



Reporting and responding to adult safeguarding alerts outside of office hours

Additional Guidance for Providers of Health and Social Care Services , Adult Social Care Locality Teams and the Adult Social Care Urgent Care Team

1. Responsibilities of person raising the alert

- Anyone who has concerns about the abuse or neglect of an adult at risk has a duty to share that concern with the designated officer or manager within their organisation immediately, and in accordance with their procedures.
- Where designated officer or manager is not available follow the steps below:

2. Responsibilities of the designated officer or manager

- Make an immediate evaluation of the risk to the adult concerned
- Contact the police if a crime is suspected
- Call 999 if emergency medical treatment is needed
- Report your concerns as a safeguarding alert to the local Adult Social Care Office on the next working day, giving as much information as possible and outlining any action already taken.
- **ONLY WHERE THERE IS AN URGENT/ IMMEDIATE NEED FOR ACTION TO BE TAKEN TO PROTECT THE INDIVIDUAL OR REMOVE HIM/HER TO A PLACE OF SAFETY IMMEDIATELY, PLEASE CONTACT : Adult Social Care Urgent Care Team on 01228 526690**

3. Responsibilities of the Urgent Care Team

- The remit of the Urgent Care Team is to respond to requests for:
 - o Emergency care assessments , and
 - o Mental Health Act Assessments
- The team will respond to requests for urgent/immediate action to be taken to protect an individual and/or to remove him/her to a place of safety.
 - o Details of the situation including risk assessment and an outline of action taken **MUST** be recorded on IAS and the local Adult Social Care Office informed.
- In all other circumstances providers will be asked to contact Adult Social Care on the next working day.