

# Safeguarding Adults Process

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## Raising a safeguarding concern

- If you are concerned that an adult is suffering from or at risk of abuse or neglect telephone Manchester Contact Centre 016 234 5001 or email [mcreply@manchester.gov.uk](mailto:mcreply@manchester.gov.uk)
- If you are concerned that the person is in immediate danger' contact the police on 999
- Referrals will be considered by risk and responded to by the level of urgency assessed: **red** within 4 hours, **amber** within 24 hours, **green** within 24 hours

- Anyone can raise a safeguarding concern
- Make a referral as soon as you're aware of the risk

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## Information gathering

Adults MASH will discuss concerns with the referrer, then:

- Collate relevant information including demographics, checking they are accurate
- Ensure the person is safe, gain consent and agree a means of making contact
- Advise the referrer of intended action and record it. If unable to contact the referrer record this.
- MASH worker to hold a planning meeting with their manager and record it.

- If eligible for enquiry under Section 42 allocate within 48 hours.
- Record if not possible.
- If not eligible record the rationale.

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## Planning meeting / discussion

Safeguarding Co-ordinator considers:

- Making Safeguarding Personal. Are the person's desired outcomes understood?
- Mental Capacity Act, consent and representation / advocacy.
- Need for police involvement? Has the provider notified CQC? DO we need to contact PQI team?
- Practicalities of planning meeting – chair, minute taker, sharing of information
- Explore Previous / repeat concerns.
- Is a planning meeting proportionate?
- Ensure all parties have relevant information and are clear on agreed protection plan, actions and time frames. Agree how the effectiveness of the protection plan will be measured (eg further meeting)

- Enquiry planning within 7 days
- Practitioners must ensure clear documentation on relevant Liquid Logic forms

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## Enquiry

During the enquiry stage it is the Safeguarding Co-ordinator's responsibility to ensure:

- Cooperation from involved parties regarding delegated actions
- Appropriate information sharing
- Collection of all relevant evidence as agreed at the planning stage
- Review of risk

- Practitioners must ensure clear documentation on the relevant Liquid Logic forms

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## Safeguarding outcomes

At the outcome stage it is the Safeguarding Co-ordinator's responsibility to ensure:

- Consideration of the effectiveness of the agreed Safeguarding Plan
- Have all actions been addressed?
- Consider communication regarding outcomes. Is an Outcomes Meeting required?
- Prepare for the Outcomes Meeting (if required) with involved parties
- Record final outcomes. On the balance of probabilities, is abuse / mistreatment indicated or not?
- Establish if a Safeguarding Plan is required (consider sharing review date, by whom?)
- Consider how feedback will be provided to the person / representative and other agencies involved

- Outcome and closure within 21 days (following enquiry).
  - Where required, Safeguarding Plan has a review date set.
  - Record a closing summary.
- Closure and Authorisation:
- Are you confident there is nothing outstanding?