

Primary Care Directorate
The Greenhouse Practice
Safeguarding SOP

Document Control

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This document is to be used in conjunction with the safeguarding policy:

Policy

To access the safeguarding policy please click this link whilst on an ELFT network:

<https://www.elft.nhs.uk/intranet/teams-support-me/governance-and-risk-management/policy-management/trust-policies>

Responsibility

WHO IS RESPONSIBLE FOR SAFEGUARDING?

You are!!!



**Safeguarding is EVERYBODY'S
business.**

If you have a concern, REPORT IT!

Data Protection

Protect our data!
#bedatasafe



Data Protection Tips

 **ALL INFORMATION HAS A VALUE.**

All the information you work with has value, think before you take it home. If you need to dispose of it, do this securely (confidential waste / shred it).

 **ONLY SHARE DATA WHEN YOU ARE ALLOWED TO.**

There are many rules around sharing personal data. Be cautious when sharing data with others. Follow your companies policies, if you are not sure, ask.

 **KNOW WHAT TO DO IF YOU'VE HAD A BREACH.**

If you think you've made a mistake and it could have compromised personal data, make sure you report it immediately. This includes if it has happened outside working hours.

 **SENDING EMAILS, CHECK AND CHECK AGAIN.**

Many breaches occur due to an incorrect recipient or the wrong attachment document. Do not rush, check the attachment, check the intended recipient, then hit send.

 **NEVER LEAVE INFORMATION UNATTENDED.**

Always lock your computer in the office and at home. Never leave papers on your desk. If you are working on a train or at home, ensure others cannot see your screen.

Resources

Need help communicating?

The NHS must follow these **5 steps** if you have a **communication need** (eg. a BSL interpreter, language interpreter, or information in braille)



Domestic violence woman's aid and refuge

The Freephone, 24-hour National Domestic Abuse Helpline 0808 2000 247

Website - <https://www.nationaldahelpline.org.uk/>

Family Action
Family Action Head Office
34 Wharf Road
London, N1 7GR
Tel: 020 7254 6251

Help with cost of living

Appointment with Social Prescriber

Rape Crisis

Help 24/7 with a 24 hour helpline

Email rcewinfo@rapecrisis.org.uk

Safeguarding and Information Governance Leads

Practice Name	The Greenhouse Practice
Our ELFT Information Governance (GDPR) Lead is:	Chris Kitchener
Our ICB Data Protection Officer is:	Jamie Sheldrake – DPO (jamie.sheldrake@nhs.net or nelondonicb.ig@nhs.net) Sohifa Kadir – GP Practice DPO (nel.gpdpoig@nhs.net)
Our ICB Information Governance Lead is:	Foluke Oyinlola – IG Manager (foluke.oyinlola@nhs.net or nelondonicb.ig@nhs.net)
Our Local Safeguarding Lead is:	Dr Rachel Bingham
Our ELFT Safeguarding Adults Lead is:	Dinh Padicala - dinh.padicala@nhs.net - Associate Director for Safeguarding Adults and Domestic Abuse: 02081215403
Our ICB Safeguarding Adults Lead is:	Aleister Griffin Aleister.griffin@nhs.net https://northeastlondon.icb.nhs.uk/our-organisation/safeguarding/
Our ELFT Safeguarding Children Lead is:	Victoria Winfield-Brown – Victoria.winfield-brown@nhs.net - : Associate Director for Safeguarding Children: 07940001247
Our ICB Safeguarding Children Lead is:	Emma Tukmachi emmatukmachi@nhs.net
Our ELFT Caldicott Guardian Lead is:	David Bridle
Our Local Caldicott Guardian Lead is:	Dr Padma Wignesvaran

Reference:

<http://www.cityandhackneyccg.nhs.uk/Downloads/About%20Us/Governance/Safeguarding/Safeguarding%20Adults%20CH%20CCG%20Final%20May%202014.pdf>

<http://www.hackney.gov.uk/safeguarding-adults-board.htm#.VfHcjZ1Viko>

<http://www.cityandhackneyccg.nhs.uk/about-us/safeguarding-adults.htm>

Adult Referral Process

Is there a safeguard concern for an adult at risk of harm?
Referral process

- Are they in immediate danger?
- Has a crime been committed?
- Is there a need to protect forensic evidence?

- Has an adult at risk been harmed whilst receiving service by ELFT?
- Has an allegation of a safeguarding concern been made about a patient/service user that concerns colleagues?

- Do you have a concern that an adult that is being harmed or is at risk of harm by a carer, family member, friend, self, stranger, or another provider agency i.e nursing home or residential home?

Contact appropriate emergency services on 999

- Ensure the patients/SU's Safety
- Ensure that the person alleged to have caused harm/potential harm does not have contact with the adult 'at risk'

- Contact:
- Social care 0208 356 6262
Urgent OOH 0208 356 8855
 - Line Manager
 - Safeguarding Leads
 - Seek advice from a clinician

- Contact SG Lead or senior colleague
- Refer to
- Inform Practice Manager
- Complete incident form
- Follow safeguarding policy

- Send written copy of concern to social services referral into records
- Inform line manager
- Inform Safeguard leads
- Log safeguarding concern on ELFT
- Add locally agree read codes

- Consider Other options i.e CQC referral
- Discuss with Safeguard concerns in incident report
- Document appropriately

Continue to risk assess and monitor at regular intervals

What is a vulnerable adult?

Vulnerable adults are defined as:

- People aged 18 or over
- Who are receiving or may need community care services because of learning, physical or mental disability, age, or illness
- Who are or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

(The Care Act 2014)

Mental Capacity

Mental capacity refers to the ability to make decisions for yourself about your own life. Some people have difficulties in making such decisions. This is called 'lacking capacity'. Under the Mental Capacity Act (MCA) there are laws governing who can make decisions on someone else's behalf, which help to safeguard vulnerable people.

Forms of Abuse

Abuse is a violation of a person's human rights or dignity by someone else. The Care Act statutory guidance identifies different types of abuse of an adult at risk as follows:

Physical abuse

Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Domestic violence

Including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.

Sexual abuse

Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

Psychological abuse

Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Neglect and acts of omission

Including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating

Self-neglect

This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Financial or material abuse

Including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Modern slavery

Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Discriminatory abuse

Including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

Organisational abuse

Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Any of these forms of abuse can be either deliberate or be the result of ignorance, or lack of training, knowledge or understanding. Often if a person is being abused in one way they are also being abused in other ways.

Who might be an abuser?

The person who is responsible for the abuse is often well known to the person abused and could be:

- Relatives and family members
- Professional staff
- Paid care workers
- Volunteers
- Other service users
- Neighbours
- Friends and associates, and
- Strangers

Signs of Abuse

Some of the signs to look for are:

- Multiple bruising or finger marks
- Injuries the person cannot give a good reason for
- Deterioration of health for no apparent reason
- Loss of weight
- Inappropriate or inadequate clothing
- Withdrawal or mood changes
- A carer who is unwilling to allow access to the person
- An individual who is unwilling to be alone with a particular carer
- Unexplained shortage of money

Contact List

If you suspect that someone you know may be the victim of abuse but it is not an emergency you should inform the Safeguarding Lead (Dr Rachel Bingham), in the absence of the Safeguarding Lead, you can contact the Trust's Safeguarding Leads:

Dinh Padicala, Associate Director Safeguarding Adults

Victoria Winfield-Brown, Associate Director for Safeguarding Children

Safeguarding Adults Team email: elft.safeguardingadults@nhs.net elft.sovabl@nhs.net

Safeguarding Children's Team email: elft.safeguardingchildrenteam@nhs.net

You can also contact the Hackney Safeguarding Adults Team directly to report concerns of abuse or neglect of an 'adults at risk' in Hackney, or the Adult Social Care Team if the concerns are about someone in the City of London.

Safeguarding Adults Team (Hackney)
Hackney Service Centre
1 Hillman Street
Hackney
E8 1DY
Tel: 0208 356 5782
Email: adultprotection@hackney.gov.uk
Secure Email: adultprotection@hackney.gov.uk.cjism.net

Adults Social Care Team (City of London)

Guildhall
North Wing
PO Box 270
London
EC2P 2EJ
Tel: 0207 332 1224

Community Safety Unit Stoke Newington Police Station
33 Stoke Newington High Street Hackney N16 8DS Tel: 0207 275 3087

Police (City of London)

City of London Police Public Protection Unit HQ, 37 Wood Street London EC2P 2NQ Tel: 020 7601 2940/2941/2943 Email: publicprotectionunit@cityoflondon.police.uk

OTHER CONTACTS

Local Police Station	020 89861212
Domestic Violence Advice Line	020 7683 1210
Domestic Violence Emergency Line	08457 023468
Age UK	0800 169 6565
City & Hackney Mental Health Crisis Line	020 8432 8020
Hestia	020 7378 3100

Useful Information

This protocol, and the documents and tools referred to in it can be accessed online at: <http://www.hackney.gov.uk/safeguarding-vulnerable-adults.htm>

Direct Links to specific tools and guidance are listed below:

Protecting adults at risk: London multi-agency policy and procedures to safeguard adults from abuse	http://www.hackney.gov.uk/Assets/Documents/scie-report-2011.pdf
Safeguarding Adults Referral Form	http://www.hackney.gov.uk/safeguarding-vulnerable-adults.htm
Safeguarding Adults Outcomes Form	http://www.hackney.gov.uk/safeguarding-vulnerable-adults.htm
Domestic Violence Guidance	http://www.hackney.gov.uk/Assets/Documents/http://www.hackney.gov.uk/Assets/Documents/domestic-violence-guidance.doc
Forced Marriage Guidance	http://www.hackney.gov.uk/Assets/Documents/forced-marriage-guidance.doc
Working with Risk	http://www.hackney.gov.uk/Assets/Documents/working-with-risk.doc
Risk Assessment Tool	http://www.hackney.gov.uk/Assets/Documents/risk-assessment-tool.doc
Non SOVA Adults At Risk	http://www.hackney.gov.uk/Assets/Documents/non-sova-adults-at-risk.doc
The Police and Safeguarding	http://www.hackney.gov.uk/Assets/Documents/the-police-and-safeguarding.doc
Police Referral Tool	http://www.hackney.gov.uk/Assets/Documents/police-referral-tool.doc
Safeguarding and Serious Incidents (NHS)	http://www.hackney.gov.uk/Assets/Documents/safeguarding-and-serious-incidents.doc
The Death of An Adult At Risk	http://www.hackney.gov.uk/Assets/Documents/death-of-an-adult-at-risk.doc
Serious Case Review Protocol	http://www.hackney.gov.uk/Assets/Documents/serious-case-review-protocol.pdf
Domestic Homicide Reviews	http://www.hackney.gov.uk/Assets/Documents/domestic-homicide-reviews.doc
Referrals to the Independent Safeguarding Authority	http://www.hackney.gov.uk/Assets/Documents/referrals-to-isa.doc
Advocacy & Independent Mental Capacity Advocates	http://www.hackney.gov.uk/Assets/Documents/advocacy-and-imca.doc
Hate Incident Panel Referral	http://www.hackney.gov.uk/Assets/Documents/hate-incident-panel-referral.doc

Anti-Social Behaviour Action Panel Referral	http://www.hackney.gov.uk/Assets/Documents/asbap-referral.doc
MARAC Referral	http://www.hackney.gov.uk/Assets/Documents/referrals-to-marac.doc
Safeguarding Children's Concerns	http://www.hackney.gov.uk/Assets/Documents/safeguarding-children-concerns.doc
Deprivation of Liberties Guidance	http://www.hackney.gov.uk/Assets/Documents/dols-guidance.doc
Investigation Report Template	http://www.hackney.gov.uk/Assets/Documents/safeguarding-investigation-report-template.doc
Establishment Concerns Protocol	http://www.hackney.gov.uk/Assets/Documents/establishment-concerns-protocol.doc
Safeguarding Meeting Templates	http://www.hackney.gov.uk/safeguarding-adults-policies.htm

Key stages of adult safeguarding referral process

Providers and their staff members must be aware that harm of at risk adults is possible and that all human relationships have the capacity to cause harm.

The London multi-agency policy and procedures sets out seven key stages of the Safeguarding Adults process:

- Stage One: Raising the concern with the practice Adult Safe Guarding Lead
- Stage Two: Making a referral. For information on how to make referrals go to www.hackney.gov.uk
- Stage Three: Strategy discussion or meeting
- Stage Four: Investigation
- Stage Five: Case conference and protection plan
- Stage Six: Review of the protection plan
- Stage Seven: Closing the Safeguarding Adults process

Training

All healthcare staff have a duty to safeguard and protect the welfare of vulnerable adults. The responsibilities for ensuring staff are properly trained rests with their employers. All practice staff will undertake an update training on the Trust's Learning Academy.

Recording Information

- Concerns and information about vulnerable adults should be recorded in the medical records. These should be recorded using recognised computer codes.
- Concerns and information from other agencies such as social care, or the police or from other members of the Primary Health Care Team, including district nurses should be recorded in the notes and redacted from online viewing if needed.
- Email should only be used when secure, [e.g. nhs.net to nhs.net]. If sharing information outside of NHS mail then we need to provide the information in Zip format and secure it with a password.
- Records, storage and disposal must follow national guidance for example, Records Management, NHS Code of Practice 2009
- If information is about a member of staff this will be recorded securely in the staff personnel file.

Adult Safeguarding Referral Process



10 Important rules for information Governance

- Treat all personal confidential data carefully and follow “need to know” principles
- Use your own password when logging onto computers and only save information in secure locations that are provided
- Keep your smart card secure and don't lend it to anyone
- Lock your computer when it's not in use
- Always follow sending and transferring information securely procedures
- Keep your desk clear and secure ALL confidential information when you leave your desk
- Record and report ALL information related incidences
- Contact your Caldecott guardian of information and governance lead before sharing confidential data with external organisations where no sharing protocol exists
- Remember YOU are RESPONSIBLE for what you do!
- If in doubt, ask a senior lead or manager

For further information, contact your local Caldecott Guardian