 

# **Adult Safeguarding Referral**

If you have a concern that an adult who has care and support needs is experiencing, or is at risk of abuse or neglect, please refer this to the Adult Social Care team in the Multi-Agency Safeguarding Hub (**MASH**). If you wish to use it, this form can help you give the information needed, but we are happy to receive referrals that do not use this form. Anyone can use this form, including members of the public.

[You can find more information about referring an adult safeguarding concern to us, including an online referral form, on our website.](https://www.surreycc.gov.uk/adults/care-and-support/concerns)

## Contacting the MASH

**In an emergency, always dial 999 for the police.**

* Email: ascmash@surreycc.gov.uk
* Telephone: 0300 470 9100 (available 9am to 5pm, Monday to Friday)
* SMS: 07527 182 861 (for people with impaired hearing) (your message will come to the MASH via the Adult Social Care Contact Centre)
* Post: Surrey MASH for Adults, Quadrant Court, 35 Guildford Road, Woking, GU22 7QQ

Emails will be sent to the MASH securely if your email service uses Transport Layer Security.

**Out of hours**

* Call the Adult Social Care emergency duty team on 01483 517898

## What will happen next?

What will happen next will depend on the views and wishes of the person the concern is about, the nature and seriousness of the abuse or neglect and any possible risk to others. Where necessary, we will work with the person, and with any other organisations that need to be involved, to find out what is happening and to protect the person from further abuse.

## Section A: Self-neglect

The policy of Surrey Safeguarding Adults Board is that we start with the presumption that concerns that someone with care and support needs may be neglecting themselves are often better dealt with through a referral [for an assessment of their care and support needs](https://www.surreycc.gov.uk/social-care-and-health/adults/social-care-and-assessments) rather than being dealt with as an adult safeguarding concern. In the process of dealing with that referral for an assessment we can consider if there are any adult safeguarding concerns, so there is no need to refer an adult safeguarding concern if there has already been a referral for an assessment of care and support needs.

There are some occasions where an adult safeguarding referral about self-neglect should be made, such as when there is a concern that people or organisations who ought to have supported the person have failed to, or where someone is blocking the person from getting the support they need.

| **Question** | **Your answer** |
| --- | --- |
| **Is your concern about someone who may be neglecting themselves?**  **(answer “Yes” or “No”)** |  |
| **If you have answered “Yes”, please tell us why you think the concern about self-neglect should be treated as an adult safeguarding concern rather than a referral for an assessment of care and support needs** |  |

## **Section B: About you**

### **Confidentiality**

We will try to meet any requests regarding confidentiality but there may be times when we cannot: For example, we might not be able to maintain anonymity if you tell us about things like a serious risk to others, or a possible crime. When people wish to remain anonymous, it can have an impact on how effective we can be in responding to adult safeguarding concerns. If you have any worries about this, we would be happy to talk them through. Please contact the Adult Social Care MASH team about this.

| **Question** | **Your answer** |
| --- | --- |
| **Do you wish for your identity to remain confidential?**  **(Delete as applicable)** | No /  Yes: I do not want to share my identity with Surrey County Council /  Yes: I do not want Surrey County Council to share my identity with others |
| **Please tell us about what restrictions you want there to be on us sharing your identity** |  |

### **About you**

| **Question** | **Your answer** |
| --- | --- |
| **Your name** |  |
| **Your address** |  |
| **Your telephone number** |  |
| **Your email address** |  |

### **Is this referral about you?**

| **Question** | **Your answer** |
| --- | --- |
| **Are you making a referral about yourself?**  **(answer “Yes” or “No”)** |  |

If you answered “Yes”, please go to Section C

If you answered “No”, please go to Section D

## **Section C: About what is happening to you**

### **About the abuse or neglect that you are at risk of**

Information that can be useful for us might be things like

* a description of the abuse or neglect, including things like when, where and how it happened
* information about the person or organisation that poses a risk of abuse or neglect
* whether a crime has been committed and, if so, if the police are aware
* whether you have told others about this issue, and if so who they are, or if you have reported it to an organisation such as the Care Quality Commission, or a provider of health or social care services
* whether anyone else might be at risk
* any other information you think may be relevant for us to know, such as whether there have been any previous incidents or issues

| **Question** | **Your answer** |
| --- | --- |
| **Please tell us about the abuse or neglect that you are at risk of** |  |

### **About your care and support needs**

Care and support is any mixture of practical, financial, and emotional support for adults who need extra help to manage their lives and be independent - including people with a physical disability or long-term illness, people with a learning disability, people with mental health problems, and people experiencing frailty or conditions associated with older age.

The answer to this question helps us understand what role we might have in supporting you with this issue. It does not matter whether you are receiving any help from Surrey County Council or anyone else with your care and support needs.

| **Question** | **Your answer** |
| --- | --- |
| **Do you have care and support needs?**  **(answer “Yes” or “No”)** |  |

If you answered “Yes”, tell us about your care and support needs and the impact they have on you.

If your care and support needs limit your ability to protect yourself from the risk of the abuse or neglect, please include information about that.

| **Question** | **Your answer** |
| --- | --- |
| **Please tell us about your care and support needs** |  |

### **What do you want to happen?**

| **Question** | **Your answer** |
| --- | --- |
| **What do you hope we or others may be able to do to help you with this situation?** |  |

You have completed the form. Please post or email it to the Adult Social Care MASH team (see front page)

## **Section D: Who the person is and what is happening to them**

### **Your relationship to the person you are telling us about**

If you are completing this form in connection with your work, please include your job title and the name of the organisation you work for

|  |  |
| --- | --- |
| **Question** | **Your answer** |
| **What is your relationship to the person you are telling us about?** |  |

**Details of the person**

| **Question** | **Your answer** |
| --- | --- |
| **Their name** |  |
| **Their address** |  |
| **Their telephone number** |  |
| **Their email address** |  |

### **Getting in touch with the person**

Please tell us about anything we need to know about getting in touch with the person. This might be things such as particular communication needs, times when it is may be best to make contact or to avoid contact, risks we might need to be aware of when planning on making contact.

| **Question** | **Your answer** |
| --- | --- |
| **Is there anything we need to know about getting in touch with the person?** |  |

### **Is the person aware that you are contacting us about them?**

| **Question** | **Your answer** |
| --- | --- |
| **Is the person aware that you are contacting us about them?**  **(answer “Yes” or “No”)** |  |
| **If they are not aware, please tell us why they are not.** |  |

### **About the abuse or neglect**

Information that can be useful for us might be things like

* a description of the abuse or neglect, including things like when, where and how it happened
* how you came to be aware of this issue
* information about the person or organisation that poses a risk of abuse or neglect
* whether a crime has been committed and, if so, if the police are aware
* whether you have told others about this issue, and if so who they are, or if you have reported it to an organisation such as the Care Quality Commission, or a provider of health or social care services
* whether anyone else might be at risk
* any other information you think may be relevant for us to know, such as whether there have been any previous incidents or issues

| **Question** | **Your answer** |
| --- | --- |
| **Please tell us about the abuse or neglect that you are concerned about** |  |

### **About the person’s care and support needs**

Care and support is any mixture of practical, financial and emotional support for adults who need extra help to manage their lives and be independent - including people with a physical disability or long-term illness, people with a learning disability, people with mental health problems, and people experiencing frailty or conditions associated with older age.

It does not matter whether the person is receiving any help from Surrey County Council or anyone else with their care and support needs.

Please give a summary of what their care and support needs are and any impact these have on them. If their care and support needs limit their ability to protect themselves from the risk of abuse or neglect, please include information about that.

| **Question** | **Your answer** |
| --- | --- |
| **Does the person have care and support needs?**  **(answer “Yes” or “No”)** |  |
| **If they have care and support needs, please tell us about these** |  |

### **What the person wants to have happen**

| **Question** | **Your answer** |
| --- | --- |
| **Have you asked the adult with care and support needs what outcomes they would want from our involvement?**  **(answer “Yes” or “No”)** |  |
| **What outcomes have they said they want from our involvement?**  If they have not been asked, please explain why. |  |

### **Responding to risk**

Please tell us anything we should know about what risks there are in this situation, anything that has been done to manage those risks, and anything that might still need to be done.

If there is any relevant contextual information that helps us understand the situation, please let us know about it here.

| **Question** | **Your answer** |
| --- | --- |
| **Please tell us anything we need to know about any risks and any other relevant information** |  |

Please send this referral to the Adult Social Care MASH team (see front page)