



Norfolk and Waveney Clinical Commissioning Groups

## Adult Safeguarding Guidance for Independent Practitioners in Norfolk

Independent practitioners and their staff have key roles to play in the identification of vulnerable adults who may have been abused and those who are at risk of abuse and in need of subsequent intervention and protection. Whilst independent practitioners have responsibilities to all their patients, some adults may be particularly vulnerable and their welfare is paramount. All independent practitioners and their staff should know when it is appropriate to refer an adult for safeguarding and know how to act on concerns that an adult may be at risk of significant harm through abuse or neglect.

**0344 800 8020 (24 hours)**

### Who is an “Adult at Risk of Harm and Abuse”?

An ‘Adult at Risk’ can be anyone over the age of 18 who has needs for care and support, is experiencing or at risk of abuse and or neglect; and is unable to protect themselves from the risk or experience of abuse or neglect.

### Consultation & Advice

It is vital that independent practitioners and their staff know who to contact for advice on safeguarding issues. There are a number of ways that advice and consultation can be sought.

#### Health

The CCG Adult Safeguarding Team can be contacted by any independent practitioner or a member of their staff to discuss a vulnerable adult that they have concerns about. They can be contacted during normal office hours on 01603 257030. This is not the route for referrals.

#### Adult Community Services

Adult Community Services can be contacted for advice on how to proceed with a case, or whether the case meets the criteria for referral. In these circumstances telephone Norfolk County Council and request to speak to a Safeguarding Practitioner:

**0344 800 8020 (24 hours – Referral Line)**

### What will happen next?

The response to your call will depend on how serious it is and the wishes of the person at risk of abuse. Calls are taken seriously and practitioners decide if they represent a safeguarding matter.

If the person is in physical danger or being neglected, their safety will be a priority. Usually a member of the safeguarding team will carry out some enquiries and may speak to other professionals to make sure that any actions are carried out in a thorough and sensitive way.

Support, protection and advice will be offered to the victim and their family (if appropriate) and their views will be listened to.

It may not be possible to tell you exactly what has happened, but your call will be acknowledged and dealt with appropriately.

### Categories of Abuse

**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 or sexual acts to which the adult has not consented or was pressured into consenting.

**Psychological** – 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.

**Financial or Material Abuse** – including theft, fraud, internet scamming, coercion in relation to an adults 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.

**Discriminatory** – 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.

**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 including neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding.

For further information visit the Norfolk Safeguarding Adults Board website at : <http://www.norfolksafeguardingadultsboard.info/>