

What happens when a concern is raised about me?



**Essex Safeguarding
Adults Board**

FAQ

What happens when a concern is raised about me?

1. Social Care will check to see if you are in immediate danger.
2. Someone will talk to you and listen to what you would like to happen. They will keep you informed of what is being done and why.
3. If you are in immediate danger, the social work team may need to contact the police or an ambulance to ensure your safety but if there is no immediate danger, they will discuss with you what to do next.

What happens with the concern?

We have a flowchart at the end of these FAQ's which will help you understand the process when a concern is raised about you.

Who is the concern shared with?

We will always ask for your consent to:

- Begin a safeguarding enquiry
- Share Information with others such as your GP, family members, friends or carers.

However, if other people are at risk we may need to continue regardless of your decision to ensure they are not at risk of harm or abuse.

What is the waiting time to hear back from reporting a concern?

You should be contacted by adult social care within 48 hours of the concern being received.

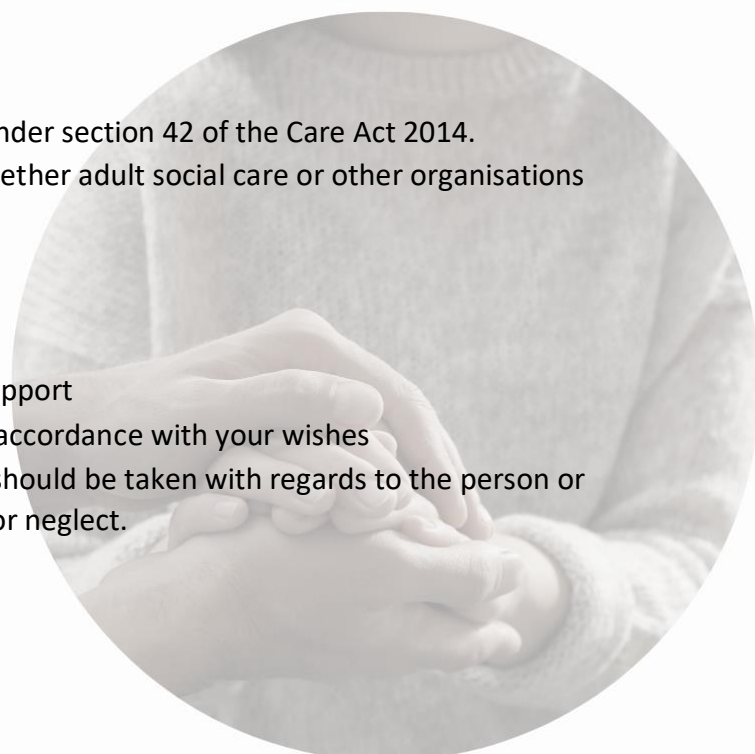
What is a safeguarding enquiry?

A safeguarding enquiry is a statutory enquiry under section 42 of the Care Act 2014.

Working with you, the enquiry will consider whether adult social care or other organisations can do something to help and protect you.

The enquiry will:

- Establish facts
- Gather your views and wishes
- Assess your needs for protection and support
- Protect you from abuse and neglect, in accordance with your wishes
- Decide with you what follow up action should be taken with regards to the person or organisation responsible for the abuse or neglect.



Where ever possible, the outcome of an enquiry should reflect your wishes. You should always be involved from the beginning of the enquiry unless there are exceptional circumstances. If you have difficulty in being involved and no friends or family to support you, adult social care must arrange for an independent advocate to support you instead.

What is a safeguarding meeting?

Safeguarding meetings do not happen in every case however sometimes they are needed to:

- Establish the facts
- Hear your views and wishes
- Identify if further actions are needed to ensure your safety and wellbeing.

A safeguarding meeting can be over the phone or face to face and you can bring someone with you like an advocate, friend or member of your family. Someone can attend on your behalf if you do not wish to/can't go. You will always be spoken to before the meeting to get your views and also after the meeting to update you. There may be other people or organisations invited to the meeting, such as GP, district nurse or formal carers if appropriate.

What is a safeguarding management plan?

A safeguarding management plan will set out actions to help keep you safe and reduce risk.

For more information you can contact:

Essex Social Care Direct

0345 603 7630

Thurrock Social Care

01375 511000

Southend Social Care

01702 215008

Action on Elder Abuse

080 8808 8141

www.elderabuse.org.uk

Samaritans

116 123

www.samaritans.org

Mind

0300 123 3393

www.mind.org.uk

CAB

03444 111 444

www.citizensadvice.org.uk

Mencap

0808 808 1111

www.mencap.org.uk