

## Common safeguarding issues – Incidents involving another person with care & support needs

This guidance is designed to help managers and professionals know when to report any incident between people they support, some of which entail physical attacks or patterns of incidents of controlling, coercive, threatening behaviour, **violence** or **abuse**.

Care providers often have to deal with altercations and abuse between people they support, some of which entail physical attacks. This could be the result of tensions between people living in close proximity, and may also be caused or exacerbated by misunderstandings due to dementia, learning disability, or mental health problems.

For further details please refer to the Threshold of Needs matrix overleaf.

### Reporting:

#### **Oxfordshire County Council**

Wherever possible please use the on-line referral form at:

<http://www.osab.co.uk/public/reporting-concerns/>

Telephone: 0845 050 7666

#### **Thames Valley Police**

Any incident resulting in intentional harm to the victim or any incident where a weapon or other object is used with the deliberate intention of causing harm should be reported to the police.

Non-emergency number: **101**

In an emergency dial: **999**

## Threshold of Needs Matrix

**Guidance:** This tool does not replace professional judgement or aim to set a rigid threshold for intervention. It helps you consider the type and seriousness of abuse and the circumstances in which a referral to adult social care may be required.

Types of abuse and seriousness	Levels of harm and related indicators/examples		
<b>Level</b>	<b>Lower Level Harm</b>  Would not normally be reported to safeguarding  Incidents meeting the lower level criteria should, wherever possible, be addressed at a local level with the individuals concerned with particular attention to preventing reoccurrences whilst promoting independence.	<b>Significant ↔ Very significant Harm</b>  Would normally need to be reported to safeguarding regardless of whether harm has occurred or not.	<b>Critical</b>  Serious criminal matter – Immediate discussion with police required. Must be reported to safeguarding in all cases
	<ul style="list-style-type: none"> <li>• Isolated incident where no significant harm occurs</li> <li>• More than one incident where no significant harm occurs and:               <ul style="list-style-type: none"> <li>– A care plan is in place</li> <li>– Action is being taken to minimise further risk</li> <li>– Other relevant professionals have been notified</li> <li>– There has been full discussion with the patient, their family or representative</li> <li>– There are no other indicators of abuse or neglect</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Any incident requiring medical attention or attendance at hospital</li> <li>• Repeated incidents where the victim lacks capacity and is unable to take action to defend themselves</li> <li>• The victim is, or appears, fearful in the presence of the other person or is adapting their behaviour to pacify or avoid the other person</li> <li>• Multiple incidents where:               <ul style="list-style-type: none"> <li>– The care plan has not or cannot be fully implemented.</li> <li>– It is NOT CLEAR that professional advice or support has been sought at the appropriate time.</li> <li>– There have been other similar incidents involving this perpetrator or areas of concern.</li> <li>– There are other indicators of abuse or neglect</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Any incident resulting in intentional or intended harm or risk of harm to the victim.</b></li> <li>• <b>Any incident where a weapon or other object is used with the deliberate intention of harm</b></li> </ul>