

How to Make a Good Adult Safeguarding Referral

A Guidance for professionals



Before you start:

- Please refer to the [Threshold of Needs Matrix](#) before starting your referral. This will guide you as to whether your concern meets the threshold for adult safeguarding. If you are still unsure, you can discuss your concern via the **Adult Safeguarding Consultation Line here: 01865 328232**
- Accurate and timely referrals can help agencies work together to keep adults with care and support needs, safe.
- This guide gives some pointers and information that should be included in order to make a good safeguarding referral.
- **IMPORTANT:** You should discuss your concerns with the person and/or their representative and seek their consent to share, wherever possible. However, consent can be overridden in the interests of protecting others.
- If there is a concern around **Self-Neglect**, have the concerns been explored with the adult first? It may be that they are not choosing to self-neglect or that they have unmet needs that they wish to have support for.

In this case they may benefit from a Care Needs Assessment. Please visit Oxfordshire County Council's page [Assessment form for professionals](#) to gain access to the online referral form.



Other Useful Organisations

If, after consultation, the person you are concerned about does not meet the Safeguarding criteria, there are other services who may be able to help.

For example:

- [Oxfordshire | Reducing the Risk](#)
- [Domestic abuse services | A2Dominion](#)
- pohwer.net/oxfordshire
- [Housing Support in Oxfordshire – Connection Support](#)
- [Housing — Oxfordshire Mind](#)
- [Home | Thames Valley Police](#)
- [Care Quality Commission \(cqc.org.uk\)](http://cqc.org.uk)
- [MARM \(Multi-Agency Risk Management Framework\)](#)

Care and support is the mixture of practical, financial and emotional support for adults who need extra help to manage their lives and be independent.

Including:

- **older people**
- people with a **disability or long-term illness**
- people with **dementia**
- people with **mental health problems** and **carers**

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Support needs

Does the person you are contacting us about have care and support needs (whether or not they are being met)?

Yes

No

Outline what the person needs someone to help them with (optional)

[Continue](#)

- ! What are their care and support needs i.e. do they struggle with communication, have a physical or mental disability?
Do they have mental capacity to make decisions about keeping themselves safe/other relevant decisions?

Abuse is when someone causes a person harm or distress

- It can be something that **happens only once or happens multiple times.**
- It can be **unintentional or a deliberate act.**
- It **can happen anywhere**, although it most often occurs in **the person's own home.**

Neglect can include:

- Self Neglect
- Neglect & Acts of Omission

Neglect may happen within an adult's own home or in an institution. Neglect can be intentional or unintentional.

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Abuse or neglect

Is the person experiencing abuse or neglect?

Yes

No

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Abuse can be a crime and if you suspect someone is experiencing abuse or is a victim of a criminal act, **it should be reported to the police immediately via 101 or 999, if an emergency.**

- Due to their care and support needs, are they **unable** to remove themselves from the situation or contact relevant agencies i.e. police or domestic abuse services.

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Protect against abuse

As a result of the person's needs are they unable to protect themselves against the abuse or neglect or the risk of it?

Yes

No

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- Do they have the mental capacity to make decisions about keeping themselves safe/other relevant decisions?
- If the person you are referring is able to make decisions, you will need to explain why you are making this referral later on.
- If you have **not** been able to gain consent, you will need to explain why later in the referral.



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Making decisions

Is the person you are contacting us about able to make decisions about what happens next?

Yes

No

Have you obtained their consent to contact us? (optional)

Yes

No

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When making a safeguarding referral it is important to read the [Threshold of Needs Matrix](#)

- This is designed to act as a guide when you are considering if, and when, a formal safeguarding concern should be raised.
- The threshold of needs will also help you to consider all the information that needs to be included when you go on to explain your concerns.
- If you are still unsure if it is a safeguarding concern after reading the Threshold of Needs, you can use the **Adult Safeguarding Consultation Line** here: **01865 328232**

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Safeguarding threshold of needs

You must read the [Safeguarding Threshold of Needs Matrix](#) (This link will open in a new window) before you complete the form.

Have you read the matrix document?

Yes

No



It is especially important to refer to the Threshold of Needs where there are concerns around Self-Neglect. As it may be that it is a concern about care quality in which case there are other referral routes i.e. CQC & Care Needs Assessment

For more information on Whistle Blowing and allegations against people in a position of trust see the OSAB website below:



- [Protocols used in Oxfordshire - Oxford Safeguarding Adults Board \(osab.co.uk\)](https://www.osab.co.uk) see 'Managing Allegations Against People In a Position Of Trust (PIPOT)'
- PROTECT (Speak Up, Stop Harm) offers free, confidential whistleblowing advice to individuals. protect-advice.org.uk/advice-line/

! If you have a Whistleblowing concern consult with your line manager and follow your organisations policy.

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Whistleblowing

In exceptional cases it can be possible for professionals to raise their concerns anonymously. If you are not sure whether whistleblowing applies in this case please contact Public Concern at Work on 0207 404 6609 and discuss your concerns with them or contact your organisation's safeguarding lead.

Do whistleblowing procedures apply in this case?

Yes

No

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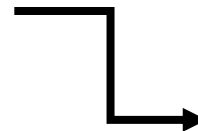
- Ensure all your contact details are up to date.
- Provide **more than one** form of contact number and preferably not a team number.

For example your:

- Direct email
- Work mobile
- Direct telephone line

The safeguarding team will want to speak directly with the individual reporting the concern.

If there is a better time in the day to contact you provide it here



Your details

Title (optional)

First name

Last name

Preferred name (optional)

Email

Telephone

Organisation name

Team name

Position

Best time to contact you or a colleague?

➤ You will be asked to provide the details of the persons communication needs i.e. are they able to understand verbal or written communication etc.

➤ If you have not gained consent for the persons information to be shared you will need to explain why i.e. risk to the adult and/others or risk to your own safety.

This refers to the persons ability to make decisions about keeping themselves safe or other relevant decisions relating to the concern.

More about the person

Does the person you are concerned about have any communication needs?

- Mild
- Moderate
- Severe
- Very severe
- Not known
- None

Does the person require information in an alternative format?

- Yes
- No

Is the person aware that you are contacting Adult Social Care?

- Yes
- No

Have you gained consent from the person for information to be shared with relevant professionals?

- Yes
- No

Reason consent has not been gained

Do you have concerns regarding this person's mental capacity in relation to the safeguarding concern?

- Yes
- No

- Does the person have an impairment of the mind or brain? This can be the result of an illness or external factors such as alcohol or drug use.
- What about this impairment affects their ability to make a specific decision when they need to?
- Can they understand information relevant to the decision, retain that information, use or weigh up information as part of making the decision?
- Do they make or agree to decisions but are then unable to action those decisions?
- Give examples where possible.



Think about their personal and professional support network.

Risks

Describe your concerns about the person at risks mental capacity*

Does this person have substantial difficulty in being involved with the safeguarding process?*

- Yes
 No
 Don't know

Does this person have any other suitable person to support them through the process?*

- Yes
 No
 Don't know

Contact details*

- Does the individual have care and support needs and may have substantial difficulty being involved in the safeguarding process?
- If so, why might they have difficulty being involved with making decisions/safeguarding process?



Independent Advocacy organisations are separate from organisations that provide other types of services.

For further information see: [What is advocacy | POhWER](#)

Does this person require an independent advocate to represent and support them?*

- Yes
- No
- Don't know

Why is an advocate required?*

Is the adult at risk placed with another local authority?*

- Yes
- No
- Don't know

Give details*

➤ Are they still living with the perpetrator of the abuse?

➤ If there are others at risk of harm, who and what is the risk?

➤ Are there children at risk?

➤ Are there risk assessments in place?

➤ If there are other agencies involved who are they and what is their role?

➤ What is the impact if the Safeguarding Team does not get involved?

➤ Is this first or third hand information?

Does this person continue to be at risk? (optional)

Yes

No

Are there other people who may be at risk of harm? (optional)

Yes

No

How is the risk being managed and by whom? (optional)

Is urgent action required to manage the risk? (optional)

How were you made aware of the incident/concern? (optional)



It is important to provide as much information as possible here.

Including:

- What abuse/neglect the adult is at risk of or experiencing.
- Was the harm deliberate or accidental?
- What is the impact on the adult (or others)?
- Why are they unable to keep themselves safe?
- Has their care plan been followed?
- If there is a Whistleblowing concern include names.



Please provide some brief, factual details about the incident

What is the location of the incident/alleged abuse?

- Acute hospital
- Care home - permanent
- Care home - temporary
- Care home with nursing - permanent
- Care home with nursing - temporary
- Community hospital
- Day centre/service
- Education/training/workplace establishment

- If the person you are concerned about has suffered any injuries, you will be asked to detail these below.
- Identify any actions you have taken to try to reduce the risk and meet the persons needs.
- What protective factors are there?
- If other agencies have already been contacted, who are they and what is their involvement?

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Medical advice

Has the person suffered any injuries?

Yes

No

Tell us about any actions taken by yourself to safeguard the individual

Who else has been informed of this concern (in particular please specify if the police are involved)

Is there a crime reference number? If so please provide it (optional)



If you contacted the police to report the incident, you will have been given a Crime Reference Number.

Making Safeguarding Personal

- Safeguarding enquiries should always be person led. The person's views and wishes will be followed wherever possible.
- Where possible, quote in the person's own words.
- Include information about the persons professional and informal support network.
- Include any protective factors.

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Outcomes

What outcomes does the person want to achieve or do you think they would wish for? (optional)

What's important to them? (optional)

How do you think Adult Social Care involvement can keep them safe? (optional)

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What Happens Next?

1. Once the form has been received by the Adult Safeguarding Team, the form will be triaged to assess if it meets the criteria for a safeguarding concern as laid out in the Care Act 2014.
2. Someone from the Safeguarding Team may have to speak to you, including making further calls to establish facts and gain further information.
3. If there are reasonable grounds to suspect abuse or neglect the concern will progress to a formal Section 42 enquiry.
4. If not, you will be contacted to explain why the safeguarding team are not taking the concern to investigation.

This should be done within two working days.