

Indicators of individual abuse and neglect

The numbers refer to sections in the guideline. See the guideline recommendations for more information.

Concern

1.4 Indicators of individual abuse and neglect

Neglect, physical abuse, sexual abuse, psychological abuse, financial and material abuse, discriminatory abuse

If you see an indicator starting with 'consider' – abuse or neglect is one possible explanation

1.5 Immediate actions to take if you consider abuse or neglect

- Seek medical attention if needed
- Record what you have found
- Seek advice from a safeguarding lead
- Check for other indicators
- Discuss with a manager or supervisor
- Monitor the situation to see if it improves
- After taking these steps, if the situation does not improve, raise your level of concern to 'suspect'

If you see an indicator starting with 'suspect' – you should have a serious level of concern about abuse or neglect

1.6 Immediate actions to take if you suspect abuse or neglect

- Make sure people are safe
- Gather information
- Think about confidentiality when discussing suspected abuse and neglect
- Report suspected abuse and neglect

Referral

No section 42 enquiry

1.7 Responding to reports of abuse or neglect

- How care home safeguarding leads should respond to the initial report
- How local authorities should respond to safeguarding referrals
- Local authority decides whether to hold section 42 enquiry

Enquiry

Section 42 enquiry

1.8 Working with and supporting the resident at risk

1.9 How care home providers and managers should support care home staff during an enquiry

1.10 How local authorities should support care homes during an enquiry

1.11 Meetings during a safeguarding enquiry

1.13 Throughout the process – provider organisations, care homes and staff should be learning from safeguarding concerns, referrals and enquiries