

## Useful Contact Numbers

To discuss or report your concerns please contact the appropriate service:

### Duty Contact Details

- Clydebank Area - 01389 811760
- Dumbarton Area - 01389 776499
- [wdadult@west-dunbarton.gov.uk](mailto:wdadult@west-dunbarton.gov.uk)
- Out of Hours - 0300 343 1505

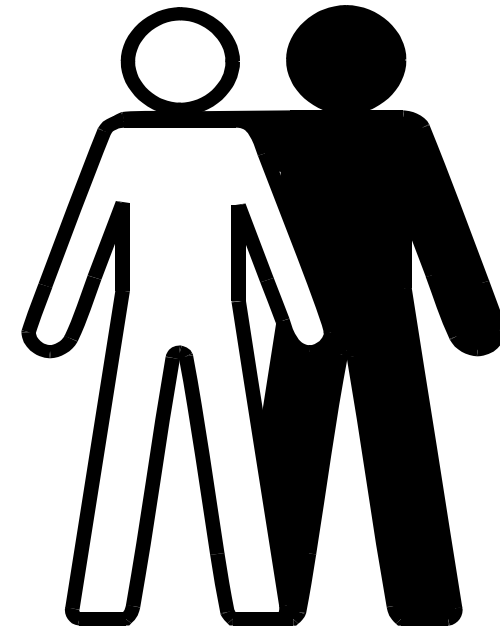
If the adult at risk is in immediate danger and requires an emergency service please dial **999**

If the adult at risk would like to report a crime but does not require immediate attention then please contact **101**

For a list of other useful numbers please visit:  
<http://www.wdhscp.org.uk/public-protection/adult-support-and-protection/>



## Guidance for Care & Support Staff



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This booklet provides a brief overview of the procedures used in West Dunbartonshire and should be used as guidance only.

## Forms and further guidance

All paperwork, forms and further guidance on Adult Support and Protection can be found within the WDHSCP Interagency ASP Procedures.

Managers should have a hard copy of this available for staff to refer to, if not then please contact the ASP Team who will be happy to send you a copy.

If you would like more information about Adult Support and Protection and adults at risk of harm in West Dunbartonshire then you may find the following websites useful:

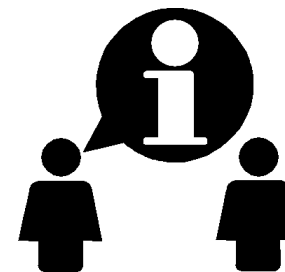
### **Act Against Harm**

[www.actagainstharm.org](http://www.actagainstharm.org)

### **West Dunbartonshire Adult Support and Protection**

<http://www.wdhscp.org.uk/public-protection/adult-support-and-protection/>

Or you can telephone the **Adult Protection Team** on 0141 562 2457 (information only)



## Good practice points and key messages

1. If you witness or suspect that an adult is being harmed then it is your duty to report this to your line manager.
2. Do not show shock; gather information sensitively and reassure the person that they have done the right thing.
3. Do not contact an alleged perpetrators or other victims.
4. Be aware of a possible criminal offence and protect evidence if required.
5. Assure the person that their wellbeing is priority.
6. Be honest with the adult, tell them that you must report your concerns.
7. Don't make promises that you can't keep.
8. Don't badger the person for more information or stop someone from recalling events.

**Be alert** – to possible harm

**Report it** – to duty Social Work/management

**Record it** – the key facts as soon as possible

**Co-operate** – with any investigation

## Why is Adult Support and Protection important?

Adult Support and Protection is important because everyone has the right to:-

- Feel included
- Be respected
- Feel safe
- Live without fear of harm



Human Rights

## What does the Adult Support & Protection (Scotland) Act 2007 give us?

- Provides definitions and duties
  - The Act places a duty on the Council to make inquiries about a person's wellbeing, property or financial affairs if it knows or believes that an adult is at risk of harm and the Council may need to intervene in order to safeguard that person.
- Provides principles that sit with other legislation
- Enshrines the need to work together
- Creates a framework to work within
- 3 Protection Orders that can be granted by Court

## What is harm?

Harm is described as causing injury, upset, wrongdoing, distress or damage to an individual, whether this is **intentional** or **unintentional**.

Harm can come in many forms and in most cases a person may be at risk of more than one type of harm.

Types of harm include:-

- **Physical harm** - Slapping, punching, inappropriate restraint, misuse of medication, untrained moving and handling.
- **Psychological harm** - intimidation, bullying, constant criticism, humiliation, being shouted at.
- **Neglect/Self-Neglect** - The denial of/inability to ensure access to appropriate services such as a doctor, inadequate care or medical attention, lack of heating or food.
- **Financial harm** - exploitation of a person's property or finances, stopping someone from getting their money or possessions misuse of Power of Attorney.
- **Sexual Harm** - Includes any sexual activity that a person doesn't feel comfortable with, want or understand.
- **Self-Harm** - Threats or actions to cause physical harm to oneself, lacking the capacity to understand the dangers of putting oneself in certain situations .
- **Institutional harm** - maltreatment of a person from a system of power, a service working below acceptable standards, exposure to inappropriate attitudes and discrimination within a setting.

If a criminal offence has taken place then a Police Officer may contact you. Again all efforts should be made to co-operate fully with any inquiry or investigation.

You may be invited to attend a case conference meeting. The purpose of this meeting is to share information and look at ways to safeguard the adult. If you are unable to attend the meeting then you will be asked to submit your views through a written report. All of those who attended or submitted apologies will receive a written record of what was discussed at the meeting (minutes).

At the meeting a protection plan may be put in place. This is a formalised plan on how to keep the adult safe from harm and who is responsible for each action. You will receive a copy of the protection plan along with the minutes.



## **Other Types of Harm**

Complete an AP1 form as soon as possible including the date and time of the incident, who was present, what has happened and what action you have taken. Include the name and designation of the person you reported your concerns to. Once you have completed your written record it is important that you sign and date it, forward it to the email address provided on page 12 and store in a confidential manner.

Do not gossip with other colleagues or service users about what had happened or approach the alleged perpetrator.

It may be necessary to discuss the adults circumstances at a team meeting or similar setting. This should be done in a professional manner with guidance and support from your line manager.

Depending on the situation, a Council Officer (social worker with additional training in Adult Support and Protection) may wish to speak with you. The reason for this would be to obtain further details and you should co-operate with them as much as possible.

Disability Crime - Mate Crime - Hate Crime  
Domestic Abuse  
Forced Marriage  
Female Genital Mutilation  
Commercial Sexual Exploitation  
Human Trafficking

## **Who is at risk of harm?**

Most adults are able to live their lives freely without the fear of harm and are able to safeguard their interests and financial affairs appropriately. For some, this can be more difficult and they are more vulnerable to being harmed than others.

If you witness or suspect that a person is being harmed then it is your responsibility to report this immediately to your line manager who will then report this to the appropriate social work

If an adult does not meet the criteria to be deemed an "Adult at Risk" the referral will be treated as a "Vulnerable Adult" and social work will look at ways in which the person can be supported without the use of the Adult Support and Protection (Scotland) Act 2007.

## What are the signs of harm?

There are many potential signs of harm. People react differently to harm and can depend on the individual.

Possible signs of can harm include:-

- Change in behaviour and appearance by client and/or carer
- Bruising or other unexplained injury
- Unexplained physical deterioration
- Showing fear of a particular person or place
- Unwilling to engage with services
- Unexplained difficulty managing finances

Care and support staff work closely with vulnerable adults every day and may form close working relationships with these people. If you notice any of the above signs or a change in the adults behaviour or presentation then report this to your manager immediately.



## What to do if you witness or suspect harm

If you witness, suspect or receive information about someone being harmed you must report this to your line manager immediately. If your line manager is unavailable then tell another manager. If no manager is available then please contact the appropriate duty social work team (contact numbers are on page 12).

If the client is in immediate danger then contact the appropriate emergency service by dialling **999**. In an emergency the need to safeguard the adult should take precedence over any need to discuss the situation with a line manager.

If the client does not give their consent, you must still report your concerns to your manager. The need to safeguard an adult takes precedence over the need for consent and it is your duty to report any concerns immediately.

Ensure that you pass all the relevant factual information to your line manager and use the adults own words if possible. Do not offer your own opinions or views on the matter, include only what was discussed or witnessed.