

# Unexplained Injuries, Neglect and Acts of Omission

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**SURREY**  
COUNTY COUNCIL

# Adult Safeguarding - what does the Care Act 2014 Say?

- S42 Enquiry by a Local Authority
  - (1) This section applies where a local authority has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there) –
    - (a) Has needs for care and support (whether or not the authority is meeting any of those needs).
    - (b) Is experiencing or at risk of, abuse or neglect, and
    - (c) As a result of those care and support needs is unable to protect himself or herself against the abuse or neglect or risk of it.

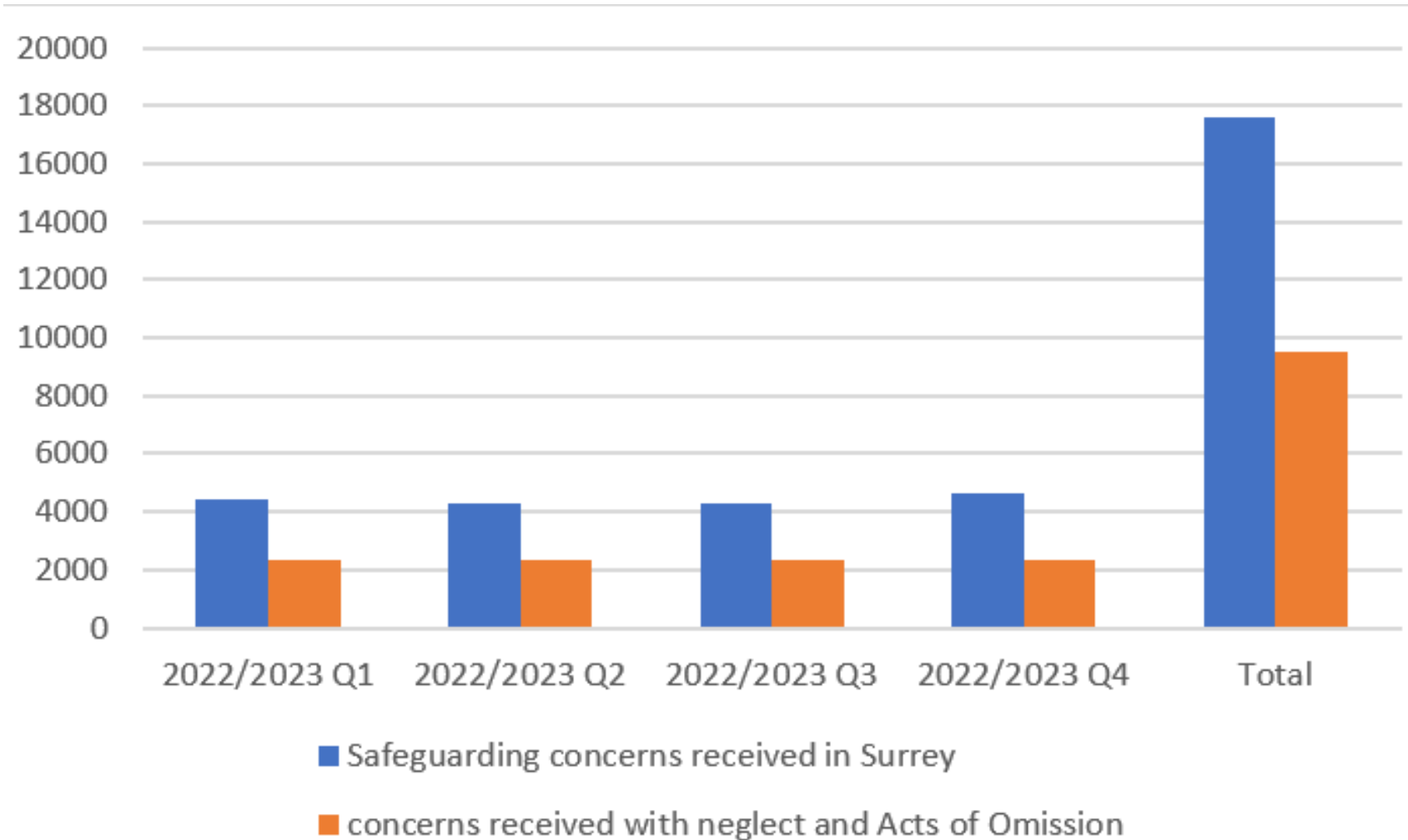


Care Act 2014

# S42 Care Act 2014

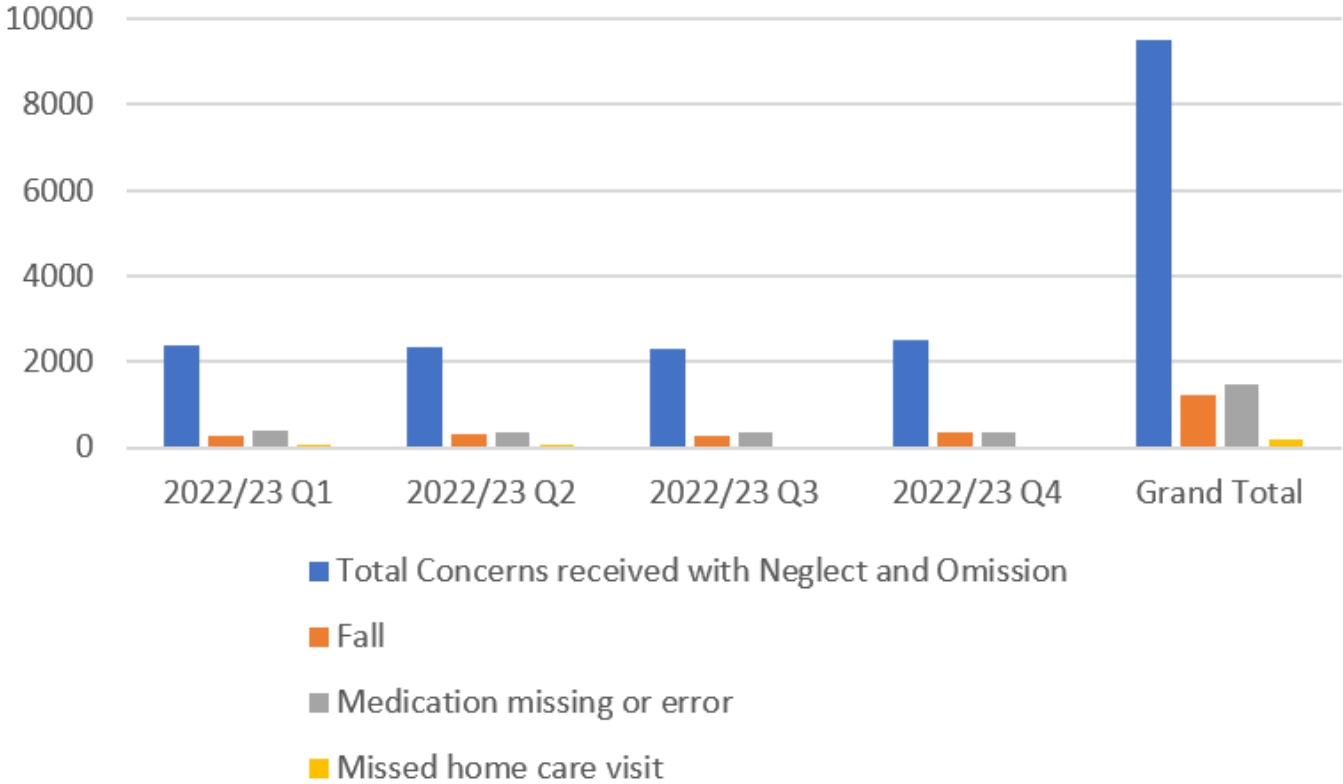
- (2) The Local Authority must make (or cause to be made) whatever enquiries it thinks necessary to enable it to decide whether any action should be taken in the adult's case (whether under this Part or otherwise and, if so, what and by whom

# Safeguarding concerns raised in Surrey 2022/2023

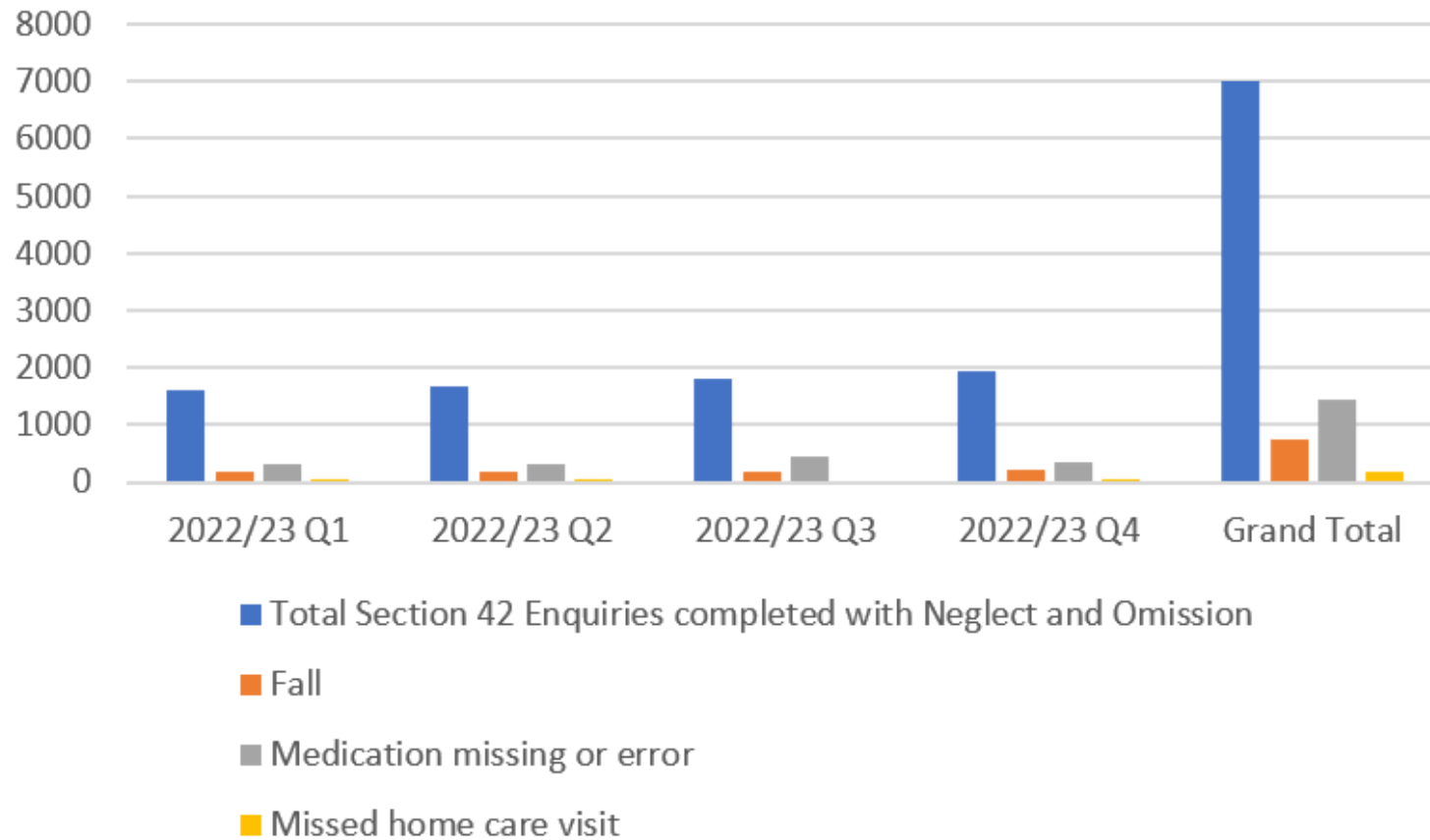


# Concerns received with Neglect and Acts of Omission

- Please note that each of the categories listed can be reported within the same concern



# Section 42 Enquiries completed with Neglect and Acts of Omission



# When to refer an Adult Safeguarding Concern

You need to have reasonable cause for to suspect that the person you are referring

- a) Has care and support needs; and
- b) Is experiencing, or at risk of, abuse or neglect

# Neglect and Acts of Omission

## **including:**

- ignoring medical
- emotional or physical care needs
- failure to provide access to appropriate health, care and support or educational services
- the withholding of the necessities of life, such as medication, adequate nutrition and heating

Care and support statutory guidance



# Types of Neglect and Acts of Omission

- Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care
- Providing care in a way that the person dislikes
- Failure to administer medication as prescribed
- Refusal of access to visitors
- Not taking account of individuals' cultural, religious or ethnic needs
- Not taking account of educational, social and recreational needs
- Ignoring or isolating the person
- Preventing the person from making their own decisions
- Preventing access to glasses, hearing aids, dentures, etc.
- Failure to ensure privacy and dignity

# Unexplained Injuries

- No explanation for injuries or inconsistency with the account of what happened
- Injuries are inconsistent with the person's lifestyle

SCIE – Safeguarding Adults Signs and signals of physical abuse

# Missed Visits Definition

“A missed call is where an individual has not received a visit where one is scheduled and does not receive a visit before the next scheduled visit and has not been contacted to rearrange the time of visit.”

SCC Care within Home Service Specification (October 2021)

# Medication errors

“Medication errors should be raised as safeguarding concerns if one of the following situations has occurred:

- Wrong person
- Wrong medicine
- Wrong route
- Wrong dose
- Wrong time”

# 24.1 The expectation of the Surrey Safeguarding Adult Board

“Is that a safeguarding concern should be referred to Surrey County Council on those occasions when there is reasonable cause to suspect that a person with care and support needs has been at risk of abuse or neglect due to a care visit being missed, medication being missed, a medication error occurring or a fall occurring”

# Guidance on Making Referrals

- [Making-good-referrals-of-adult-safeguarding-concerns-in-Surrey-V1-June-2022.pdf](#)  
([surreysab.org.uk](http://surreysab.org.uk))



**Making Good Referrals of  
Adult Safeguarding Concerns  
in Surrey**

# Unexplained Injuries

- Is the person able to tell you what happened?

If **YES** and there is nothing to indicate that abuse or neglect occurred, you do **not need to raise a safeguarding concern.**

- Is there a reasonable explanation for what might have happened?

If **YES** and there is nothing to indicate that abuse or neglect occurred, you do **not need to raise a safeguarding concern.**

# Mrs Rodriguez

89-year-old who is taking blood thinners and has paper thin skin. She lives with her daughter and has support from a domiciliary care agency. She has limited mobility, and a standing aid is used for transfers. She has bruises on her shins, both at the same height. She is living with Dementia and is not able to say what has happened.

Is there reasonable cause to suspect abuse or neglect has occurred?

**No Reasonable cause to suspect that abuse or neglect was occurring.**



# You find someone on the floor

- Are they able to tell you what has happened?

If **YES** and there is nothing to indicate that abuse or neglect occurred, you do **not need to raise a safeguarding concern.**

If **NO**, are falls prevention measures in place? Did these alert staff? If **YES** and there is nothing to indicate anyone else was present, then you do **not need to raise a safeguarding concern.**

# Factors that make it more likely that a fall needs to be reported as a concern

- Where an adult using a service sustains a physical injury due to a fall, and there is a concern that a risk assessment was not in place or was not followed. The key factor is that the person may have experienced neglect or organisational abuse.
- Where an adult in a service has sustained an injury (other than perhaps a very minor injury) which is unexplained
- Where an adult in a service has sustained an injury and appropriate medical attention was not sought.
- Where an adult has repeated falls of unexplained nature and where advice has not been obtained.
- Where there has been an incident following on from a pattern of high numbers of falls for adults living within one service.
- Where an adult has repeated unexplained injuries.

# Mr Patel

78-year-old Muslim man who has been recently admitted to a care home. He has advanced Alzheimer's disease.

He has been identified as being at high risk of falls and has a floor bed and crash mat. He is found by staff in the early hours of the morning kneeling next to the crash mat.

Is there reasonable cause to suspect that abuse or neglect is occurring?

**No Reasonable cause to suspect abuse or neglect was occurring**

# Mrs Brown

86 year old lady who has a diagnosis of Parkinson's disease. As a result of this she has some cognitive decline. She has been identified by the Care Home as being at high risk of falls and falls prevention measures have been put place, this includes a bed sensor to alert staff when she is getting up.

She was found on the floor next to her bed by a member of staff who was completing routine night checks.

Is there reasonable cause to suspect that abuse or neglect is occurring?

**Reasonable cause to suspect abuse or neglect were occurring**



# Pressure Sores

[Pressure-Ulcer-Protocol-and-interface-with-a-Safeguarding-Enquiry-Sept-2020-v2.pdf](#)  
[\(surreysab.org.uk\)](http://surreysab.org.uk)

**Surrey Safeguarding Adults Protocol:  
Pressure Ulcers and the interface with a  
Safeguarding Enquiry**

Updated August 2020

# Reporting an Adult Safeguarding Concern

- Telephone: 0300 470 9100
- Online [Adult Safeguarding Referral - Surrey County Council \(surreycc.gov.uk\)](https://surreycc.gov.uk)
- Email: [ascmash@surreycc.gov.uk](mailto:ascmash@surreycc.gov.uk) (available 9-5 Monday – Friday)
- Textphone (via Text Relay): 18001 0300 200 1005
- SMS: 07527 182 861 (for deaf or hard of hearing)
- VRS: [Sign Language Video Relay Service](#)

# Useful links

- [Safeguarding adults - report abuse or neglect - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)
- [SSAB-Policy-and-Procedure-2018-FINAL-v5-26.04.2021-accessibility.pdf \(surreysab.org.uk\)](https://www.surreysab.org.uk/SSAB-Policy-and-Procedure-2018-FINAL-v5-26.04.2021-accessibility.pdf)
- [Adult-Social-Care-Level-of-Need-V4-November-2021.pdf \(surreysab.org.uk\)](https://www.surreysab.org.uk/Adult-Social-Care-Level-of-Need-V4-November-2021.pdf)
- [Quick guide to understanding what constitutes a safeguarding concern | Local Government Association](#)



Any Questions