

## Glossary of Terms Used in Safeguarding Adults



Below are the key terms that are used by professionals in relation to safeguarding adults i.e. enabling them to live in safety and free from abuse, providing protection where necessary. This document may be of use for Service Users and their families.

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**Abuse: violation of an individual's human or civil rights by any other person or persons.** This includes physical, sexual, emotional, psychological, financial, material, neglect, and self-neglect, acts of omission, discriminatory, organisational abuse, domestic abuse, and modern slavery (this list is not exhaustive).

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**Advocacy:** support to help people say what they want, secure their rights, represent their interests, and obtain services they need. Under the Care Act, the local authority must arrange for an independent advocate to represent and support a person who is the subject of a safeguarding enquiry or a safeguarding adult review if they need help to understand and take part in the enquiry or review and to express their views, wishes, or feelings. More information on advocacy with does vary in relation to capacity levels and family situation, is available on the [RSAB website](#).

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**Adult Safeguarding:** is about preventing and responding to concerns of abuse, harm, or neglect of adults. Staff should work together in partnership with adults so that they are:

- **Safe and able to protect themselves from abuse and neglect;**
  - **Treated fairly and with dignity and respect;**
  - **Protected when they need to be;**
  - **Able easily to get the support, protection, and services that they need.** any person aged 18 years or over.
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**Adult at risk:** person aged 18 or over who is in need of care and support (whether or not those needs are being met), who is experiencing or at risk of abuse or neglect, and because of those needs is unable to protect themselves against the abuse or neglect or the risk of it.

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**Adult Social Care:** The practical or emotional care or support people need to enable them to lead an active life and do the everyday things that most of us take for granted. Adult Services are **responsible for assessing people's need for 'community care' or 'social care' services and for arranging or providing these services.** Within national guidance, each authority sets its own criteria as to what needs are eligible for services – the council is obliged by law to meet eligible needs. Wide range of services to help people with daily living: adaptations and equipment, day centres, domiciliary support, personal care, respite, carer support, residential care, etc.

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**Alert:** A concern that a person at risk is or may be a victim of abuse, neglect, or exploitation. An alert may be a result of a disclosure, an incident, or other signs of indicators.

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Appointee: Some people need help with claiming benefits because they are unable to manage this for themselves. If so, another person – called an appointee – can be given the legal right to act for them. This can be applied for via the Department of Work and Pensions (DWP).

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Appropriate individual: Someone who facilitates a **person's involvement with the key care and support planning** (or safeguarding) processes, if that person has substantial difficulty being involved. This is a specific role prescribed in the Police & Criminal Evidence Act 1984. The role of an appropriate adult is confined to instances where a police officer has any suspicion, or is told in good faith, that a person of any age may be mentally disordered or otherwise mentally vulnerable, in the absence of clear evidence to dispel that suspicion, the person shall be treated as a **vulnerable adult and supported by an 'Appropriate Adult'**.

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Approved Mental Health Professional (AMHP): An appropriately qualified and competent professional with specialist training in mental health who is approved under the Mental Health (Approved Mental Health Professionals) (Approval) (England) Regulations 2008. The AMHP acts independently but on behalf of the Local Authority. AMHPs are responsible for assessing mental health and making decisions relating to their detention and treatment under the Mental Health Act 1983. Professionals qualified to train as AMHPs include social workers, psychiatric nurses, clinical psychologists, and occupational therapists.

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Allegations against people in a position of trust: allegations are made, or concerns raised about a person, whether an employee, volunteer, or student, paid or unpaid whose role brings them into contact with a child or adult with care and support needs.

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Assessment: a process to identify the needs of the person and how these impact on their wellbeing and outcomes that they wish to achieve in their day-to-day life.

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Assistive Technology (AT): technology or equipment used by a person to enable or promote her/him to live independently. It allows people to perform tasks which they would otherwise be unable to do or increases the ease or safety with which the task can be performed. Telecare is an example of Assistive Technology.

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Autism: a lifelong neurodevelopmental condition, the main features of which are difficulties in social interaction, communication and the presence of rigid and repetitive behaviours, resistance to change or restricted interests. The way that autism is expressed in individual people differs at different stages of life, in response to interventions, and with the presence of coexisting conditions such as learning disabilities (also called 'intellectual disabilities').

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Best **interests'** decision: a decision made in the best interests of an individual defined by the Act) when they have been assessed as lacking the mental capacity to make a particular decision. The best interest decision must take into consideration anything relevant, and considers the least restriction action, such the past or present wishes of the person, a lasting power of attorney or advance directive. There is also a duty to consult with relevant people who know the person such as a family member, friend, GP, or advocate.

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Care Act 2014: legislation that significantly reformed the law relating to care and support for adults and carers. It introduced provisions about safeguarding adults at risk from abuse or neglect. Clauses 42-45 of the [Care Act](#) provide the statutory framework for protecting adults from abuse and neglect.

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Care and support needs: the support a person needs to achieve key outcomes in their daily life as relating to wellbeing, quality of life and safety. The Care Act introduces a national eligibility threshold for adults with care and support needs requiring local authorities to consider the following three conditions when determining eligibility:

- 1) **The adult's needs for care and support arise from or are related to a physical or mental impairment or illness and are not caused by other circumstantial factors.**
  - 2) **As a result of the adult's needs, the adult is unable to achieve two or more of the outcomes specified in regulations.**
  - 3) **As a consequence of being unable to achieve these outcomes, there is, or there is likely to be, a significant impact on the adult's wellbeing.**
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Care settings or services: health care, nursing care, social care, domiciliary care, social activities, support setting, emotional support, housing support, emergency housing, befriending and advice services and services provided in **someone's own home by an organisation or paid employee for a person by means of a personal budget direct payment or funded by the individual themselves.**

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Carer: unpaid carers such as relatives or friends of the adult with care and support needs. **Paid workers, including personal assistants, whose job title may be 'carer', are called 'staff'.**

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Community safety: a range of services and initiatives aimed at improving safety in the community. These include Safer Neighbourhoods, anti-social behaviour, hate crime, domestic abuse, PREVENT, human trafficking, modern slavery, forced marriage and honour violence.)

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Concern: the term used to describe when there is, or might be, an incident of abuse or neglect.

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Consent: the voluntary and continuing permission of the person to an intervention based on an adequate knowledge of the purpose, nature, likely effects, and risks of that intervention, including the likelihood of its success and any alternatives to it.

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Continuing care: care that is provided over an extended period to an individual aged over 18 to meet their physical or mental health needs which have arisen as a result of disability, accident, or illness. They may require services from NHS bodies and/or local authorities, who have a responsibility to ensure that the assessment of eligibility for, and provision of, continuing care, takes place in a timely and consistent fashion.

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County Lines: a form of criminal activity in which drug dealers in cities establish networks for the supply and sale of drugs to users in towns and rural areas, exploiting other people (typically those that are young or vulnerable) to carry, store and sell the drugs. **The term 'lines' refers to the mobile phones used to control the person handling the drugs.**

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Court of Protection: specialist court for issues relating to people who lack capacity to make a decision the matter in question. The Court can make a decision or appoint a Deputy to act in the **person's best interests.**

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CQC: [Care Quality Commission](#) – the body responsible for the registration and regulation of health and social care in England.

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Cuckooing: the practice of taking over the home of a vulnerable person in order to establish a base for illegal drug dealing, typically part of a county lines operation.

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DASH (Domestic Abuse, Stalking and Harassment and Honour-Based Violence (HBV)): a risk [identification checklist](#) used by professionals to help identify cases of domestic abuse, stalking and harassment and 'honour' based violence.

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DBS (Disclosure and Barring Service): A government body established in 2012 through the Protection of Freedoms Act and the merger of two former organisations, the Criminal Records Bureau, and the Independent Safeguarding Authority. The DBS is designed to help employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable adults. The DBS search police records and barring lists of prospective employees and issue DBS certificates. They also manage central barred lists of people who are known to have caused harm to adults with needs of care and support. DBS Checks were formerly known as CRB checks.

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Defensible decision making providing a clear rationale based on legislation, policy, models of practice or recognised tools utilised to come to an informed decision. This decision is based on the information known at that time and it is important to accurately and concisely record the decision-making process, in order to explain how and why the decision was made at that time.

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Direct Payments: monetary payments made directly to adults with assessed eligible needs who choose to make their own care arrangements rather than receiving these from the Local Authority. Direct Payments are one-way individuals can choose to manage a personal budget.

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Discriminatory Abuse: exists when the values, beliefs, and culture of the dominant ideology results in a misuse of power that denies equal opportunities to marginalised groups and individuals. Discriminatory abuse may include lack of respect for an individual's **beliefs and cultural background**, lack of provision to support cultural needs for example in diet, religious observance

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DoLS (Deprivation of Liberty Safeguards): are measures taken to protect people who lack the mental capacity to make certain decisions for themselves. Any measures taken should always be the least restrictive. This came into effect in April 2009 as part of the Mental Capacity Act 2005 and applies to people in care homes or hospitals where they may be deprived of their liberty. DoLS will be replaced by Liberty Protection Safeguards (LPS) in 2023.

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Domestic Abuse: any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence, or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass, but is not limited to psychological, physical, sexual, financial, and emotional abuse. Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour. Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.

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DHR (Domestic Homicide Review): a review of the circumstances in which the death of a person aged 16 or over has, or appears to have, resulted from violence, abuse, or neglect by (a) a person to whom she or he was related or with whom she or he was or had been in an intimate personal relationship, or (b) a member of the same household as herself or himself. A DHR is held with a view to identifying the lessons to be learned from the death.:

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Duty of Candour: a requirement on all health and adult social care providers registered with the Care Quality Commission (CQC) to be open with people when things go wrong. The duty of candour means that providers must act in an open and transparent way in relation to service user care and treatment.

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Emergency Duty Team (EDT): a social services team that responds to out-of-hours referrals where intervention from the council is required to protect a vulnerable child or adult with care and support needs, and where it would not be safe, appropriate, or lawful to delay that intervention to the next working day.

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Enquiry: a range of actions undertaken or instigated by the Local Authority under Section 42 (S42) of the Care Act in response to an abuse or neglect concern of an adult with care and support needs. As S42 requires the adult to have both care and support needs, the duty to undertake enquiries will not typically extend to carers unless they have care and support needs in their own right.

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Family Group Conferences: an approach used to try and empower people to work out solutions to their own problems. A trained FGC coordinator can support the person at risk and their family or wider support network to reach an agreement about why the harm occurred, what needs to be done to repair the harm and what needs to be put into place to prevent it from happening again.

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Financial or Material Abuse: including theft, fraud, internet scamming, coercion in relation to **an adult's financial affairs or arrangements, including in connection to wills, property, inheritance** or financial transactions, or the misuse or misappropriation of property, possessions, or benefits.

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First Contact: the main first contact point within a Local Authority for adult health and social care. **This is sometimes referred to as the 'front door'. This will be the Team which receives safeguarding referrals.** The First Contact Team in Redbridge can be contacted via 020 8708 7333 (Emergency Duty Team - 020 8553 5825) or via [Adults.Alert@redbridge.gov.uk](mailto:Adults.Alert@redbridge.gov.uk).

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Harm: involves ill treatment (including sexual abuse and forms of ill treatment which are not physical), the impairment of, or an avoidable deterioration in, physical or mental health and/or the impairment of physical, intellectual, emotional, social, or behavioural development.

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Hate Crime: any crime that is perceived by the victim, or any other person, to be racist, homophobic, transphobic, **or due to a person's religion, belief, gender identity or disability.**

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Human Trafficking: the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation (see [Modern Slavery](#)).

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IMCA: Independent Mental Capacity Advocate – established by the Mental Capacity Act 2005, IMCAs are a legal safeguard for people who lack the capacity to make specific important decisions, including decisions about where they live and serious medical treatment options. IMCAs are mainly instructed to represent people where there is no one independent of services (such as a family member or friend) who can represent the person. However, in the case of safeguarding concerns, IMCAs can be appointed anyway (i.e. irrespective of whether there are friends or family around and irrespective of whether accommodation or serious medical treatment is an issue).

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Information and advice: knowledge and facts regarding care and support, including **'signposting', and helping a person identify choices and/or** providing a recommendation regarding a course of action in relation to care and support.

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Learning Disability: for someone to be defined as having a learning disability there needs to be a significant reduced ability to understand new or complex information, learn new skills and cope independently, which started before adulthood with a lasting effect on development.

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MSP: Making Safeguarding Personal – an approach to safeguarding work which aims to move away from safeguarding being process driven and instead, to place the person at risk at the centre of the process and work with them to achieve the outcomes they want.

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Mate Crime: a form of exploitation which occurs when a person is harmed or taken advantage of by someone, they thought was their friend.

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Mental Capacity: refers to whether someone has the mental capacity to make a decision or not. The [Mental Capacity Act 2005](#) and the [code of practice](#) outline how agencies should support someone who lacks the capacity to make a decision.

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Modern Slavery: encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive, and force individuals into a life of abuse, servitude, and inhumane treatment. For more information on modern slavery, please view the [RSAB website](#).

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Multi-Disciplinary Team: A team of people with different roles or functions within the same organisation or across sectors. For example, a team that includes social workers, therapists, and health visitors.

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NFA: No further action.

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Neglect: including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition, and heating.

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No Delay Principle: the principle that safeguarding responses are made in a timely fashion commensurate with the level of presenting risk. In practice, this means that timescales act as a guide in recognition that these may need to be shorter or longer depending on a range of factors such as risk level or to work in a way that is consistent with the needs and wishes of the adult.

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PALS: Patient Advice and Liaison Service – an NHS service created to provide advice and support to NHS patients and their relatives and carers.

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Public Interest: a decision about what is in the public interest needs to be made by balancing the rights of the individual to privacy with the rights of others to protection.

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Position of Trust (PoT): someone in a position of trust who works with or cares for adults with **care and support needs in a paid or voluntary capacity**. This includes 'shared lives' carers (previously known as adult foster carers).

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OPG (Office of the Public Guardian): the administrative arm of the Court of Protection and supports the Public Guardian in registering enduring powers of attorney, lasting powers of attorney and supervising Court of Protection appointed deputies.

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Organisational Abuse: including neglect and poor care practice within an institution or specific care setting such as a hospital, care home, or a provider of home care. This may range from one-off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes, and practices within an organisation.

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Physical Abuse: including hitting, slapping, pushing, kicking, misuse of medication and physical restraint. Also includes Female Genital Mutilation (FGM) where genitals are changed or mutilated in the absence of medical reason.

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PREVENT: the Government strategy launched in 2007 which seeks to stop people becoming terrorists or supporting terrorism. It is the preventative strand of the **government's counter-terrorism strategy (CONTEST)** and aims to respond to the ideological challenge of terrorism and the threat from those who promote it; prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support and work with sectors and institutions where there are risks of radicalisation that need to be addressed.

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Prevention: describes how the care and support system (and the organisations forming part of this system) work to actively promote the wellbeing and independence of people rather than waiting to respond when people reach a crisis point. The purpose of this approach is to prevent, reduce or delay needs escalating.

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Public interest: a decision about what is in the public interest needs to be made by balancing the rights of the individual to privacy with the right of others or society as a whole to protection. a decision about what is in the public interest needs to be made.

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Radicalisation: involves the exploitation of susceptible people who are drawn into violent extremism by radicalisers often using a persuasive rationale and charismatic individuals to attract people to their cause. The aim is to attract people to their reasoning, inspire new recruits and embed their extreme views and persuade vulnerable individuals of the legitimacy of their cause. The PREVENT Strategy, launched in 2007, seeks to stop people becoming terrorists or supporting terrorism.

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Referral: a request for action by adult health and social care by an individual or organisation on behalf of an individual. This might be a safeguarding referral, where it is thought that an individual might be experiencing or be at risk of harm or a referral for health and social care services.

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Risk Assessment: **an assessment of a person's ability to manage essential daily routines taking into account their capacity, safety, wellbeing, and what support is in place.** The intention is to reduce the risk of harm.

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Safeguarding: is a proactive and supportive activity to **protect a person's right to live in safety, free from abuse and neglect.** It involves people and organisations working together to prevent

and stop both the risks and experience of abuse or neglect, while at the same time making sure that their wellbeing and safety is promoted.

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**Safeguarding Enquiry:** the action taken or instigated by the local authority under the Care Act 2014 in response to a concern that abuse, or neglect may be taking place. An enquiry could range from a conversation with the adult, or if they lack capacity, or have substantial difficulty in understanding the enquiry their representative or advocate, prior to initiating a formal enquiry under section 42, right through to a much more formal multi-agency plan or course of action. This is sometimes referred to as a 'Section 42 Enquiry'.

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**Safeguarding Plan:** a risk management plan aimed at removing or minimising risk to the person and others who may be affected if it is not possible to remove the risk altogether. It will need to be monitored, reviewed, and amended/revised as circumstances arise and develop. The individual should be involved wherever possible in developing the plan.

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**Safeguarding Work:** Safeguarding adults is about supporting individuals to live free from abuse and neglect. It is undertaken individually by organisations, as part of their core business, or on a multi-agency basis within the context of local adult safeguarding arrangements.

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**Safeguarding Adult Review:** sometimes referred to as a SAR, this is a statutory review commissioned by the Safeguarding Adults Partnership in response to the death or serious injury of an adult with needs of care and support (regardless of whether or not the person was in receipt of services) and it is believed abuse or neglect was a factor. The process aims to identify learning in order to improve future practice and partnership working.

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**Self-neglect:** the inability (intentional or non-intentional) to maintain a socially and culturally accepted standard of self-care with the potential for serious consequences to the health and well-being of the self-neglecters and perhaps even to their community.

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**Sexual Abuse:** including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault, or any sexual acts to which the adult has not consented or was pressured into consenting.

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**Sexual Assault Referral Centres (The Havens).** [The Havens](#) are sexual assault referral centres (SARCs) in London for people who have been raped or sexually assaulted within the past 12 months. If the assault took place more than 12 months ago, the Haven could provide information and signpost people to other organisations. If a person has reported the rape or assault to the police, first they will organise the visit to the Haven. The Haven also takes self-referrals from people who do not wish to report to the police. Referrals are also accepted from professionals in London such as GPs, sexual health clinics and A&E departments. This service is available 24 hours a day, seven days a week. Adults are only offered appointments through consent and direct initial contact following referrals. Havens also offer follow-up medical and counselling care, including full health screening for sexually transmitted infections, a pregnancy test and emergency contraception.

Sextortion: a form of sexual exploitation, involving blackmail, extortion and/or bullying of a victim by a perpetrator who possesses sexual images/video of them.

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Significant Harm: the ill treatment (including sexual abuse and forms of ill treatment which are not physical), and impairment of, or an avoidable deterioration in, physical or mental health, and the impairment of physical, intellectual, emotional, social, or behavioural development.

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Vital Interests: a term used in the [Data Protection Act 1998](#) to permit sharing of information where it is critical to prevent serious harm or distress or in life-threatening situations.

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Wellbeing: **The Care Act 2014 states “wellbeing” is a broad concept, and it is described as relating to the following areas in particular: personal dignity (including treatment of the individual with respect); physical and mental health and emotional wellbeing; protection from abuse and neglect; control by the individual over day-to-day life (including over care and support provided and the way it is provided); participation in work, education, training or recreation; social and economic wellbeing; domestic, family and personal relationships; suitability of living accommodation and the individual’s contribution to society.**

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Wilful Neglect or Ill Treatment: an intentional, deliberate, or reckless omission or failure to carry out an act of care by someone who has care of a person who lacks capacity to care for themselves.

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