

# SAFEGUARDING ADULTS

**C**ompassion

**O**utcomes

**D**uties

**E**mpowerment

pushing  
bullying  
pinching  
withholding  
food & drink  
coercion  
intimidation  
hitting  
isolating  
emotional abuse  
restraint  
shaking  
misusing medication  
scalding  
teasing  
sexual abuse  
leaving on own  
blaming  
stealing money or benefits  
neglect  
leaving on own  
ignoring needs

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*Financial Abuse*

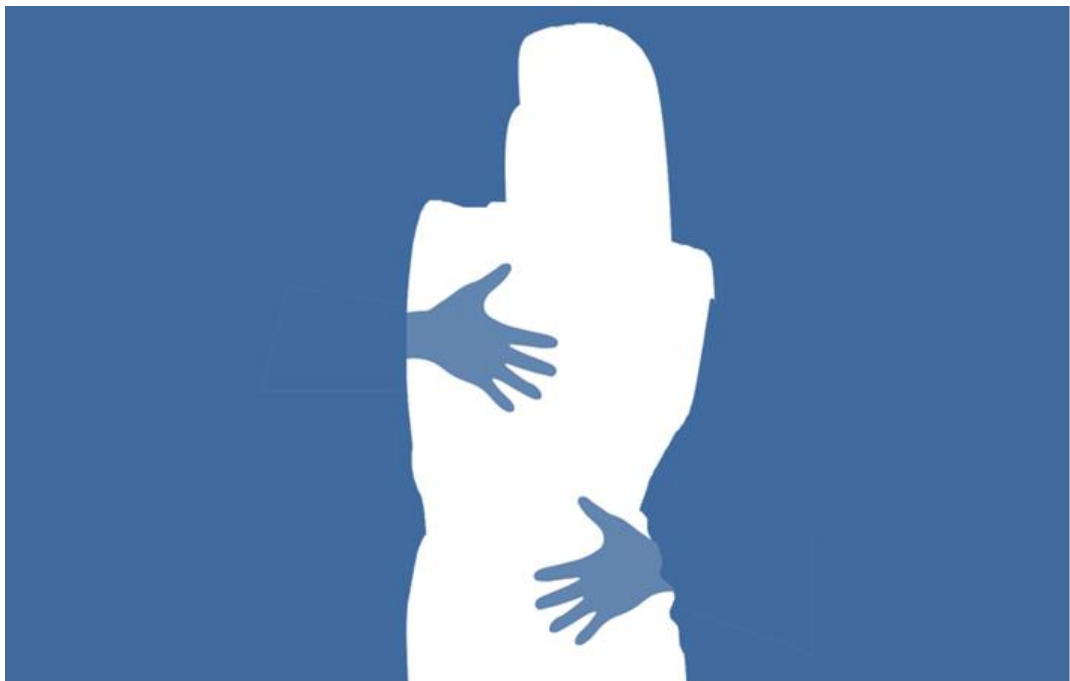
# 1. Introduction

This Code sets out best practice minimum standards that anyone who is experiencing Solihull's Safeguarding Adults Procedures can expect.

## **Specifically it sets out:**

- What individuals have a right to expect from Solihull partners if they are experiencing Solihull's safeguarding adults procedures
- What 'carers' are entitled to when someone close to them or for whom they have caring duties for, is experiencing Solihull's safeguarding adults procedures
- The duties on partners and providers
- The expectation on organisations to support their staff to meet the duties and ensure this code is adhered to.

***These best practice minimum standards must NOT increase an individual's safeguarding risks or place them in any further danger.***



*Sexual Abuse*

## 2. Individuals rights and responsibilities

### You have a right to:

- Know a Safeguarding Adults Concern is being raised with Solihull Adult Social Care.
- To be asked at the earliest possible time what matters to you and what you would like to happen.
- Help and support to report abuse and/or be involved throughout the safeguarding adults process.
- Be listened to and for what you say to be taken seriously.
- Be given information that you can understand.
- Be given the opportunity to be seen alone or with independent support during the enquiry process.
- Have any safeguarding enquiry focus on improving your wellbeing and safety.
- If you are unable to make decisions for yourself, you will be told what decisions are made for you and why these decisions are being made on your behalf.
- Professionals and practitioners being open and honest with you about what they can do and what they can't do.
- Be referred to an organisation that may be able to provide you with support.
- See information about you and your safeguarding concern and enquiry.
- Be given an opportunity to tell us what your experience of Safeguarding was especially how satisfied you were with the end result of what people did to try and keep you safe.
- Make a complaint if you are unhappy with the support you receive or the outcome.

### You have a responsibility to:

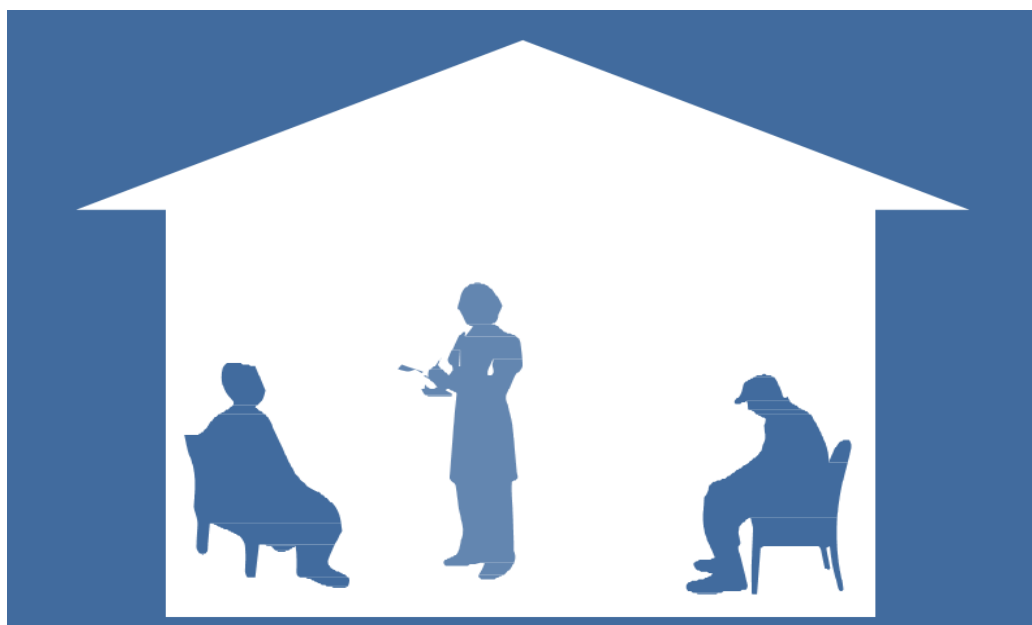
- Listen to the concerns that people who are supporting you have and respect their views.
- Consider the risks to other people and share information to protect others.
- Be honest about what has happened and the impact on you.

### 3. Carers entitlements

For the purpose of this code a carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.

#### Carers are entitled to:

- Have any safeguarding concern they have raised, listened to and where appropriate acted upon.
- Information about safeguarding and the safeguarding process.
- Be involved with the safeguarding adult's activity relating to someone close to them or for whom they have caring duties for (as appropriate).
- Know if there are concerns about their conduct and their entitlement to have independent representation or advocacy.
- Be appropriately kept informed of the safeguarding activity.
- Professionals and practitioners being open and honest with them about what they can do and what they can't do.
- Be referred to organisation that can provide support or offered an assessment of their needs.



*Organisational abuse*

## 4. Partners and providers duties

For the purpose of this code, partners and providers include: SMBC Adults Social Care, WM Police, Primary Care, Secondary Care, providers of Health and Social Care Services, Regulators, DWP, Emergency Services, CPS, Independent and Voluntary Services. This is not an exhaustive list.

Partners and providers have a duty to work together to help and protect adults. This code should be read in conjunction with the Adult Safeguarding: Multi-agency policy and procedures for the protection of adults with care and support needs in the West Midlands.

### **Partners and providers have a duty to:**

- Wherever possible tell individuals they have a Safeguarding Adults Concern before they raise them with Solihull Adult Social Care.
- To ask individuals at the earliest opportunity and at regular intervals throughout the safeguarding process, what matters to them and what they want to happen. To also understand an individual's wishes may change during the safeguarding process.
- Provide individuals with help and support so that they can report abuse and/or be involved in the safeguarding adult's process.
- Listen to individuals, take what they say seriously and understand the impact the safeguarding has had on the individual.
- Give information in a format that is accessible to individuals concerned.
- Provide individuals the opportunity to be seen alone or with independent support during the enquiry in a timely manner– and where ever possible in the individuals own personal space.
- Consider individuals Mental Capacity in line with the Mental Capacity Act 2005.
- Tell individuals what decisions are being made in their best interest when they lack capacity to make them.
- Be open and honest with individuals about what they can do and what they can't do.
- Refer individuals to organisations that may be able to provide them with support.
- Ensure enquiries are proportionate, timely and focus on individual's wellbeing and safety and the safety of others if appropriate, so they can decide what actions (if any) are needed to help and protect them.

- Share information and work collaboratively with relevant partners to improve individual's wellbeing and safety.
- Give individuals an opportunity to tell us what their experience of Solihull Safeguarding Adults Process was especially how satisfied you were with the end result of what people did to try and keep you safe.
- Tell individuals how to make a complaint if they are unhappy with the support they received or the outcome.

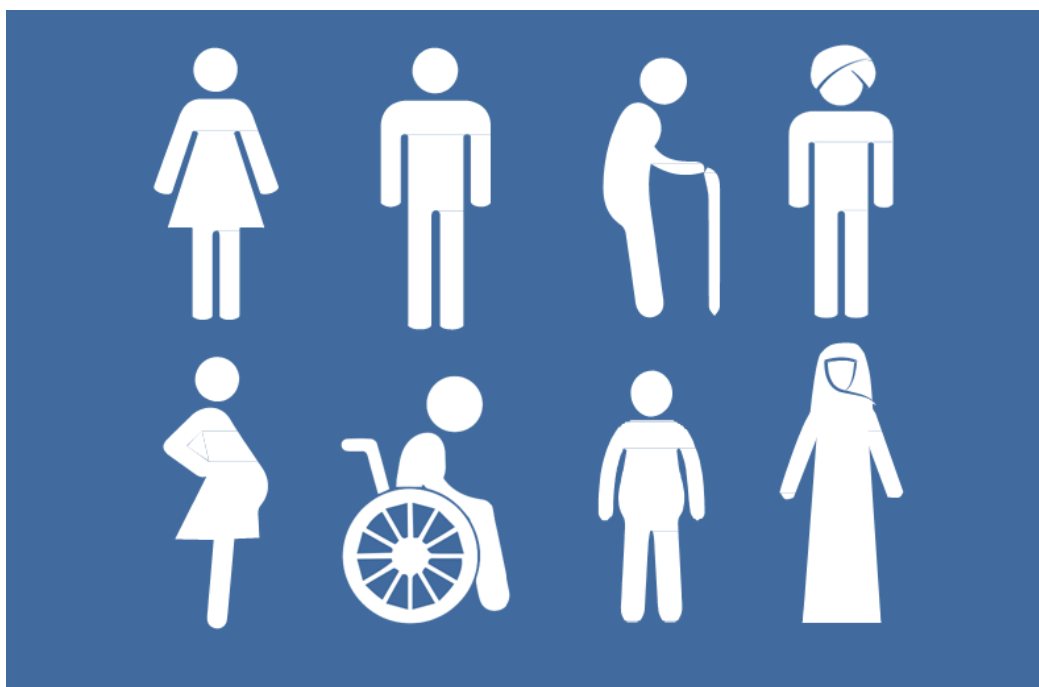


*Self Neglect*

## 5. Expectations of Organisations

### Organisations are expected to:

- Provide leadership and direction in implementing Making Safeguarding Personal.
- Be committed to working together to improving individual's wellbeing and safety.
- Take responsibility for the prevention and early intervention of abuse and harm.
- Respond to abuse or neglect to ensure individuals wellbeing and safety.
- Ensure their safeguarding practices are empowering and supportive.
- Support their staff to meet the duties of this code. (For example - through regular face to face supervision, training etc.)
- Have a range of policies, procedures and protocols in place for collaborative working and sharing of information.
- Have robust systems in place to ensure this code is adhered to.
- Take actions when things go wrong.



*Discriminatory Abuse*



## 6. References

The Care Act 2014

Care and Support Statutory Guidance Issued under the Care Act 2014



*Neglect*

## Contact details and links

If you require any further information, please contact the Solihull Safeguarding Adults Board Business Team:-

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Council House  
Manor Square  
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