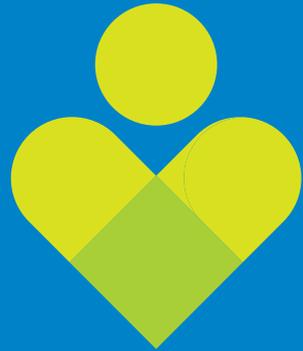




Cwm Taf Morgannwg  
Bwrdd Diogelu  
Safeguarding Board

# Information on Adult Safeguarding for relatives and friends



Mae materion diogelu **O BWYS I BAWB**  
Safeguarding is **EVERYONE'S RESPONSIBILITY**

Mae croeso i chi gyfathrebu â ni yn y Gymraeg  
You are welcome to communicate with us in Welsh



Bwrdd Iechyd Prifysgol  
Cwm Taf Morgannwg  
University Health Board

Gwasanaeth Prawf  
Cenedlaethol  
National Probation  
Service



**BAVO**

**InterLink**  
Rhondda Cynon Taf



VOLUNTARY ACTION  
RHONDDA CYNON TAF  
GWYBODAETHU GWYBODAETHU  
RHONDDA CYNON TAF





This leaflet explains what we do when we are concerned that an adult with care and support needs might be at risk of abuse or neglect. It tells you what happens, and how you, as a relative, friend, carer or guardian, might be involved.

**Adult Safeguarding means protecting the right of adults with care and support needs to:**

- **Live in safety, free from abuse and neglect.**
- **Have control over what they do.**

In adult safeguarding terms, abuse is when someone does or says something which harms an adult with care and support needs. Neglect is a form of abuse that happens when someone fails to provide the care or support to an adult, leading to harm or placing them at risk. It involves not doing something that is necessary to keep the person safe, healthy, or well.

**Abuse can happen once or can be something that happens over weeks, months, or years. It can be accidental or deliberate.**



**Abuse is always unacceptable.**



**Everyone has the right to be treated with dignity and respect.**



**No-one has the right to abuse someone.**

# What is the role of the Cwm Taf Morgannwg Safeguarding Board in the Safeguarding Procedure?



The Cwm Taf Morgannwg Safeguarding Board leads and coordinates safeguarding work across Rhondda Cynon Taf, Merthyr Tydfil and Bridgend.



Adult safeguarding is an important part of what many public services do, and a key responsibility of local authorities.



We work with the Police, health services, housing, voluntary organisations, and anyone else who can help to make and keep adults with care and support needs safe.



# What is the role of relatives and friends in the Safeguarding Procedure?

Relatives and friends often help support an adult with care and support needs to take part in their own adult safeguarding.

Your role will vary depending on the circumstances and the wishes of the adult with care and support needs, but can include:



**Supporting the adult to tell us what their wishes are and to make sure they are heard.**



**Speaking on their behalf in their best interests if they do not have mental capacity.**



**Supporting them in meetings and interviews.**



**Sharing information and knowledge about the risks they are experiencing and their support needs.**



**Supporting an assessment of needs, sometimes this may include your needs as a carer.**



**Helping us prevent the abuse or reduce the possibility for further abuse.**

## What if the situation also affects my safety?

We recognise that people who care for adults sometimes also experience risks to their safety. We will work with you to see what we can do to help. For example, we might be able to offer a carer's assessment and some support for you in your own right.

## Concerns about abuse or neglect

If we are concerned that an adult with care and support needs might be at risk of abuse or neglect, these things have to happen immediately.



We check to see if your relative or friend is in immediate danger.



They will have a professional who will talk to them and listen to what they want to happen. They will keep them informed of what we are doing and why.



We will work with them to make sure that they have the right level of support during any investigation.



If we think your relative or friend is in immediate danger, we will work with them quickly to make them safe.



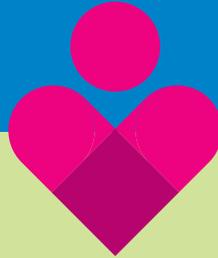
If we think they are NOT in immediate danger, we will talk to them and decide what to do next. We will talk to them about the concerns and gather their views, wishes and feelings.



If we think your relative or friend is in immediate danger and we also think they do not have mental capacity to make decisions about what to do, we have to work quickly and do what we think is best for them. We must be very careful about what we decide and there are strict guidelines to help us decide what is in their best interests. We will work with people who can represent them and who understand their views.

**NB – Lacking mental capacity means that they do not understand the situation and cannot make decisions about what to do. The professional can tell you more about mental capacity.**

# How do we decide what to do?



If a care provider (such as a care home), identifies a safeguarding concern in relation to your friend or relative, they have a duty to refer to the Local Authority.



If the concern relates to an alleged crime such as an assault, there is a duty for the care provider to share this with the Police. In these circumstances, consent from your friend or relative can be overridden.



We will discuss and gather information about the concerns. We can sometimes hold safeguarding meetings. These are to find out what the problem is and what we need to do next to make things better. Sometimes we may also need a safeguarding plan to help make the situation safe.

## Safeguarding Meetings

**Safeguarding meetings are held so that Adult Social Care staff and any other partners can get all together in order to:**



- Establish the facts.
- Hear the views and wishes of the adult concerned.
- Identify if further action is needed to ensure their safety and wellbeing.

Safeguarding meetings are for professionals. The views, wishes and outcomes for your relative or friend will be discussed in the meeting, ensuring their voice is heard and central to decision making.

We are very careful with personal information, so we will only invite professionals who really need to be there.

Professionals who attend the safeguarding meeting know that everything said is confidential.

## Independent Advocates

**An independent advocate can support your relative or friend and will:**



- Listen.
- Provide information.
- Explain options.
- Help them reach their own decisions.

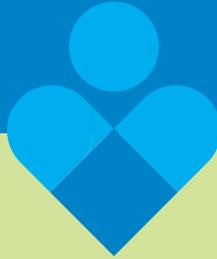
**The main goal of adult safeguarding is to protect the person at risk and make sure they are safe and supported. Action taken against the person who has caused harm will depend on what the adult at risk wants, what the law says, and what will keep them safe. If someone is found to be abusing or neglecting an adult, several things can happen, depending on the situation and the seriousness of the harm:**

They may be reported to the police, especially if a crime has been committed.

If they are a paid carer, health worker, or volunteer, they may be suspended or dismissed.

They could be prevented from working in care or support roles in the future. Protective measures will be explored to support the adult at risk if they want to carry on seeing the person, or if they no longer wish to have contact.

# What happens at the end of an Adult Safeguarding Process?



When the process is finished, we may organise a final safeguarding meeting or contact your relative or friend, or their representative, to discuss what has happened and what needs to happen next.



If we think they are safe, we will take no more action, and the case will be closed.



If we think they are still at risk of abuse, we will talk about what can be done to prevent the abuse. This becomes the Safeguarding Plan.



We record all our actions on our computer system. The adult concerned can see what is recorded.

## What is a Safeguarding Plan?

**If we think your relative or friend is still at risk of abuse, we will put a safeguarding Plan in place. This Plan will set out what we can do to reduce the risk of them being harmed or abused.**

A named person will make sure the Plan is carried out.

We will review the Plan on a regular basis with your relative or friend and any other people involved in the Safeguarding Plan.

## What Happens Afterwards?

### We may ask you:



How satisfied were you with the end result of what people did to try to keep your relative/friend/person you care for safe?



How satisfied were you with how people dealt with the concern throughout the process?



Did you or your relative/friend/person you care for get the chance to say what you/they wanted to happen?

We hope you will tell us what you think, so we can review how we do things and make improvements as necessary.



# How long will the process take?

The length of the process depends on what the concern was. We will always work to resolve things in a timely way, but the focus must be on the needs of the person. Your relative or friend will be kept informed at all times. If they have any questions or concerns, at any time, they can always talk to us.

You may also contact us at any time, and we will share information with you as long as we have permission from the adult concerned.



**If you live in Bridgend, the contact details are:**

[adultsafeguardingMASH@bridgend.gov.uk](mailto:adultsafeguardingMASH@bridgend.gov.uk)

01656 642477



**If you live in Merthyr Tydfil, the contact details are:**

[adult.protection@merthyr.gov.uk](mailto:adult.protection@merthyr.gov.uk)

01685 725000



**If you live in Rhondda Cynon Taf, the contact details are:**

[adultsatrisk@rctcbc.gov.uk](mailto:adultsatrisk@rctcbc.gov.uk)

01443 425003