



Introduction to Safeguarding Adults Practice

Prepared for:

**Redbridge public, private, community and
voluntary Sector staff**



Redbridge Safeguarding Adults





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Introduction to Redbridge Safeguarding Adults Board (RSAB)

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Safeguarding Adults Board**



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Redbridge Safeguarding Adults Board

- Multi-agency strategic forum established by the Local Authority under the Care Act 2014
- Independently chaired and managed by a Partnerships Manager
- Responsible for supporting, overseeing and monitoring the way in which agencies work together to safeguard adults at risk
- Key participating agencies are the local authority, NHS NEL ICB, MPS, health and social care providers and community and voluntary sector organisations.
- Website - <https://www.redbridgesab.org.uk/>
- We follow the [London Safeguarding Adults Policy, Procedures and Guidance, 2025](#)



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INTRODUCTION

Learning Outcomes



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- ☐ Understand what safeguarding means and why it is everyone's responsibility.
- ☐ Recognise different types and signs of abuse and neglect.
- ☐ Recognise how safeguarding adults and children are connected (Think Family).
- ☐ Be aware of who abusers might be and where abuse can occur.
- ☐ Know what to do if you suspect or witness abuse (the 5 Rs).
- ☐ Understand when and how to raise concerns or whistleblow safely.
- ☐ Know where to find help, advice, and local safeguarding contacts



The 5 Rs of Safeguarding

“Safeguarding is everyone’s business”

Everyone has a role to play in safeguarding adults at risk.

- ☐ **Recognise:** Know the signs and indicators of abuse, and neglect.
- ☐ **Respond:** Take immediate action to ensure an adult at risk’s safety.
- ☐ **Report:** Share concerns with your Line Manager or Safeguarding Lead.
- ☐ **Record:** Accurately note what was seen, heard, or disclosed.
- ☐ **Refer:** Make a formal safeguarding referral where needed.



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RECOGNISING ABUSE



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SAFEGUARDING

“Protecting an adult’s right to live in safety free from abuse”

WHY?

❑ Everyone has a right to live free from abuse (harm).

(Human Rights Act 1998)

❑ Some persons cannot protect themselves from abuse because of their care needs. Others must safeguard them.

(Care Act 2014)

What is Abuse?



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- ☐ Abuse is any action or behaviour that causes harm, distress or violates a persons' rights. (**SCIE**)
- ☐ It can be intentional or unintentional, a single incident or repeated acts. It may occur due to deliberate harm, neglect, poor practice, or lack of training.
- ☐ Abuse can happen anywhere – in someone's home, a hospital, care home, day centre, or online.
- ☐ Safeguarding aims to prevent harm, reduce risk, and promote wellbeing for adults with care and support needs.

Types of Abuse



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- **Physical abuse:** including hitting, restraining, force-feeding.
- **Domestic abuse:** including abuse in the context of a family-type relationship.
- **Sexual abuse:** including rape, sexual assault/violence.
- **Psychological or emotional abuse:** including shouting, threatening, bullying, harassment.
- **Financial or material abuse:** including theft, burglary, fraud and cuckooing; (taking control of the adult's home and undertaking unlawful activities).
- **Neglect and acts of omission:** including failure to provide care, food, drink or medication.
- **Self-neglect:** lack of self-care, refusal/non-engagement with services which can mitigate risks and/or neglect of ones' environment including hoarding, squalor, homeless and rough sleeping.
- **Organisational (institutional) abuse:** including abuse or neglect by organisations who provide care and/or treatment/services.
- **Discriminatory abuse:** including prejudicial treatment based on individuals' age, gender, ethnicity
- **Modern Slavery:** including human trafficking, sexual exploitation, debt bondage servitude and forced labour, exploitation: (including online / digital abuse), pressure or manipulation for financial, sexual, or other gain, online grooming, scams, or radicalisation.



Signs and Indicators of Abuse

- **Physical abuse:** unexplained injuries, frequent hospital visits, or signs of restraint.
- **Domestic abuse:** Fear of partner or family member, withdrawal, anxiety, Repeated injuries or patterns of control, intimidation, or isolation
- **Sexual abuse:** Bruising around breasts, genitals, or mouth, unexplained sexually explicit behaviour or knowledge, fear, anxiety, or reluctance to be touched
- **Psychological or emotional abuse:** Fear, withdrawal, anxiety, or sudden mood changes.
- **Financial or material abuse:** Missing money, unpaid bills, or changes in financial control.
- **Neglect and acts of omission:** Poor hygiene, malnutrition, untreated medical needs.
- **Self-neglect:** Poor personal hygiene, untreated medical conditions, unsafe living conditions, hoarding rough sleeping and homelessness, refusal of support or care leading to harm., refusal of support
- **Organisational (institutional) abuse:** Lack of choice or dignity in care, rigid routines, unsafe staffing, poor care standards, bullying, or neglect in care settings.
- **Discriminatory abuse:** Denial of access to services or unfair treatment because of age, disability, gender, or religion
- **Modern Slavery:** Being forced to work or live in poor conditions, restricted freedom of movement or withholding of wages, exploitation, pressure or manipulation for financial, sexual, or other gain



Who Might Be an Abuser?

- ☐ Family members – spouses, partners, or relatives.
- ☐ Friends, neighbours, or other residents.
- ☐ Paid staff or volunteers.
- ☐ Other adults at risk.
- ☐ Strangers – including scammers, online predators, or rogue traders.
- ☐ Professionals or people in positions of trust.
- ☐ Abuse may occur due to deliberate harm, neglect, poor practice, or lack of training.
- ☐ Adults themselves



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RESPOND



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How to Respond To Abuse

- ☐ Take immediate action to ensure the person's welfare and safety if it is safe to do so.

Emergencies:

- ☐ If the person is harmed and needs urgent medical attention, staff must call **999**.
- ☐ If a crime has been committed, staff have a civic duty to **alert the Police**.



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Think Family

A Whole-Family Approach

- ❑ Safeguarding adults practice often overlaps with safeguarding children.

Everyone:

- Has a role to play in promoting well-being and preventing harm of adults at risk and children.
- Should consider the impact of an adult's situation on children and vice versa.



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Report



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Reporting Abuse

- ☐ Share concerns about abuse with your line manager or Safeguarding Lead
- ☐ Report child abuse if you identify abuse or risks to a child.

Remember:

- Early reporting helps protect adults and prevent harm from escalating.
- You do not need to decide if abuse has definitely happened.
- Your role is to report what you see, hear, or are told.
- If unsure, always err on the side of reporting — it is safer to raise a concern than ignore it.



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Whistleblowing (Speaking Up Safely)

Whistleblowing means reporting a concern about wrongdoing, unsafe practices, or risk to people receiving care anonymously.

- It protects the public interest and helps maintain safe, transparent practice.
 - It applies to everyone – employees, agency staff, and volunteers.
- ***PROTECTION:** The Public Interest Disclosure Act 1998 protects whistleblowers from retaliation.



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When and How to Whistleblow

- ❑ **WHEN:** When you see unsafe, illegal, or unethical behaviour, and normal reporting routes have failed or are unsafe.
- ❑ **WHY:** To protect adults and children from harm, neglect, or poor practice.
- ❑ **HOW:** Report internally - Tell your Manager or Safeguarding Lead) or externally (Adult Social Care, Care Quality Commission (CQC), Protect, NSPCC).



Scenario for Discussion

A care worker notices another staff member shouting at a resident and rough-handling them during personal care. The manager dismisses the concern, saying the staff member is 'under stress.'

What should the worker do next?

How could whistleblowing apply here?



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RECORD



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Recording Abuse

- ☐ Accurately note what was seen, heard, or disclosed.
- ☐ State what action was taken and who was informed.
- ☐ Sign, date, and store information securely according to organisational policy.
- ☐ Share information on a need-to-know basis only.
- ☐ Do not investigate — simply report and record the abuse.



Recording Abuse Cont'd

- Record as soon as possible while details are fresh.
- Use clear, factual language — avoid opinions.
- Include date, time, place, people involved, and what was seen, heard, or said.
- Use the person's own words where possible.
- Store the information securely according to policy.
- Share only on a need-to-know basis.
- Do not investigate — simply record and report.



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REFER



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Making a Safeguarding Referral

If:

- abuse is happening to an adult with care and support needs and,
- the adult is unable to protect themselves from the abuse because of their needs.

The referrer should:

1. Discuss the concern with the adult at risk.
2. Seek their consent to report the abuse or neglect to Redbridge Adult Social Care.
3. Make the safeguarding referral online, by email or by telephone call.



When to Override Consent

A safeguarding referral should still be made if:

- The adult at risk cannot make decisions for themselves (lacks mental capacity).
- The adult at risk is at serious risk of harm or neglect.
- Other people including children may also be at risk if nothing is done.
- A crime has been committed



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NEXT STEPS



What Should Happen After A safeguarding Referral in Made

- According to the Care Act 2014, the Local Authority should take it seriously when an adult who has care and support needs experiences or is at risk of harm, neglect, or exploitation.
- The Local Authority should make or ask others to make enquires when it becomes aware that abuse or neglect is occurring **AND** ensure that a safety plan is put in place.



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Next Steps

- ☐ Trained safeguarding staff will assess the concern and make required enquires.
- ☐ The Enquiry Officer will work with the adult at risk and relevant persons to safeguard the adult at risk.
- ☐ The Enquiry Officer should give you feedback about the outcome of the referral.



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RESOURCES



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Contacts

Make a safeguarding referral to Redbridge Adult Social Care in the following ways.

☐ Via the Online Portal:

<https://las-portal.adultsocialcare.redbridge.gov.uk/web/portal/pages/abuse#assess>

Email Redbridge Adult Services: adults.alert@redbridge.gov.uk

☐ Call: 020 8708 5927 (Monday to Friday 09:00 – 17:00) or

☐ Call: 020 8553 5825 (after 17:00, weekends & public holidays)



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Key Safeguarding and Whistleblowing Resources

- Protect (formerly Public Concern at Work): <https://protect-advice.org.uk>
- Care Quality Commission (CQC): <https://www.cqc.org.uk/contact-us/report-concern>
- NSPCC Whistleblowing Helpline: <https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/dedicated-helplines/whistleblowing-advice-line/>
- SCIE Safeguarding Adults Guidance: <https://www.scie.org.uk/safeguarding/adults/practice/whistleblowing>
- Gov.uk Whistleblowing Guidance: <https://www.gov.uk/whistleblowing>