

## Comments or complaints

Please refer to the leaflet 'Complaints and Compliments' which will be given to you by the Social Worker or call  
**Customer Care Team: 0151 511 6941 or  
email: ssdcomplaints@halton.gov.uk**

If you are worried about an adult at risk of harm and may need support, call:

**0151 907 8306**

(Monday-Friday 9am-5pm)

**0345 050 0148**

(Evening/weekend/bank holiday team)

[www.haltonsafeguarding.co.uk](http://www.haltonsafeguarding.co.uk)

If you need this leaflet in a large print or audio, please contact  
Adult Social Care: 0151 907 8306.

If your first language is not English and you would like information about our services in another language, please call us on 0303 333 4300 or email [hdl@halton.gov.uk](mailto:hdl@halton.gov.uk)

اگر آپ کی پہلی زبان انگریزی نہیں ہے اور آپ ہماری خدمات کے بارے میں معلومات کسی دوسری زبان میں چاہتے ہیں تو براہ کرم ہمیں 0034 333 3030 پر فون یا [hdl@halton.gov.uk](mailto:hdl@halton.gov.uk) پر ای میل کریں

যদি আপনার প্রথম ভাষা ইংরেজী না হলে থাকে একে আপনি অন্য ভাষায় আমাদের সার্ভিসেস সম্পর্কে তথ্য জানতে চান, তাহলে দয়া করে আমাদেরকে 0303 333 4300 নম্বরে ফোন করুন অথবা যেকোনো ভাষায় [hdl@halton.gov.uk](mailto:hdl@halton.gov.uk) এমইল করুন।

यदि आप की पहली भाषा अंगरेज़ी नहीं है और आप हमारी सेवाओं के बारे में जानकारी किसी अन्य भाषा में चाहते हैं तो कृपया हमें 0303 333 4300 पर फ़ोन करें या [hdl@halton.gov.uk](mailto:hdl@halton.gov.uk) पर ई-मेल भेजें

如果你的母语不是英语，而你希望得到有关我们服务的其它语言版本的信息，请致电 0303 333 4300或者发送电邮至 [hdl@halton.gov.uk](mailto:hdl@halton.gov.uk)联系我们。

Jeżeli angielski nie jest Twoim pierwszym językiem i potrzebujesz informacji o naszych usługach w innym języku, prosimy o zatelefonowanie do nas pod numer: 0303 333 4300 lub wysłanie maila do: [hdl@halton.gov.uk](mailto:hdl@halton.gov.uk)



## Care enough to say something

**HALTON  
SAFEGUARDING  
ADULTS  
BOARD**

### Safeguarding Adults: Information for families/carers

This advice leaflet has been provided as part of Halton Safeguarding Adults Board commitment to Safeguarding Adults. It complies with the Care Act 2014, which is underpinned by six principles for safeguarding adults. Safeguarding means protecting a person's right to live safely, free from abuse and neglect. It is also about helping people to be aware of their rights, protecting adults at risk of harm and preventing and stopping abuse from happening.

When a concern of abuse or neglect is reported Halton Safeguarding Adults Board has a legal duty under The Care Act 2014 to ensure enquiries are made where the adult is at risk. If the adult does not meet the criteria, signposting and support services which can help the person will be provided.

#### Adult at risk:

An adult at risk is anyone aged 18 years or over who:

- has care and support needs (whether or not those needs are met) and
- is experiencing, or is at risk of, abuse or neglect and
- is unable to protect themselves because of their care and support needs



#### Six principles of Adult Safeguarding:

**Empowerment:** People are supported and encouraged to make their own decisions and informed consent

**Prevention:** it is better to take action before harm

**Proportionality:** the least intrusive response appropriate to the risk presented

**Protection:** support and representation for those in greatest need

**Partnership:** services offer local solutions through working closely with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse

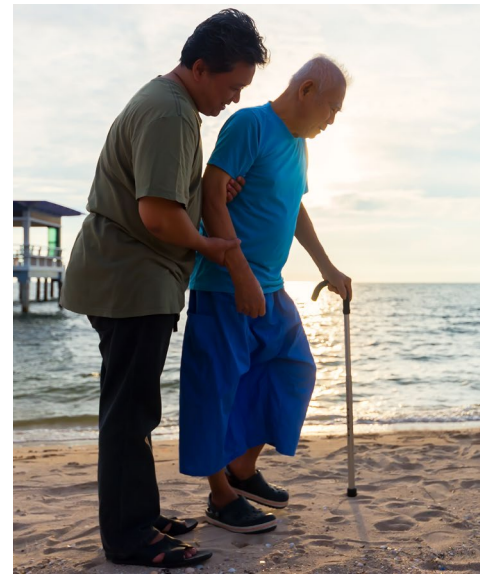
**Accountability:** accountability and transparency in delivering safeguarding

## What happens when abuse is reported?

Adult Social Care have a duty to respond to any claims of abuse, as we must assess the needs of any adult at risk who may need care, support and protection. Abuse can take many forms, such as physical, financial / material, sexual, psychological / emotional, neglect / acts of omission, discriminatory, organisational abuse, domestic violence or abuse, self-neglect or modern slavery. It may be intentional or unintentional, and can happen anywhere.

- It is important that we record the details of the claim as soon as possible.
- We then have to consider the urgency and seriousness of the alleged abuse; this includes reviewing our files on the adult at risk concerned.
- We will speak to people who know the adult at risk, including those involved in their care and support, such as doctors, nurses, family and other carers.
- We have a duty to liaise with police. The Police and Adult Social Care usually investigate serious allegations together.

- We will make contact with the adult at risk and discuss the information we have received.
- We will share information with appropriate, identified individuals. This may include family members and other carers, depending on the circumstances.
- Adult Social Care will always investigate an allegation of abuse of an adult at risk, unless it is an allegation of criminal activity, in which case it will be referred to the Police.
- The adult at risk will always be kept informed, and will be part of the decision making process at all times.
- An advocacy service will be sought where this is needed.
- During the course of any inquiries and investigation, various meetings will be held. Some of these will involve professionals only. For those that lead to a case conference or review, you and/or the adult at risk will be invited, and in this case, the worker involved will explain the process to you in advance. Anyone who visits you or the adult at risk will carry an identification card.



## How long will the process take?

Some adult abuse investigations may be concluded quite quickly, whereas others may be lengthy and more complex. Appropriate people will be kept informed as the investigation progresses and at its conclusion. If you have any questions or concerns, at any time during the process, please talk to the social work team involved (please see contact details at the end of this leaflet).

## What about support for the family?

Carers' need for support will be considered as part of the process. You may also wish to contact one of the following organisations for advice and support:

- **Adult Social Care:**  
0151 907 8306
- **Action on Elder Abuse:**  
080 8808 8141
- **Healthwatch Halton:**  
0300 777 6543
- **Care Quality Commission:**  
03000 616161
- **Victim Support:**  
0808 1689 111
- **Respond** (a Learning Disability charity):  
0207 383 0700

