

# Wirral Multi - Agency Safeguarding Adults Procedure Process Map

## Overview

Wirral Metropolitan Borough Council (Wirral Council) has developed a number of procedure documents to describe the processes to be followed when undertaking statutory functions to meet the care and support needs of adults in its communities. Each procedure reflects the over-arching commitment to put the person at the centre of all decisions which are made. The focus on personal wellbeing, information, choice and control is at the heart of how care and support is provided by Wirral Council.

**The following Process Map must be read in conjunction with the Wirral Multi - Agency Safeguarding Adults Procedure, Wirral Citizen led Practice Guidance, Wirral Safeguarding Adults Policy and the North West Safeguarding Adults Policy.**

<https://wirralsapb.co.uk/professionals/wirral-safeguarding-adults-practice-guidance-2022-2025/>

<http://www.stopadultabuse.org.uk/pdf/coronavirus/north-west-policy-v5.4.pdf>

**This Safeguarding Adults Procedure is a multi-agency document to be used by all Wirral stakeholders and agencies involved in the safeguarding of vulnerable adults.**

The full procedure aims to promote wellbeing and safety, prevent harm and facilitate effective responses to concerns raised about abuse and neglect.

An explanation of wellbeing can be found in Chapter One of the guidance to the Care Act 2014, which also identifies that “the core purpose of adult care and support is to help people achieve the outcomes that matter to them in their life.”

All safeguarding processes followed by partner agencies as part of this procedure must follow the principles set out in the Care Act Statutory Guidance in relation to Safeguarding and Wirral Safeguarding Adults Policy.

The principles are;

- **empowerment**
- **prevention**
- **proportionality**
- **protection**
- **partnership**
- **accountability**
- **Who is covered by this Procedure?**

### **Residents of Wirral**

This procedure is to be used when there is a concern, allegation or disclosure of abuse for any adult in need of care and support who is a resident of the Wirral Council constituency areas.

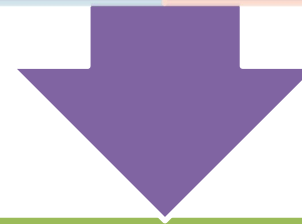
## How to Report a Safeguarding Concern in Wirral

This applies to all residents of Wirral regardless of setting- EG community, hospital or care establishment.

**BE ALERT:** to risks, suspicion, allegation, observation or disclosure of abuse/neglect

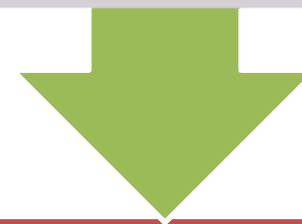
Deal with Immediate danger (if any)

**Contact 999** if appropriate



Support and make the Adult as safe as possible

Preserve the evidence (if any/appropriate)



Report the Safeguarding Concern

Inform Line manager/Agency's Designated Person who must telephone Wirral CADT within 1 hour to report a Safeguarding Concern. If Line Manager is likely to be unavailable for more than 1 hour- YOU MUST telephone the concern through yourself

Telephone

Wirral CADT- 0151 606 2006

(9.00am to 5.00pm - Monday to Friday)

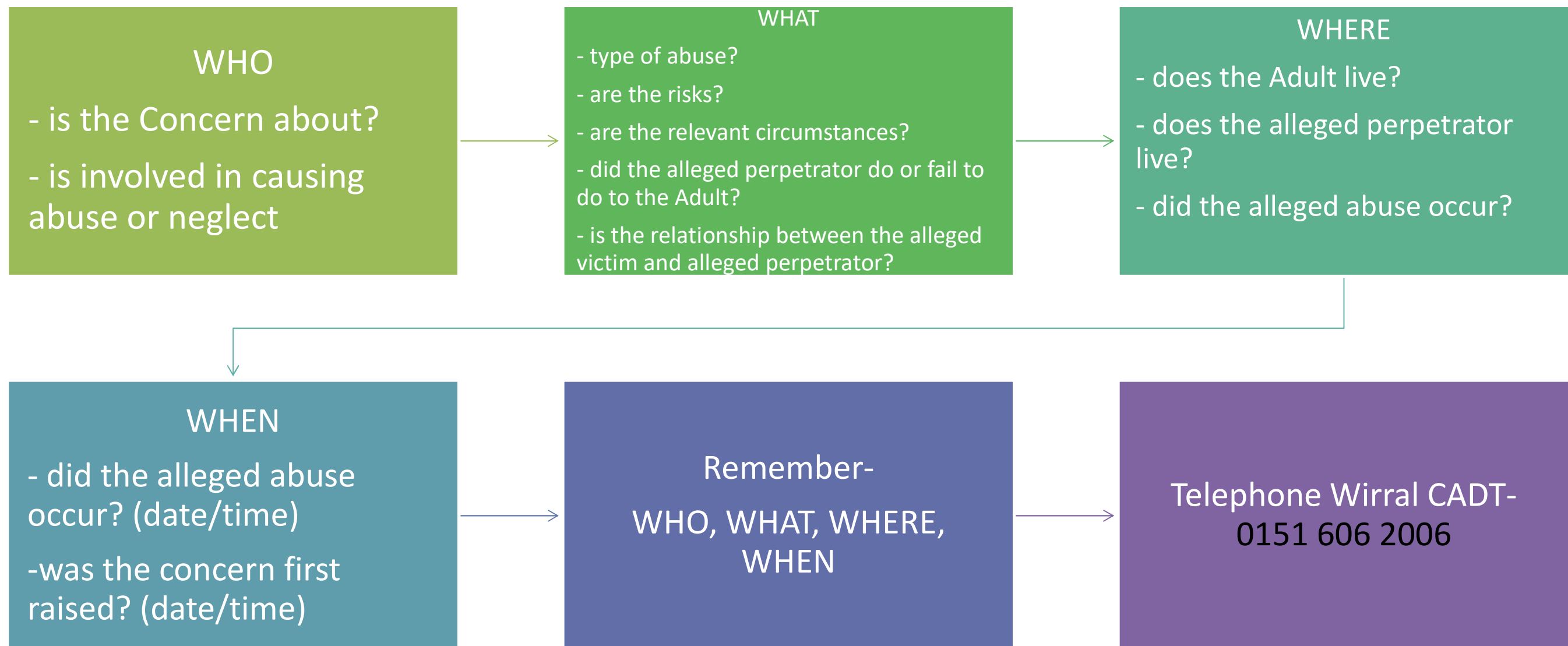
or Emergency Duty Team (EDT) - 0151 677 6557

outside of the hours shown

**RECORD**

**Wirral Multi-Agency Safeguarding Adults Procedures**  
**Key Information When Reporting Safeguarding Concerns in Wirral**

**When telephoning Wirral CADT, please provide as much of the following information as you have available:**



# SAFEGUARDING ADULTS FLOWCHART

Are there safeguarding concerns and person is over 18?

**YES**

**NO**

Are they experiencing or at risk of abuse or neglect by another person?

Who is alleged perpetrator?

Family member/ex-partner/intimate partner

Stranger/ carer/ friend/ neighbour, Care facility

Follow Domestic Abuse Process if person has no care and support needs

Does person have care & support needs?

**YES**

**NO**

Discuss with person to know what their wishes are – do they want this to be investigated under safeguarding, do they want police involvement?

**Yes**

**No**

Complete Safeguarding Adult Multi-Agency referral form, Safeguarding Referral via Web Incident, Report to the Police if crime committed via 101.

Is there reason to doubt patient's capacity?

**Yes**

**No**

Request a Mental Capacity Assessment for decision - of safeguarding concern. If they lack capacity, complete best interests decision.

Complete a Safeguarding Adult Multi-Agency referral form, Safeguarding Referral via Web Incident, Report to the Police if crime committed via 101.

Support person to report to the police & advise safety planning.

Human Trafficking/ modern slavery, report to police via 101, Safeguarding Referral to MASH. Out of hours contact EDT for further advice.

Safeguarding Referral via Web incident, Safety planning.

Ensure Mental Capacity Assessment & best interest's decision documented

Complete Safeguarding Adult Multi Agency Referral Form (MAR) and Safeguarding Referral Web Incident.

**SELF-NEGLECT**  
Does the person have capacity to decline support? Complete MCA.

**No**

**Yes**

Safeguarding Referral via Web incident. If concerns of **SERIOUS** harm to self and others, such as death, fire risk, etc. Multiagency referral form required also.

Person(s) family not coping at home

Request care needs assessment

**HOUSING ISSUE/HOMELESS?**  
Complete Duty to Refer referral on wirral.gov website. Contact Housing Options on 666 5511. Out of hours contact EDT and request the Emergency Homeless Officer.

Asylum Seekers / Refugees  
Would not come to safeguarding contact immigration or Police

Overdose/ self-harm

Contact the hospital

If adult has children or is pregnant **ONLY** Complete Safeguarding **CHILD** Multi Agency Referral Form (MAR) and Safeguarding Referral Web Incident.

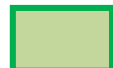
**ANY CHILDREN AND UNBORN INVOLVED, CHILD MAR FORM SHOULD BE COMPLETE.**



MAR needs to be completed



Consult with MASH for support to complete



Not Safeguarding