

for **you**

Safeguarding What happens



Safeguarding Kent & Medway



1. When we are told that somebody has suffered abuse

It is everyone's right to live in a safe environment, free from harm.

Are you or anyone you know suffering or at risk of; money being taken, neglect in your own home or care home, physical harm, domestic abuse or emotional distress?

For more information you can contact us on:
Kent County Council 03000 41 61 61

Kent and Medway out of hours service on: 03000 41 91 91

If you think you or someone else is at **immediate risk of harm** take yourself out of danger if you can and contact the emergency services on **999**.

2. We will contact the person or their representative

Once we are told that you or someone you know (the person) is being harmed or at risk of harm we will always try to contact the person or their representative unless it is assessed as unsafe to do so.

If you or the person is unable to provide consent and have no-one appropriate to act on your or their behalf, we will ensure an independent advocate is provided.

Where someone may lack the ability to make a decision on whether to consent to the enquiries, it is our legal duty to make a '**best interest**' decision to manage the risks faced to ensure safety from harm for the person or others who may be affected.

3. Gathering information about what has happened and what maybe done to ensure the person and others are safe

We will discuss with you or your representative what they want to happen. We will then gather the facts about what has happened and what may need to be done to make sure you and others are safe.

As part of our enquiries we will gather relevant information from others such as your/their family, district nurse, doctor, care support worker, the police or anyone else we feel can help.

Once we have gathered all the necessary information we will discuss our findings with you, your representative or the person. We will agree with the relevant person how we will **keep them updated**.

4. We will decide with the person what action to take to keep them and others safer in the future

We will reach a decision with you or the person on what action to take to prevent or reduce risk from abuse from happening again.

This may take place in your own home or another location that is convenient for you. It may take place during a meeting called a case conference to which you and/or your representative/or the person will be invited along with other representatives involved in the information gathering to discuss the findings.

If someone lacks the mental capacity to make a decision to agree to recommendations, a '**best interest**' decision will be made to take the necessary steps to prevent or reduce risk of abuse from happening again.

5. Additional information about what may happen when a Safeguarding Adult Concern is reported

For further information please see our links below to access the general and easy read factsheets.

[Safeguarding-Adults-what-happens-next-factsheet](#)

[Safeguarding-Adults-what-happens-next-factsheet-easy read](#)

KCC Adult Social Services Safeguarding Unit
Kent County Council
Sessions House
County Hall
County Road
Maidstone
Kent
ME14 1XQ

You can contact us between 8:30 - 17:00

Telephone: 03000 41 61 61

Text relay: 18001 03000 41 61 61

Out of hours: 03000 41 91 91

Out of hours minicom: 01233 642669

Email: MakingSafeguardingPersonal@kent.gov.uk

www.kent.gov.uk/adultprotectionfeedback

This document is available in alternative formats and languages.

Please call: 03000 421553 Text relay: 18001 03000 421553 for details or email: alternativeformats@kent.gov.uk



Safeguarding Kent & Medway

