

Safeguarding Adults

Plain English Guide

What is this guide about?

This guide has been written by the Rochdale Borough Safeguarding Adults Board.

They are known as the RBSAB.

The guide is to help you understand what safeguarding adults means.

The Board is a committee. It is made up of different people like social workers, police officers and nurses.

It is our job to protect people in the Rochdale borough from abuse or neglect.

When abuse or neglect happens, we work together to stop it happening.

What does safeguarding adults mean?

Safeguarding Adults means working together to stop abuse happening and help everyone to live free, happy lives and make their own choices.

What is abuse?

Abuse is when someone does or says things to make you upset or frightened.

Abuse can happen in different ways.

Sometimes you may not realise you are being abused. Other people may recognise it.

Abuse could be

- Emotional
- Financial
- Sexual
- Physical
- Neglect
- Discrimination

Tell someone

If you think that you or somebody you know is being abused you should tell someone.

You can tell someone you trust.

This could be:

- A nurse
- The police
- A social worker
- A family member
- A friend
- A carer or support worker

In an emergency ring 999

Once you have told someone you trust they should tell Adult Care.

This is called making a safeguarding adults referral.

What is a safeguarding adults referral?

A safeguarding adults referral is when someone tells Adult Care that abuse is happening.

Anyone can make a safeguarding adults referral

Monday to Friday

8.30am – 4.45pm

Ring **0300 303 8886**

Weekends and evenings

4.45 pm – 8.30am

Ring **0300 303 8875**

You can write to:

Adult Care
Third Floor
Number One Riverside
Smith Street
Rochdale
OL16 1XU

Or email:

Social.services@rochdale.gov.uk

Remember: As soon as people know you may be unsafe, action will be taken.

What happens when someone tells Adult Care that abuse or neglect is happening?

When Adult Care get a safeguarding adults referral they need to find out more information to decide how to deal with the concern.

To help decide what should happen, Adult Care will:

- Talk to you about what has happened and offer you support.
- Talk to other people to find out what has happened.
- Take action to make sure you are safe.

What happens after a safeguarding adults referral?

This section explains what happens after a safeguarding adults referral has been made.

If abuse or neglect is taking place, Adult Care must start a safeguarding adults enquiry.

This means finding out more about the abuse or neglect and how to keep you safe.

There are different stages in a safeguarding adults enquiry.

Safeguarding could end at any of the stages.

A decision will be made with you about whether the safeguarding adults enquiry should end.

Stage 1

A safeguarding adults referral is made to Adult Care.

Stage 2

Adult Care gather more information about the abuse or neglect.

Stage 3

A plan is made to investigate the concerns of abuse or neglect. A person or agency completes the investigation.

Stage 4

The plan to keep you safe is talked about at a meeting. A decision will be made about whether there needs to be another meeting to check the plan is working.

Information for you

If you are the adult who has been abused, the professionals need to know your views. If you want someone else to speak for you or go to the meetings for you, that is okay.

If you would find it very difficult to get involved, Adult Care have to find out if there is someone who could support you or represent you. This could be a family member, friend or advocate.

You will be invited to meetings and you will get help to get to the meetings.

What happens at safeguarding adults meetings?

Every safeguarding adults meeting has a chairperson. They run the meeting and make sure you understand what is being talked about.

You can talk to the chairperson before or after the meeting.

They will explain what is going to happen at the meeting. They will answer any questions you might have.

There will be an agenda. This is a plan of what will be talked about at the meeting.

Everyone at the meeting will listen to you.

You can talk about what has happened to you.

You can say how you feel about it now.

You can say what you want to happen next.

You can ask if you do not understand what is being said.

There will be someone taking notes at the meeting.

These are sometimes called minutes. Notes are made so people remember what was talked about.

You will be sent a copy of the minutes and the Safeguarding Adults Plan if you want them.

Privacy

Sometimes it might not be possible to invite you to a meeting. This might be because other people will be talked about and it is not possible to share their private information with you.

The other people would not be invited to the meeting either and would not be told anything about you.

It is important that information about you is kept private.

If you are not invited you will be told what is being done to protect you.

You will be asked if there is anything else that you think needs to be done.

The end of the safeguarding adults enquiry.

The safeguarding adults enquiry will only end when professionals are sure that everything has been done to keep you safe.

You can say if you think anything else needs to be done.

Everyone that has been involved will be told what has been done and why it is safe to end the safeguarding adults enquiry.

What to do if you are not happy with what has happened

If you are unhappy about the process you can tell the Safeguarding Adult Manager in Adult Care why you are not happy.

If they don't make it right, contact
The Customer Feedback Team

feedback.council@rochdale.gov.uk

01706 923537

Customer Feedback Team
Floor 2
Number One Riverside
Smith Street
Rochdale OL16 1XU

Information for you

Your point of contact is

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You can contact them if you have any questions

Their phone number is

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Their email address is

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You can contact them at these times

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Your safeguarding adults meeting will be on

Date	
Time	
Where	

The other people at the meeting will be

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There might be more safeguarding adults meetings. You can write them down here:

Date	
Time	
Where	

If you are worried that someone is at risk of abuse or neglect, tell us.

For adults, ring

0300 303 8886

For children, ring

0300 303 0440

In an emergency always ring 999.

You can find more information
at www.rbsab.org