




## Safeguarding adults

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care and  
support  
& you





**From April 2015, care and support in England is changing for the better. The new Care Act will help make care and support more consistent across the country.**

‘Care and support’ is the term we use to describe the help some adults need to live as well as possible with any illness or disability they may have. It can include help with things like washing, dressing, eating, getting out and about and keeping in touch with friends or family.

If you have care and support needs, or you support someone as a carer, you could benefit from the changes.

### What does the new law say?

Adult safeguarding is about helping an adult to live safely, comfortably and free from abuse. Councils, the police and the NHS already work in partnership to safeguard adults who need support and from April 2015, a new law will help to deliver an even better service. The new Care Act (2014) says that every council must:

- check out any worries about adults who need support and may be at risk of abuse, neglect or domestic violence and take action to protect them
- set up a Safeguarding Adults Board with members from the council, the police and the NHS who will work together to help keep people safe
- appoint a Designated Adult Safeguarding Manager to handle any complicated problems
- arrange for an independent advocate to support any adult who needs extra help during a safeguarding enquiry or review
- cooperate with our partners in order to protect an adult with care and support needs who is experiencing or is at risk of abuse or neglect



### Safeguarding Enquiries

The council must make enquiries or ask others to make enquiries when they think that an adult with care or support needs is at risk from abuse or neglect.

### What happens in serious cases?

The Care Act (2014) also requires the Safeguarding Adults Board in certain circumstances to arrange for a safeguarding adults review. This may be where a person with care and support needs dies or is seriously hurt.

### Independent Advocate

The council can also provide an independent advocate where a person involved in a safeguarding review needs additional support.

### The right help in the right way

We understand that keeping people safe and comfortable is a very personal service; not everyone wants the same kind of help and support. We follow six important safeguarding rules to help make sure that our service is right.

- |                         |  |
|-------------------------|--|
| 1. <b>Empower</b>       | We will always inform people and ask for their permission when making decisions about safety |
| 2. <b>Prevent</b>       | It's better to prevent harm than to try sorting it out afterwards                            |
| 3. <b>Respect</b>       | We will not intrude any more than is essential to keep people safe                           |
| 4. <b>Protect</b>       | If people really need help, we'll do our best to support them                                |
| 5. <b>Work together</b> | We work with our local communities to find the best ways to keep people safe                 |
| 6. <b>Explain</b>       | We will be clear and straightforward about what we do and why                                |

