Trainer notes – Module: 2b – Adults – The duty to report

* PowerPoint for module
* Everyone should have the Wales Safeguarding Procedures App on phone or tablet to refer to throughout the module
* Suggested Handout:Pointers for Practice: 10 Key Principles for Managing Disclosures

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| Slides | References | Notes |
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| 3 | Glossary<https://safeguarding.wales/glossary.html>Section 2 Recognising an adult at risk of abuse and neglect<https://safeguarding.wales/adu/a2/a2.p8.html> | Trainer to add/stress:Practitioners should also remember that their concerns may, in isolation, not seem significant. However, alongside those from other agencies and sources they may build up a picture which suggests that an adult at risk may be suffering or at risk of abuse or neglect.**Example***A GP sees an older patient with dementia, who does not appear to be responding to treatment for ulcerated legs. Whilst the patient’s carer, who is a family member, assures the doctor the prescribed treatments are being followed the GP questions whether this is the case. She consults initially with other health professionals and the information shared indicates the patient is at risk of neglect. The GP has a duty to report.***Evidence required**As evidence of **abuse** may not always be present, suspicion of abuse or **neglect** may take the form of ‘concerns’ rather than ‘known facts’. Alternatively, ‘concerns’ may be based on information derived from a variety of sources or may accumulate over time.**Example***Concerns about possible abuse or neglect of a resident in an older person’s home may result from an accumulation of information obtained from the individual, family member, volunteers and ancillary staff. This constitutes a duty to report.* |
| 4 | Settings<https://safeguarding.wales/adu/a2/a2.p8.html>Pointers for Practice: Potential barriers to recognising and reporting abuse and neglect<https://safeguarding.wales/adu/ap/a2p.p1.html> | Trainer to point out:The concerns may also be present when the individual is already known to social services. Therefore, do not presume because the individual is known there is no need to report. Always report. |
| 5 | Section 2Managing concerns from the general public<https://safeguarding.wales/adu/a2/a2.p11.html>Managing concerns from the general public<http://www.myguideapps.com/projects/wales_safeguarding_procedures/default/chi/c2/c2.p14.html?nocache=0.6557602558943607>  | Trainer to explain:* Whilst reports from the public remain low, they are **increasing** in number because of a **growing public awareness** of abuse and neglect.
* If in a non-professional capacity, it is **important** that the practitioner lets the member of the public know that they have a duty to report the concerns.

**Work life****Examples***A class teacher may hear from a parent that a child who came to play told the parent ‘my daddy likes touching me in my pants’.* ***The practitioner has a duty to report.****A housing officer is told by a resident in a block of flats that two young children are often left alone during the evening in the neighbouring flat.* ***The practitioner has a duty to report.*****Private life****Example***An occupational therapist is at a party. Another guest begins talking to them and tells the occupational therapist that she’s left her husband looking after their children aged 9 and 11. She is separate from her husband. The guest is worried about this as she suspects, from what the children have said, he is photographing them undressed.* ***The practitioner has a duty to report.*** |
| 6 | Section 2 Anonymity<https://safeguarding.wales/adu/a2/a2.p12.html> | Trainer to stress:It is important that you let the member of the public know you have a **duty to report** concerns.**Example***A visitor to a hospital ward tells a member of nursing staff that a patient in the bed next to their family member has told them that her husband ties her to the bed when he wants to go out. This patient has early onset dementia.*Trainer to expand:Members of the public can remain anonymous if they wish to do so unless a crime is suspected, and they are required as witnesses in legal proceedings. Explain, whilst respecting any wish to remain anonymous, that this may not always be possible, for example if a crime is suspected.Where possible members of the public should be encouraged to provide their contact details.**Practitioners** including employees, professionals, independent contractors, should be aware they cannot remain anonymous when making a report to social services. The position for volunteers should be included within the code of conduct with the organisation in which they volunteer. |
| 7 | Section 2Managing concerns from the general public<https://safeguarding.wales/adu/a2/a2.p11.html> |  |
| 8 | Section 2What to do if an adult at risk tells you that they or another person is or has been abused or neglected<https://safeguarding.wales/adu/a2/a2.p10.html> | Trainer to stress:* The **way** in which the practitioner responds to these initial disclosures determines whether the adult continues to describe what has happened to them or shuts down and retracts anything they may already have said.
* As these accounts can prove crucial in legal proceedings, the way in which practitioners manage them is important.
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| 9 | Pointers for Practice: 10 key principles for managing disclosures of abuse and neglect<https://safeguarding.wales/adu/ap/a2p.p2.html> | Trainer to distribute handout:Pointers for Practice: 10 Key Principles for Managing DisclosuresTrainer to stress:It is vitally important that as soon as you have the opportunity you must record what has been said to you as this may be **the first and only account available to the police**.**Example***A housing officer visits a man with learning disabilities because there have been complaints from neighbours about noise, ‘partying’ and drunk visitors.* *The man says he has new friends “who are very nice to him”. The housing officer repeats what he’s said: “You’ve got new friends”. The man replies: “Yes, they bought me a new large screen TV, get me lots of takeaways and bottles of beer.”* *The housing officer observes the TV, empty pizza boxes and bottles. And once again reflects back: “they buy you things”. “Yes, they do it because I am nice to them and let them keep stuff at my flat”.* *The housing officer responds: “So you keep stuff for them, can you tell me more about that?”. “Yes, and it’s great because people keep coming to see me to collect the parcels. I’ve got lots of friends now.” The housing officer has a****duty to report****.*Trainer to stress:Do not promise to keep what you have been told secret or confidential as practitioners have a duty to disclose information to social services and in some cases the police.Remember reporting concerns is not a betrayal of trust. |
| 10 | What to do following a disclosure<https://safeguarding.wales/adu/a2/a2.p10.html> | Trainer to expand:* **If** your line manager and/or the designated safeguarding person (DSP) are **not available, contact social services**
* Do not delay
* **Do not confront the alleged abuser**
* **Do not worry that you may be mistaken:** Practitioners will always be taken seriously by social services. it is better to discuss the disclosure with somebody with the experience and responsibility to make a decision than take no action.

**Record**Record, as soon as you can and no later than 24 hours following the disclosure, what you have been told:* use the exact words the adult used
* describe the circumstances in which the disclosure happened, the setting and anyone else who was present
* be aware that the report may be required for legal action or disciplinary procedure so be sure to separate fact from opinion
* make a note of the date, time, place and people who were present when the disclosure took place.
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| 12 |  | Trainer note: You may wish to re-direct to the module on imminent concerns.**The need to seek advice should never delay any emergency action needed to protect an adult.** |
| 13 | Seeking agency advice and initial discussions with social services<https://safeguarding.wales/adu/a2/a2.p9.html> | Trainer to point out: * The role of DSP may be called different titles in different agencies, so the procedures consistently use the term **DSP** to refer to this **role**.
* All practitioners should know who to contact in their agency for advice and they should not hesitate to discuss their concerns no matter how insignificant they may appear.
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| 14 | Contacting social services for guidance<https://safeguarding.wales/adu/a2/a2.p9.html> |  |
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| 17 | Section 2The ‘statutory duty to report’ explained<https://safeguarding.wales/adu/a2/a2.p2.html> | **Example***A care worker has become aware that an adult she is working with has had a relative move in with them following being made homeless.* *Whilst there is no evidence of actual abuse having taken place, the care worker has noticed that the adult now presents as anxious and nervous, and eager not to offend the relative. The care worker has a duty to report as they have reasonable cause to suspect that this adult is at risk.*Trainer to stress:If any person has knowledge, concerns or suspicions that a child or adult is suffering, has suffered or is likely to be at risk of abuse, it is their responsibility to ensure that the concerns are referred to social services or the police who have statutory duties and powers to make enquiries and intervene when necessary.**This is not a matter of personal choice.** |
| 18 | Responsibilities to report<https://safeguarding.wales/adu/a2/a2.p3.html> |  |
| 19 | Responsibilities of those not included as relevant partners<https://safeguarding.wales/adu/a2/a2.p3.html> | All those whose agencies are not included as ‘relevant partners’ above are still expected to report any safeguarding concerns in the same way as those with a specific duty to report. This includes both paid and non-paid practitioners in third sector organisations (this includes: independent contractors and sub-contractors, independent professionals and private organisations). Volunteers should agree to adhere to a code of conduct with the organisation in which they volunteer. |
| 20 | Duty to report concerns (including abuse and neglect) about a practitioner<https://safeguarding.wales/adu/a2/a2.p4.html>Pointers for Practice: Professional concerns<https://safeguarding.wales/adu/ap/a2p.p3.html>See also:Section 5Safeguarding Allegations/ Concerns about Practitioners and Those in Positions of Trust<https://safeguarding.wales/adu/index.a5.html> | The duty to report extends beyond the working context. This means if any practitioner becomes aware of concerning behaviour of, for example, a friend, family member or neighbour, who is also a practitioner they must report their concerns.**Examples***A practitioner is aware that a teacher living on their street is being physically abusive towards their partner.**A friend tells you their job is so cushy they have sleep-ins for an older person with dementia. They say they leave the older person in their bedroom with the TV after the carers have done their last call at 6pm and never bother to check on them.* |
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| 22 | Reporting concerns about an adult at risk of abuse and/or neglect<https://safeguarding.wales/adu/a2/a2.p5.html> | **Example***A man with learning disabilities, who is resident in one part of Wales is holidaying in a caravan park in another part of Wales. The man is taken to the local A&E with a fracture to the arm that occurred that day. The doctor suspects non-accidental injury and contacts the local social services in which the caravan park is placed. The doctor has a duty to report.* |
| 23 | Contact outside of office hours<https://safeguarding.wales/adu/a2/a2.p5.html> | **Example***A home care worker visits individual with learning and physical disabilities on a Sunday morning to get them washed and dressed. The individual tells the worker a friend has been staying with them and has been sharing their bed and ‘making me do things’ they did not want to do. The ‘friend’ has gone out to get a paper and the individual says they do not want the friend to stay any longer. The worker has a duty to report.* |
| 24 | Managing immediate concerns about the safety of an adult at risk<https://safeguarding.wales/adu/a2/a2.p6.html> |  |
| 25 |  | **Example***A district nurse is outside the house of an adult patient. They hear what appears to be the adult being assaulted by a family member. They phone the police immediately.* |
| 26 | When to contact the police<https://safeguarding.wales/adu/a2/a2.p7.html> |  |
| 27 |  | Examples of possible crimes include: * alleged sexual assault
* alleged physical injury
* allegations of theft
* threats and aggressive behaviour by a suspected perpetrator
* human trafficking
* honour killings
* female genital mutilation (FGM).

All the above would indicate that there is a duty to make a report. |
| 28 |  | Trainer:See also the module on capacity and consent. |
| 29 |  | Trainer to add:If a decision is made that the wishes of an adult at risk with capacity is over-ridden, **the reasons for this must be made clear and documented.** |
| 30 |  | Trainer: See also the module on capacity and consent. |