	Reference Number: PHW03/TP01 **Version Number:3** **Date of Next review: October 2026**

ADULT AT RISK PROCEDURE

Introduction and Aim

Public Health Wales has developed an over-arching Safeguarding Policy which sets out the organisation's commitment and responsibility to safeguarding of both adults and children at risk of harm and victims and domestic abuse.

This procedural document forms part of a suite of safeguarding documents to achieve this aim through advising on the procedural steps which need to be undertaken when a safeguarding incident is suspected or disclosed regarding an Adult at Risk.

It should be followed to ensure the appropriate actions are taken under the legislative framework for safeguarding within Wales for Adults at Risk.

Through the development and implementation of this procedure in conjunction with other safeguarding procedures the Chief Executive and the Board can be assured that the organisation is adhering to the Safeguarding Policy and the organisation's commitment to safeguarding Adults at Risk.

Linked Policies, Procedures and Written Control Documents

[All corporate policies and procedures are available on the Public Health Wales website](#)

Safeguarding Policy; Child at Risk procedures; Domestic abuse procedures; Procedure for NHS Staff to Raise Concerns; Prevent policy.

Scope

This procedural document is applicable to all Public Health Wales staff who come into contact with Adults at Risk either directly or indirectly. In this document 'staff' refers to all staff including agency staff, temporary staff, those on honorary contracts and volunteers.

Equality and Health Impact Assessment	An Equality, Welsh Language and Health Impact Assessment has been completed and can be viewed on the policy webpages.
Approved by	Quality, Safety and Improvement Committee
Approval Date	12 October 2023
Review Date	12 October 2026
Date of Publication:	19 October 2023
Accountable Executive Director/Director	Executive Director Quality, Nursing and Allied Health Professionals
Author	Named Lead For Safeguarding

Summary of reviews/amendments				
Version number	**Date of Review**	**Date of Approval**	**Date published**	**Summary of Amendments**
2	21 November 2021	15/02/22	02/2022	Flow chart updated with new contact details
3	May 2023	12/10/23	19/10/23	Generic Safeguarding Email box developed and included in flowchart

1.   Introduction

1.1 This document identifies the procedures that staff within Public Health Wales are required to undertake when a safeguarding **Adult at Risk** concern has been suspected or identified.

1.2 Compliance with these procedures will ensure that Public Health Wales provides a consistent and seamless service when dealing with suspected or confirmed concerns. To assist staff with the decision-making process of when to share safeguarding information three flowcharts have been developed which offer guidance to staff when faced with these situations. The flowchart 'When to Share Safeguarding Information (Adults)' is included at Appendix A to this document and reflects all legislative requirements within Wales.

2.   Roles and Responsibilities

2.1 All staff within Public Health Wales have a legal duty to comply with Welsh and UK Government legislation which this procedural document sets out.

3.   Procedure/Process/Protocol

3.1   When any staff member suspects that abuse or neglect has occurred to an **Adult at Risk**, they have a duty to report their concerns to the local authority (the relevant Social Services department) and are required to follow the appropriate process/flowchart. The questions embedded within the flowchart specifically lead the member of staff to undertake a holistic assessment of the situation to consider how best to protect the individual in question.

3.2 At any point within the process, staff can contact the Named Lead for Safeguarding for help and support as well as their line manager. Further advice and support can be obtained from the local authority safeguarding departments 24 hours a day. Contact details for the 22 local authorities across Wales are accessible below:

Safeguarding in Public Health Wales (sharepoint.com)

3.3 As far as is possible, and without putting themselves at risk, staff must take any immediate action needed to safeguard the person for whom there is a concern or anyone else who may be at risk.

3.4 If the adult is in immediate danger, or serious harm has occurred, the police and/or other emergency services should be contacted.

3.5 In less acute circumstances, Adult at Risk concerns should be shared with the relevant local authority and/or the police in accordance with current Welsh Government guidance. The police should be informed if it is suspected that a serious crime has been committed.

The concern should be shared as soon as possible. However, staff may seek further advice from the Named Lead for Safeguarding and/or line manager if required. The concerns should be discussed with the adult and their consent obtained (if possible) prior to sharing the concerns.

3.6 Staff when faced with a potential safeguarding Adults at Risk situation must be open minded when dealing with these and not take things at face value. Situations and experiences of individuals may not be what is initially presented. Therefore, staff may need to ask some further questions of individuals and those around them to gain a better understanding of the experience of that person (if appropriate).

3.7 Concerns are initially shared with relevant Local Authority and/or the police via telephone. Out of hours' referrals should be made to the Social Services Emergency Duty Team (EDT) by telephone. Contact details are accessible within the Safeguarding sharepoint pages

Safeguarding in Public Health Wales (sharepoint.com)

3.8 Once information has been shared with the relevant Local Authority t it should be followed up by the completion of the appropriate referral form for that area.

3.9 In all cases, staff must also complete a DATIX incident report, record details of the action taken and inform the Named Lead for Safeguarding and Line Manager. All actions will also be recorded within the service user's records.

DATIX (sharepoint.com)

3.10 The identity of the staff member sharing concerns may not remain confidential, and it is good practice to share these with the Adult at Risk and their carers if it is safe to do so.

3.11 If the suspected or known perpetrator is a person employed by or acting on behalf of Public Health Wales, staff must follow the guidance in the Managing Allegations of Abuse by Staff Procedure available on the staff intranet .

3.12. Staff should avoid where possible situations where they may be vulnerable to allegations of abuse, such as being alone with an Adult at Risk who is a client. However, the safety of staff is important, and for staff not to place themselves in dangerous circumstances, they must risk assess the situation in regard to their own and, where possible, their client's safety.

3.13 Any discussion about an adult's welfare should be recorded in writing in the service user's records and within the Datix Safeguarding incident report, this should include the date, time, name of staff member and their role and contact details. All records should be succinct, legible and clear as to what actions we agreed, and by whom. If the decision is to take no further action, this should be recorded in writing in the service user's records in addition to the Datix Safeguarding Incident record, explaining the reason for the decision. Records

should be completed as close to the time of the incident/suspicion as possible to ensure that the information recorded is contemporaneous. DATIX completion should also occur as soon as possible ensuring that person identifiable information is not included in the description of the incident.

3.14 Managers are responsible for supporting and guiding staff in the decision-making process when a safeguarding concern is highlighted, through being familiar with the content of this document. They will ensure they have the appropriate level of knowledge and skills to support staff.

3.15 They should ensure that staff follow the process and within the timescales. The manager should consult with the Named Lead for Safeguarding or the local Social Services department for advice and support if required.

3.16 The Named Lead for Safeguarding has the lead role for supporting and enabling staff to safeguard Adults at Risk during their work in Public Health Wales.

4.   Training requirements

4.1 Managers of all staff will assess their training needs in line with PHW'S Statutory and Mandatory Training policy. Compliance with Safeguarding training will be reported into the Safeguarding Group.

5.   Monitoring compliance

Monitoring of compliance with this document is through evaluation of safeguarding adult concerns DATIX entries and any planned audits.

When to Share Safeguarding Information (Adults)

IS THE PERSON 18 years of age or older? → **No** → Refer to Children's Flowchart

Yes

1. Is there evidence or suspicion of abuse or neglect? **And**
2. Does the person have a need for Care & Support? (E.g. Personal or wellbeing) **And**
3. Is the person **unable** to protect him / herself against abuse or neglect?

No → **This person is not an Adult at Risk**

Ensure safety & consider social / health care needs!

Consider the domestic abuse flowchart

Yes →

This Person Is an **Adult at Risk** identified under the Social Services & Wellbeing (Wales) Act 2014

Does the person identified have mental capacity to understand their situation?

N → **Consider** consultation with family or advocacy.

Yes

Does the person identified have mental capacity to consent to the process?

No →

Act in **THEIR** best interests under the Mental Capacity Act

Yes

Are they happy for their information to be shared with the relevant authorities?

No → Are there any other **adults at risk** or children potentially affected? **Is there an overriding public interest?** If concerned seek advice from the Named Lead for Safeguarding or line manager

Yes →

Is this a serious crime? Is the person at immediate risk?

No → Does the person/advocate wish to make a complaint to the police?

Yes →

Yes

Call the Police on 999

For non-urgent cases call 101

No →

No →

Record & consider the persons wishes. **Make an Adult referral, complete a Datix and inform the Named Lead for Safeguarding**

Yes → The Corporate Named Lead for Safeguarding can be contacted for help and support during office hours:
All advice enquiries can be directed to:
phw_safeguarding@wales.nhs.uk

No →