ADULT PROTECTION: CAUSE FOR CONCERN REPORTING PROCEDURE

1. FUNCTION

1.1 This procedure ensures that all NHS Fife employees are aware of how to submit a cause for concern about an adult at risk of harm under adult protection legislation.

2. LOCATION

2.1 This procedure applies to all NHS Fife premises and community settings where care is provided, e.g. patients' homes.

3. RESPONSIBILITY

3.1 This procedure applies to all employees of NHS Fife.

4. OPERATIONAL SYSTEM

4.1 The procedure at Appendix A outlines the process to be followed in reporting suspicion of an adult at risk of harm.

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4.2 All employees of NHS Fife should follow this pathway when they receive information about an adult at risk or when they see something that alerts consideration of a referral to social work under Fife Adult Protection Guidelines.

4.3 Where there is a potential employee conduct issue, follow the NHS Fife Management of Employee Conduct Policy (No. HR3). This may involve conducting a parallel investigation of both adult protection and employee conduct matters.

4.4 To avoid conflicts of interest, it is advisable that different managers conduct each investigation, if possible.

5. RISK MANAGEMENT

5.1 Non-compliance with these procedures may result in a risk of NHS Fife not meeting its responsibilities under the Adult Support and Protection (Scotland) Act 2007.

6. RELATED DOCUMENTS

6.1 Adult Protection Cause for Concern reporting form (Appendix B).

6.2 NHS Fife Management of Employee Conduct Policy (No. HR3)

6.3 NHS Fife Adult Protection: Cause for Concern Reporting Policy

7. REFERENCES

7.1 Adult Support and Protection (Scotland) Act 2007 asp 10 (ASPA)

7.2 Fife Multi-Agency Adult Protection Guidance 2011 (Adult Protection Guidance)

7.3 Adult Protection website (Act against harm)

7.4 Adult Protection information on NHS Fife Intranet

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Appendix A: NHS Fife Adult Protection Cause for Concern Reporting Procedure

NHS Fife Adult Protection Flowchart A

When you receive information about or observe something that alerts you to consider a referral to social work under Adult Protection procedures, do the following:
[see note 1]

Ask these questions:
a) Is the patient/client in immediate danger?
b) Is there a medical emergency?
c) Has a crime been committed?
[see note 2]

THEN, IN ALL CASES

Report to your manager who will carry out these 3 actions
[see note 3]

In all cases

Manager reports the incident to Social Work
[see note 4]

Where a crime is suspected

Manager decides whether to call police
[see note 5]

In all cases

Report through internal systems
[see note 6]

Now go to Flowchart B

REMEMBER
It is NOT your responsibility to:
• Investigate suspected or alleged harm;
• Evaluate the grounds for concern; or
• Seek proof before making a referral to Social Work

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1. Information about an adult at risk of harm can be received by a variety of methods, for example:
   - Disclosure of harm from another person
   - You may observe the adult being harmed
   - You may suspect the adult to be at risk of harm from another person
   - The adult may be at risk of self-harm

When you receive information about an adult at risk or when you observe something that alerts you to consider a referral to social work under adult protection procedures, you should consider the following questions:

1. a) Is the patient/client in immediate danger?
   - Assess immediate risk and take appropriate action to ensure his/her safety
   - You may have to remove the person from the dangerous situation

b) Is there a medical emergency? If so, this will require immediate attention and will take priority. **You must do this even if the patient/client does not want you to.**
   - Contact the ambulance service
   - Administer emergency first aid

c) Do you suspect that a crime has been committed?
   - Never remove any evidence which may be used for an investigation
   - It is important to preserve evidence of harm; e.g. locking door, restricting access to area
   - Your manager will make the decision about contacting the police (see note 5)

2. In ALL cases report the incident to your line manager:
   - You have a duty to pass on information of any alleged harm as a matter of urgency
   - You must do this even if your immediate manager is unavailable [refer to local procedures]
   - Immediately write down what the adult has said, what you have seen, or your suspicions

Managers will carry out the following:

3. In all cases where Adult Protection issues are suspected, the manager will report the incident to Social Work: **See Flowchart B.**

4. Where there is suspicion that a crime has been committed, the line manager must decide whether to contact the police.
5. Report the incident through your normal internal reporting systems following local procedures. See Flowchart B.

PLEASE NOTE, It is NOT your responsibility to:

· Investigate suspected or alleged harm, at this time;
· Evaluate the grounds for concern; or
· Seek proof before making a referral to Social Work.
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Information about an adult at risk will usually be received through one of the following processes.

1. **a) Patient Relations Department:** When you receive a report which may require action under Adult Protection Procedures, you will:
   - Send the report to the appropriate senior manager for investigation
   - Enter the details of the report into a dedicated database

1. **b) NHS Fife staff:** When you receive a report which may require action under the Multi-agency **Adult Protection Guidelines**, you will:
   - Assess the immediate risk and take appropriate action to ensure the patient/client’s safety
   - Assess whether there is a medical emergency, if so contact the ambulance services
   - Inform a senior manager as a matter of urgency
   - Immediately write down what the adult has said, what you have seen, or your suspicions
   - Where you suspect a crime has been committed, never remove any evidence which may be used for an investigation
   - Preserve evidence of harm; e.g. locking door, restricting access to area
   - **See Flowchart A**

2. **Senior Manager:** When you receive a report which may require action under Adult Protection Procedures, you must
   - Ensure the adult is safe and no longer at risk of harm; this may mean removing the adult and/or a member of staff from the area
   - Decide whether it is appropriate to inform the police
   - Assess whether this is an Adult Protection issue: relevant criteria
     - The adult is unable to safeguard his/her property, safety or welfare
     - The adult is at risk of harm
     - The risk of harm is due to a mental disorder or a physical disability

3. **Where you suspect that this is an Adult Protection issue:**
   - All allegations of harm must be reported to social work without delay
   - Contact must be made initially by phone to Fife Social Work Department on **01383 602200**
   - Indicate this is a referral under the Adult Support and Protection Act
   - Complete the Multi-agency **Cause for Concern** form without delay and deliver it to the relevant Social Work office (a blank Cause for Concern form is attached to the end of this procedure or you can download one [here](#). Guidance on completing the form is also available [here](#)).

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· Discuss with social work who will carry out the initial investigation; in some situations it may be appropriate for the investigation to be carried out jointly with social work
· Investigate the incident using the Adult Protection Procedures
· Report your findings to social work within an agreed timescale
· Carry out any agreed actions
· Send details of the incident to your senior manager

4. **Where there is a potential employee conduct issue:**
   · Follow NHS Fife Management of Employee Conduct Policy (No. HR3)
   · This may involve conducting a parallel investigation of both adult protection and employee conduct matters. To avoid conflicts of interest, it is advisable that different managers conduct each investigation, if possible.
Appendix B

FIFE MULTI-AGENCY ADULT CAUSE FOR CONCERN FORM

Is the person in immediate danger? Has a crime been committed? Is there a medical emergency? Contact Police and/or ambulance service.

IN ALL CASES: Report to Social Work Contact Centre by calling the Adult Protection Phone line: 01383 602200. Then complete this form.

The Adult Support and Protection (Scotland) Act defines ‘adults at risk’ as individuals, aged 16 years or over, who:

- are unable to safeguard their own well-being, property, rights or other interests;
- and are at risk of harm; and
- because they are affected by disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than others who are not so affected.

REFERRED BY:

Name and Job Title:
Agency/Dept:
Address:
Telephone Number:
E-mail address:
Line Manager:

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FULL DETAILS OF THE ADULT YOU ARE CONCERNED ABOUT:
Name: 
Address: 

Telephone Number: 
Date of Birth: 
Gender: 
Ethnicity: 
Disability: Yes No Don't Know
If Yes please specify: 
Are there any known/suspected capacity issues? Yes No 
If Yes please specify: 

GP Practice: 

DETAILS OF NEAREST RELATIVE (if known)
Name: 
Address: 

Telephone Number: 
Mobile Number: 
Date of birth: 
Nature of relationship: 

DETAILS OF ANY OTHER AGENCY PRIOR INVOLVEMENT (if known)
Police: 
Details of Officer and Station: 

Social Work: 
Details of Worker and Dept: 

Health: 

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File Name: Issue Originator: Page 10 of 13 Review Date:
Details of any health professional and office:

Other Agencies:
Details if known:

**HOW DID THE CONCERNS COME TO YOUR ATTENTION?**

<table>
<thead>
<tr>
<th>Option</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendance at incident</td>
<td></td>
</tr>
<tr>
<td>Through direct observation of the adult at risk</td>
<td></td>
</tr>
<tr>
<td>Through direct observation of the responsible carer</td>
<td></td>
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<tr>
<td>Third party notification</td>
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<td>Through another agency</td>
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<tr>
<td>Other, please specify</td>
<td></td>
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</tbody>
</table>

**CATEGORY OF HARM**

<table>
<thead>
<tr>
<th>Harm Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical Harm</td>
<td></td>
</tr>
<tr>
<td>Psychological/Emotional Harm</td>
<td></td>
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<tr>
<td>Sexual Harm</td>
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<tr>
<td>Financial Harm</td>
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<tr>
<td>Neglect</td>
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<tr>
<td>Self-Harm</td>
<td></td>
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<tr>
<td>(self-neglect/self-injury/self-poisoning)</td>
<td></td>
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</tbody>
</table>

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DETAILS OF ANY ALLEGED PERPETRATOR/HARMER:

Name:
Address:
Telephone Number:
Date of Birth:
Gender:
Ethnicity:
Relationship to Adult at Risk:

FULL DETAILS OF OTHER ADULTS/CHILDREN RESIDENT IN THE SETTING

Name:
Address:
Telephone Number:
DOB:
Gender:
Ethnicity:
Relationship to Adult:

If in a group living situation provide details of a relevant senior staff member:

BRIEF DETAILS OF CIRCUMSTANCES:
Please detail concerns including where the incident occurred, any risk issues and any action you have taken.
This should be to a standard to allow the text to be shared with partner agencies.

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INFORMATION SHARING
Have you informed the individual that this information will be shared with partner agencies due to concerns regarding risk of harm?

Yes □
No □

If No please detail why:

COMPLETED BY
Name:
Agency:
Date report completed:

AUTHORISED BY
Name:
Agency:

REFERRED TO:
Name:
Agency:

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