

Version: V2 FOI Status: Public	Protocols for the Out of Hours Team in Safeguarding Vulnerable Adults	Issued: November 2009 Review Due: November 2010
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DERBYSHIRE COUNTY COUNCIL ADULT CARE

Protocols for the Out of Hours Team in Safeguarding Vulnerable Adults

Approval and Authorisation

Name	Job Title	Date
Joginder Baines	Out of Hours	November 2009
Guillermo Garcia-Maza	Service Manager -North East Derbyshire	November 2009

Change History

Version	Date	Reason
Version 1	November 2007	New protocol Issued
Version 2	November 2009	Updated in accordance with revised policy and procedure on Safeguarding Vulnerable Adults

This document details the procedures that enable the Adult Care Out of Hours service to protect Vulnerable Adults. The service which operates outside of normal office hours provides a timely response to the needs of vulnerable people in times of crisis.

This document will be reviewed on a regular basis if you would like to make any comments, amendments, additions etc please email Dawn Nash – Procedures and Information, dawn.nash@derbyshire.gov.uk



Derbyshire County Council Adult Care Protocols for the Out of Hours Teams in Safeguarding Vulnerable Adults



Safeguarding Policy

A vulnerable adult is anyone who is over the age of 18 years old and is unable to take care of him/herself, or unable to protect him/herself against significant harm and exploitation.

No Secrets

The Derbyshire Partnership Board has formalised the [Safeguarding vulnerable Adult Policy](#) on the principles of the [No Secrets: Guidance from the Department of Health](#) that is documented in 'Modernising Social Services.'

The safeguarding policy would be invoked for:

A vulnerable adult, for the purpose of these procedures is any person aged 18 years, or over who:

- is, or appears to be, eligible for Adult Care/Mental Health Services' assistance by reason of mental ill health, physical or learning disability, illness or age related frailty; and
- may be unable to take care of him/herself or unable to protect him/herself against significant harm or exploitation.

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Safeguarding Stages

All agencies have a responsibility to follow the safeguarding stages as outlined in the safeguarding policy. Stage one and two below have been drawn to exemplify how they apply to the Out of Hours team as initiators of the safeguarding procedures. Stage three applies to all referrals, both internal and external, and is the responsibility of the Out of Hours service in responding to these.

Stage One

A referral will be made in **every** instance following as full an assessment of the situation as is possible being undertaken in the same working day as the alert has been made:

- There is reasonable concern that a person has been abused or neglected (or is at risk of abuse or neglect), as defined above.
- The observer of the abuse/neglect during the Out of Hours Service, such as Out of Hours Home Carer, Care Manager or the area Home Carers, must **immediately** alert his/her line manager or the Out of Hours DSO. This applies even if the vulnerable adult is in hospital, and the abuse/ violence, or neglect observed, has taken place in the hospital.
- To protect a vulnerable adult, the information collected may need to be shared with other appropriate agencies on a “need to know basis”. The person in question **must** be advised, if the information is to be shared with other agencies, and reason for doing so. When overriding a service user’s wishes to keep confidentiality, staff need to make it clear about their reason for doing so.

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Stage Two

The referral will be by telephone or face-to-face contact.

This referral will be confirmed by the completion of the Safeguarding referral form by the referrer, where appropriate. A copy of the referral will be sent to the local area team, or forwarded directly to the Out of Hours team.

The Out of Hours Domiciliary Services Organiser (DSO), as soon as is practicable on the same day of discussion with the Home Carer, will advise the Out of Hours Care Manager, (or the Out of Hours Service Manager, if the Care Manager is not available), of the concerns raised.

The Out of Hours DSO will be mindful of the need to get accurate information from the Home Carer, to both assist in the investigation, and to formulate a risk assessment and a protection plan.

Stage Three

For all referrals, the Out of Hours DSO/Care Manager will alert the Out of Hours Service Manager immediately the referral has been received, and create a safeguarding notification episode. The Out of Hours Service Manager will instigate local and cross-agency checks to gather relevant information related to the referral as far as possible during the Out of Hours period of work.

The Out of Hours Service Manager ensures there is an **immediate interim risk assessment and safeguarding plan** in place, and directs the Out of Hours Care Managers to take whatever actions are deemed necessary to make the person safe and gather the necessary evidence.

The Out of Hours Service Manager will make a **Stage Three** decision and record this decision, regarding the need, or not, to proceed with safeguarding procedures, and will inform the referrer.

If the Out of Hours Service Manager decides not to proceed, universal services will be offered and a record of this made. The Local Area Team will be informed of the notification and the outcome of the investigation by the Out of Hours team, with any possible follow up actions. The safeguarding notification for closure will be sent to the local area manager for their agreement with this decision.

The Local Area Manager may decide for the Local Area team to further investigate the matter.

Should the Out of Hours Service Manager decide to proceed with safeguarding procedures, the Out of Hours team will be responsible for ensuring the safety of the person until the normal working service starts.

The Out of Hours team **will be responsible** for the clearly recording their actions, any necessary reports, and of the risk assessment protection plan.

The Out of Hours team will make direct contact with the local area team to pass on responsibility for making sure that safeguarding procedures continue, and the interim safeguarding risk assessment and protection plan are still adequate.

The Local area teams will then be responsible for following the safeguarding procedures and will involve OOH team as necessary.

Domestic Violence

Where there are concerns regarding the abuse or neglect of a vulnerable adult including domestic abuse, the concerns should be addressed according to the [Derbyshire Safeguarding Adult Policy and Procedures](#), and will proceed as the above guidelines for the Out of Hours team.

If the abuser is a stranger, discretion should be applied i.e. would application of the procedures assist with ensuring vulnerable adults get the assistance they need? However in all cases the staff must make sure the vulnerable adult gets the service and support they need. Some other steps may be needed, such as a direct report made to the police.

Where there are concerns regarding the domestic abuse/violence of someone who is not vulnerable under the [Safeguarding Adult Policy and Procedure](#), the Out of Hours team will provide a service to at least the minimum level prescribed by [the Joint Agency Domestic Abuse Protocol](#).

The Out of Hours Care Manager will alert the Out of Hours Service Manager immediately the referral has been received. The Out of Hours Service Manager will instigate local and cross-agency checks to gather relevant information related to the referral as far as possible during the Out of Hours period of work.

The Out of Hours Service Manager will ensure that the Out of Hours Care Manager will complete a risk assessment where domestic abuse/violence has allegedly taken place, involving the police and other agencies as appropriate. The Out of Hours team will be responsible for ensuring the safety of the person as far as possible until the normal working service starts.

The Out of Hours team will be responsible for the clear recording of their actions, the writing of any necessary reports, and the completion of the risk assessment protection plan.

The Out of Hours team will make direct contact with the local area team to pass responsibility for making sure that domestic abuse procedures continue and the interim risk assessment and protection plan are still adequate.

The Local area teams will then be responsible for following the domestic abuse procedures and will involve the Out of Hours team as necessary.