unless it can be shown that they lack capacity to make a decision for themselves at the time the decision needs to be made. People must be given all appropriate help and support to make their own decisions or to maximise their participation in any decision-making process.
- 1.4 Our focus when supporting individuals will always be on prevention. Staff will need proactively to ensure that all individuals are assessed before admission or transfer and to consider the dynamics of compatibility and risk. A person-centred care plan will need to have an accurate representation of the individual's presenting needs.
- 1.5 This advice is not intended as a detailed practice guide, or as a prescriptive document. It is intended to support professional judgement by setting out clear expectations about accountability and the ways in which agencies and professionals should work together to safeguard adults at risk.

2. Adult at Risk Reports

- 2.1 Where there is reasonable cause to suspect that an adult is at risk, the local authority will make (or cause to be made) whatever enquiries it thinks necessary to decide whether any action should be taken, and if so, what and by whom. An enquiry should normally be completed within seven days of the report.
- 2.2 If a staff member perceives a crime is being committed it should be reported to the police. If the victim does not have mental capacity to give an informed view about the incident, this must be reported to the Police, ensuring the NWP incident number is included on the adult at risk report.
- 2.3 If BCUHB is the commissioner or joint funder of the placement then the adult at risk report should be shared with BCU.AdultSafeguarding@wales.nhs.uk.
- 2.4 The outcome of the enquiry should be shared with the referrer by the local authority.

3. Repeat reports

When three or more reports have been received from a particular setting, where care and or support is provided e.g. Care Home, Hospital, Domiciliary Care etc., over a 6 month period relating to the same individual (irrespective of whether they are the Adult At Risk or another adult with care and support needs who has caused the harm), the following action should be taken:

1. A review should be held within 7 days with the provider and any other involved disciplines and agencies.
2. The wishes and views of the individual and / or their advocate should be gathered using the What Matters format.
3. The person completing the adult at risk report should complete and share an updated risk assessment and protection plan for both the person/s experiencing the abuse and the individual who caused the harm.
4. Escalate to senior managers and directors within the relevant organisation if appropriate. Possible consideration for Escalating Concern Procedures.
5. Clearly record the actions of the review - this could include a professionals' meeting or a safeguarding strategy meeting.
6. Agree actions with all parties, including the individual and / or their advocate where appropriate.
7. If the incidents continue and the identified risk continues this should be escalated as appropriate.

8. The process should be monitored and reviewed with clear end dates (this could be as part of escalating concern procedures).

It is for each individual organisation to have a process in place in relation to how these reports are monitored and by whom.

4. Relevant Legislation

- 4.1 Section 126(1) of the Social Services and Well-being (Wales) Act 2014 defines an “adult at risk” as an adult who:
 - i. is experiencing or is at risk of abuse or neglect;
 - ii. has needs for care and support (whether or not the authority is meeting any of those needs);
and
 - iii. as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

- 4.2 ***Working Together to Safeguard People: Volume 6 – Handling Individual Cases to Protect Adults at Risk*** highlights that effective safeguarding arrangements in every safeguarding area should be underpinned by two key principles:

- i. safeguarding is everyone’s responsibility: for safeguarding arrangements to be effective each professional and organisation must play their full part
and
- ii. a person-centred approach: for safeguarding arrangements to be effective they should be based on a clear understanding of the personal outcomes that the adult wishes to achieve in day to day life and what matters to the individual.

- 4.3 **Contacts:**

The four main methods for reporting concerns to North Wales Police are:

Emergency dial: 999

Non-emergency dial: 101

On-line: [North Wales Police - Web chat.](#)

Referrals by Social Services: to CRU (Central Referral Unit):
publicprotectionreferralunit@nthwales.pnn.police.uk

- 4.3.1 All reports of concern to NWP are logged and allegations of suspected criminality are recorded based on NCRS (National Crime Recording Standards).

4.4 Partnership Working

Relevant partners working with adults at risk must ensure that staff and volunteers are trained in recognising the signs of abuse or neglect, how to respond to them; and where to go for advice and support. They should also have a clear understanding of the relevant roles and responsibilities of each partner in handling individual cases.

These responsibilities should be available in National Protection Procedures which are accessible, easily understood and used by all relevant partners.

- 4.5 There should be clearly identifiable single points of contact within the local authority and the relevant partners to ensure that a relevant partner can report any concerns to the local authority in line with the duty set out at section 128 of the Social Services and Well-being (Wales) Act 2014. Relevant partners are defined by section 162(4).

5 Multi-agency agreement

- 5.1 This protocol has been ratified following extensive and appropriate consultation, to the point where the NWSAB can be confident of full support and implementation by partner agencies.
- 5.2 This advice is not intended as a detailed practice guide, but sets out clear expectations about the ways in which agencies and professionals should work together to safeguard adults at risk.

FLOW CHART

Adult at Risk Reports

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4. The outcome of the enquiry should be shared with the referrer by the local authority.

REPEAT REPORTS

Only move to this stage when three or more reports have been received from a particular setting over a 6 month period relating to the same individual (irrespective of whether they are the Adult At Risk or another adult with care and support needs who has caused the harm), the following action should be taken:

