



Safeguarding Adults Procedure

What is Safeguarding?

Safeguarding means protecting an adult's right to live in safety, free from abuse or neglect.

How is this done?

Everyone has a responsibility to look out for their neighbours and friends and to offer assistance if someone is being harmed or neglected, or if they are no longer able to look after themselves or ensure their own safety.

If you visit someone as a volunteer for the North Walsham Good Neighbour Scheme and you notice or are told something that makes you think that someone is not safe or could be being abused in some way, then you should:

- Tell the person that you are concerned for their well being; reassure them, and ask them what they would like you to do. Listen carefully but don't ask probing questions. Stay calm and take careful note of everything.
- Ask the person for their permission to tell someone else.
- If permission **is** given, tell the NWGNS coordinator or **safeguarding person** (Judy 01692 407655 or Jacqueline 01692 403413) and discuss your concerns. You can make a referral yourself to the local Safeguarding Adults Team (**0344 800 8020**) if help from Social Services is **needed and wanted**. A call to this number may be the most effective way to bring urgent assistance.
- Ring the police (**999** for emergencies or **101** for non emergencies) if a crime is or may have been committed.
- If permission is **not** given to share what you have seen or been told, discuss your worries with the NWGNS safeguarding person without naming the person you have visited. A decision will have to be made as to whether the situation is so serious that confidentiality needs to be breached and a safeguarding referral made.
- Write down everything you have seen or been told as soon as possible. A special form (appendix A attached) and black ink should be used. This will be needed by the Safeguarding Team if a referral is made or by the police if a crime is investigated.

Although you may not have come across it, sadly the abuse of adults is increasing and most often occurs in their own homes by people they know and trust. It takes many different forms (see NWGNS Safeguarding policy). Sometimes people do not realise that they are being abused or that they are no longer able to look after themselves well enough to remain safe in their own homes.

Adults have the right to refuse help and take risks as long as they are capable of understanding those risks. Difficult judgements are involved in safeguarding adults and the specialist teams are trained and experienced in making these judgements. However they can only safeguard people who they know about.

If you need more information about adult abuse or safeguarding, ask the **safeguarding person (see above)**.