

<b>Document Title:</b>	<b>GUIDANCE FOR USE OF MULTI –AGENCY ADULT PROTECTION POLICY</b>
<b>Author/Owner:</b>	Please insert name of service
<b>File Reference:</b>	If you use a numbering system to store your policies, please insert it here
<b>Person responsible for updating:</b>	Please insert name of person who will check that this guidance is based on the most up to date version of the multi-agency policy
<b>Approval Level:</b>	Please insert name of the service owner/manager here
<b>Date of Approval:</b>	Please insert date the guidance is adopted by the service
<b>Review Dates:</b>	Please insert the date the guidance will be checked against the multi-agency document

<b>CONTENTS</b>	<b>PAGE NO.</b>
<b>1. Introduction</b>	<b>3</b>
<b>2. Staff Duties</b>	<b>3</b>
<b>3. Process for Supporting Staff</b>	<b>4</b>
<b>4. Training</b>	<b>4</b>
<b>5. Monitoring of Compliance with the Policy</b>	<b>4</b>
<b>6. Referral Form</b>	<b>5-9</b>
<b>7. Record of Injury Form</b>	<b>10</b>

## GUIDANCE FOR USE OF MULTI –AGENCY ADULT PROTECTION POLICY

### 1. Introduction

1.1 All staff in this service work in accordance with the Shropshire Council and Telford & Wrekin Council Multi-Agency Adult Protection Policy and Procedure. Please refer to this Policy and Procedure ensuring that you understand your responsibilities within this. The electronic version of the Multi-Agency Adult Protection Policy is located by logging onto [www.shropshire.gov.uk](http://www.shropshire.gov.uk), or [www.telford.gov.uk](http://www.telford.gov.uk) Type Adult Protection in the search engine this will take you to the Adult Protection in Shropshire page.

1.2 The Multi-Agency Adult Protection Policy and Procedure identifies a vulnerable adult as any person over the age of 18:

**'who is or maybe in need of community care services by reason of mental or other disability, age, or illness; and who is or maybe unable to take care of him or herself, or unable to protect him or herself from significant harm or exploitation'**

The Multi-Agency Adult Protection and Procedure categorises abuse as follows:

- Physical Abuse
- Sexual Abuse
- Psychological Abuse
- Financial or material Abuse
- Neglect and Acts of Omission
- Discriminatory Abuse

Abuse can also be classed as institutional if there are concerns about more than one vulnerable adult and there is more than one alleged abuser.

### 2.0 Staff Duties

#### 2.1 Independent Sector Representative

Shropshire Partners in Care provides two staff who are members of the Vulnerable Adult Safeguarding Board (Shropshire Council and Telford & Wrekin Council).

#### 2.2 Staff

Staff are expected to complete an Adult Protection Referral as soon as they suspect a vulnerable adult may be being abused. Pages 21 -24 of the Multi-Agency Adult Protection Policy provides the relevant information and pages 82 – 88 is the relevant form to be completed for all referrals. A copy of the Referral Form can be found on the Council website.

#### 2.3 Managers

All managers are expected to have knowledge of the Multi-Agency Adult Protection Policy. They should attend relevant training and support their staff through the process. Where appropriate they should accompany staff when making statements and when attending Adult Protection meetings. Managers should also participate in strategy discussions and serious case reviews where appropriate.

### **3. Process for Supporting Staff**

- 3.1 Staff making a referral or involved as a contributor, should inform their immediate line manager in order that appropriate immediate support can be given to the staff and team. Specifically this could include any of the following:
- Support with referral process or statement giving.
  - Risk assessment of staffing levels if increased need of service user / client / patient.
  - Accompanying staff to joint planning meetings.
  - Consideration given to the use of other relevant policies e.g. Stress and Staff Support, Occupational Health, Staff Counselling Service and Whistleblowing.
  - Extra-ordinary access to supervision when required.

### **4. Training**

- 4.1 All staff should cover Adult Protection during their Induction period within the specified timescale (twelve weeks) this may be the Skills for Care Common Induction Standards - Recognising and Responding to Abuse and Neglect, or the Learning Disability Qualification (LDQ) Protecting Individuals from Abuse (Unit 204).
- 4.2 All staff should attend a half a day Adult Protection Awareness training session and a one day Adult Protection for Provider Managers course is also provided by Joint Training (Shropshire) and the Learning and Development Unit (Telford and Wrekin Council). A two day training course is also provided for those services adopting the Non Statutory Sector Disciplinary Policy.

### **5. Monitoring of Compliance with the Policy**

- 5.1 Individual staff will be monitored via staff supervision and appraisal/performance review. This should include identifying personal development in this area of work.
- 5.2 Training uptake is monitored by Joint Training, Learning and Development Unit, Shropshire Partners in Care and Shropshire Council. Targets are monitored and reported by Shropshire Council to the relevant regulatory body.
- 5.3 Allegations against staff are reported through the Multi-Agency Adult Protection Policy process and are reported yearly in the Adult Protection Annual Report.
- 5.4 Shropshire Council and Telford and Wrekin Council monitors Adult Protection investigations and outcomes by collating data and reporting quarterly to the Vulnerable Adult Safeguarding Board (Shropshire Council and Telford & Wrekin Council).

## Referral Form APF1

THIS PAPERWORK IS CONFIDENTIAL AND SHOULD BE ADDRESSED AS SUCH

Each box should be completed. The referrer is the person who has identified the possible abuse. An Adult Protection referral should be made even if the service user says they do not want action taken.

v.a. = vulnerable adult

a.a. = alleged abuser

CP = Child Protection

PNC = Police National Computer

LA = Local Authority

Name and address of vulnerable adult (incl. title Mr, Mrs, Miss, Ms etc.)	Date of birth and age of vulnerable adult	CareFirst no.
Known to local authority at time of referral (please circle) Yes / No	Placed from other Local Authority (please circle) Yes / No / NA (if yes, please name the Authority)	<b><u>Date of referral</u></b>
Self funder (please circle) Yes / No / NA	Direct payment (please circle) Yes / No / NA	Health funded (please circle) Yes / No / NA
Please identify any communication needs of the v.a. (e.g. interpreter, signer, learning difficulties, emotional distress. Explain how any disability impacts on communication)		
Has the vulnerable adult consented to the referral? Yes / No	If the vulnerable adult has not consented to the referral, please explain why	
Name and address of G.P. of vulnerable adult		
Details of allegation/concern(s) including any injuries (if a disclosure is made, use the client's own words)		
Where did the alleged abuse happen? (Allegations related to a registered provider, must be reported immediately to the Commission for Social Care Inspection, Contract Depts. or Supporting People Programme Team immediately – add dates that contact was made)		



For Social Service Teams only – Strategy Discussion

Adult protection reference number	
Is this a repeat allegation of the abuse? (circle and comment before ringing Police)	Has the a.a./service been investigated before? (circle and comment before ringing Police)
Yes / No	Yes / No
If children are potentially at risk, name of Senior / Team Manager ringing relevant Children's team. Also state name of person spoken to.	Date of contact
Is the immediate protection plan in place?	
Yes / No	
Name of worker clarifying the protection plan:	
Is the alleged abuser already known to LA (please check before ringing the Police)? Client / CareFirst / CP / No / Risky Person	
If yes, is the information relevant to the allegation? <span style="float: right;">Yes / No</span>	
If yes, please summarise the information:	
Name of Senior / Team Manager ringing the Police	Name of officer spoken to
Incident no. / Reference no. issued by the Police	
Strategy discussion (please delete where required)	
What is the potential offence (e.g. Theft, Assault, Harassment, Rape, Wilful Neglect)? Please state the specific name of the offence:	
Is this a potential criminal enquiry? <span style="float: right;">Yes / No</span>	
If no and an offence is named, why not? Please state:	
The following information is being requested to facilitate a risk assessment of an individual or an address to protect the health and safety of any vulnerable adults. Only relevant information is being requested.	
Is the alleged abuser already known to the Police? <span style="float: right;">GENIE / PNC / No / Interpol</span>	
If yes, is the information relevant to the allegation? <span style="float: right;">Yes /</span>	

No

If yes, please summarise the information:

Who is going to interview the vulnerable adult (this should be joint, when an offence has been named)?

Police / LA /

Joint

Name(s):

Where is the vulnerable adult going to be interviewed? (consider whether the alleged abuser might be present) Please state:

Are there any witnesses?

Yes

/ No

Name(s):

Contact details:

If yes, who is going to interview them?

Police / LA / Joint /

Other

Name(s):

Who is going to interview the alleged abuser (ensure the alleged abuser is aware their information has been shared with the Police)?

Police / LA / Joint /

Other

Name(s):

Contact details:

What evidence needs to be secured/preserved? Please state who is doing what part of the evidence gathering:

Is a Police officer required to attend the Level II Joint planning Meeting?

Yes / No

Name:

Date and time of Level I Interview	Date of Level II Planning Meeting

**To be completed in allegations against paid staff/volunteer/s** (agree with the Police before confirming approach to the employer)

Name of Senior / Team Manager ringing employer	Name of employer spoken to

Employment strategy discussion (in addition to above)	
Date of last CRB check:	
Can the disciplinary investigation proceed without compromising any criminal investigation? / No	Yes
What evidence needs to be secured/preserved by the employer without prejudicing the Police investigation?	
What immediate action will be taken with the employee (employer to provide information e.g. suspension, working under supervision)?	
What information will be given to the alleged abuser (any information should be given to them in writing) and by whom?	
What information can be given to other members of staff, if any and by whom?	
What information can be given to the vulnerable adult, if any and by whom?	
What information can be given to the referrer, if any and by whom?	
What information will be shared with the family/partner/next of kin and by whom?	

**To be completed in all financial abuse cases before speaking to the Police**

The Team Manager or Senior Worker should hold a strategy discussion with a person from Finance, Audit or Welfare and Income teams

Name of Senior / Team Manager ringing Finance	Worker spoken to
Financial abuse strategy discussion	
Is the service user able to consent to allowing access to their financial records? (e.g. bank statements, bills, cheques and stubs) Know	Yes / No / Don't
Has access to the financial records been granted? Know	Yes / No / Don't
Does the service user have an Appointee / a Receiver / a second signatory for an account / (Enduring/Lasting) Power of Attorney etc? Know	Yes / No / Don't
If yes, provide name(s):	
Contact details:	
Is a Finance Officer required to interview the vulnerable adult? No If yes, please state name:	Yes /
Is a Finance Officer required to interview any witnesses? No If yes, please state name:	Yes /
Is a Finance Officer required to interview the alleged abuser? No If yes, please state name:	Yes /
Please state when and where the alleged abuser will be interviewed. Date: Venue:	
What evidence needs to be secured/preserved relating to alleged financial abuse?	
Summarise the options for the immediate protection of the service users finances:	

**To be completed in all alleged institutional abuse cases and cases where there are implications for a registered / regulated individual, before speaking to the Police**

The Team Manager or Senior Worker should hold a strategy discussion with a person from the relevant regulatory body (this will often be The Care Quality Commission) and the relevant Contracting / Commissioning body

Name of Senior / Team Manager ringing regulator	Organisation and person spoken to

What evidence needs to be secured / preserved? Please state who is doing what part of the evidence gathering:

Provider to come to Level II Planning Meeting? Yes / No  
 If no, when? Please state:

Name of Senior / Team Manager ringing Contracts / Commissioner	Organisation and person spoken to

What evidence needs to be secured / preserved? Please state who is doing what part of the evidence gathering:

Provider to come to Level II Planning Meeting? Yes / No  
 If no, when? Please state:

**Level of Harm (in relation to the allegation) Assessment**

**Level of Harm Assessment** (TO BE COMPLETED BY INVESTIGATING TEAM MANAGER OR SENIOR)

How has the abuse affected, potentially affected if lacking capacity, or could affect the person physically, psychologically and/or financially? Give details and attach a body map if appropriate.

What is the current level of harm? (based on the above information, please circle)

NONE	LOW	MEDIUM	HIGH	VERY HIGH
------	-----	--------	------	-----------

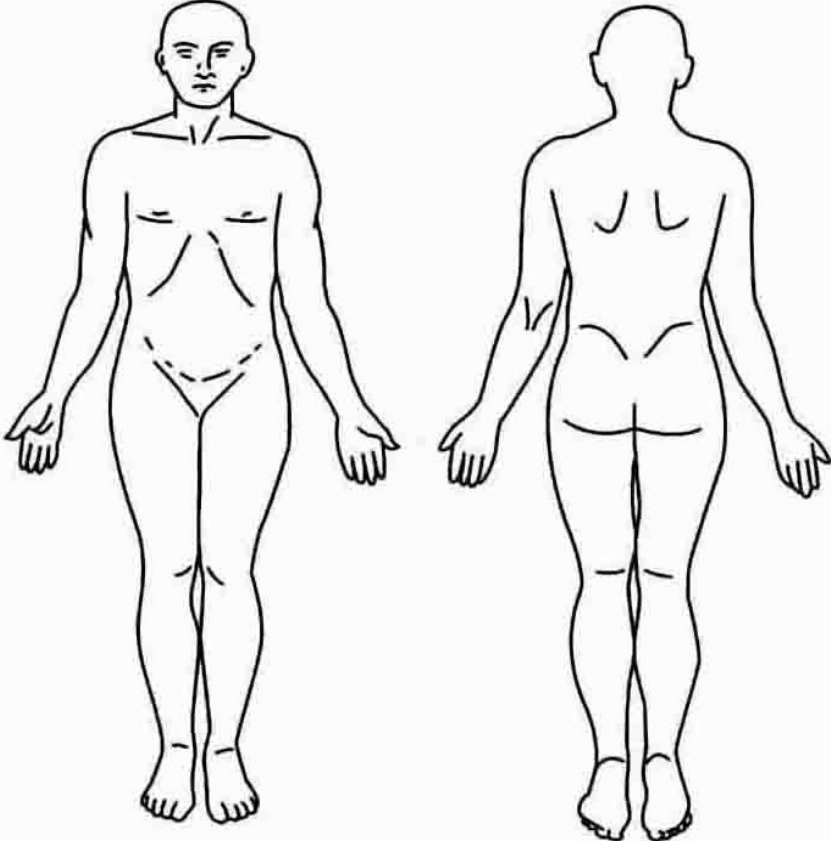
Name	Signature	Date

**SEND COPY TO ADULT PROTECTION LEAD OFFICER, POLICE POINT OF CONTACT AND OTHER RELEVANT PEOPLE ONCE COMPLETE**

## Record of Injury APF7

The investigating worker should identify who is most appropriate to complete the form

Name of vulnerable adult	CareFirst number	Date of Birth	Date of observation

	<p style="text-align: center;">Additional notes</p>          
---	---

Please circle: male / female

Nature of injury (please circle): Bruise / Pressure Sore / Cut / Burn / Other

Description of injury (include colour and size)		
Date injury alleged to have happened		
Name of observer	Role	Signature