



Oxfordshire Safeguarding Adults Board

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: 0345 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.

Incidents involving another person with care & support needs		
Non-reportable	Requires Consultation	Reportable
<p>Incidents at this level do not require reporting to the Safeguarding Team. However, agencies should keep a written internal record of what happened and what action was taken.</p> <p>Actions/outcomes may include advice, information, risk management and staff training.</p>	<p>Incidents at this level should be discussed with the Oxfordshire County Council's Safeguarding Team (called a Consultation). Call 01865 328232 and ask to speak to the Duty Team.</p> <p>After the conversation, you may be asked to formally report the concern.</p>	<p>Incidents at this level should be reported using the online form.</p> <p>If there is any indication a criminal act has occurred the Police must be consulted.</p>
<ul style="list-style-type: none"> • Isolated incident where no significant harm occurs • More than one incident where no significant harm occurs and: <ul style="list-style-type: none"> ○ A care plan is in place ○ Action is being taken to minimise further risk ○ Other relevant professionals have been notified ○ There has been full discussion with the patient, their family or representative ○ There are no other indicators of abuse or neglect 	<ul style="list-style-type: none"> • Any incident requiring medical attention or attendance at hospital • Multiple incidents where: <ul style="list-style-type: none"> ○ The care plan has not or cannot be fully implemented. ○ It is NOT CLEAR that professional advice or support has been sought at the appropriate time. ○ There have been other similar incidents involving this perpetrator or areas of concern. ○ There are other indicators of abuse or neglect 	<ul style="list-style-type: none"> • Any incident resulting in intentional or intended harm or risk of harm to the victim. • Any incident where a weapon or other object is used with the deliberate intention of harm • Repeated incidents where the victim lacks capacity and is unable to take action to defend themselves • 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