

Type of Abuse	Non-reportable Incidents	Incidents requiring Consultation	Reportable Incidents
Discriminatory/ Hate Crime	<ul style="list-style-type: none"> Isolated incident of teasing motivated by prejudicial attitude towards an adult's individual differences Isolated incident or support planning that fails to address an adult's specific diversity associated needs for a short period 	<ul style="list-style-type: none"> Recurring failure to meet specific care and/or support needs associated with diversity that cause little distress Denial of civil liberties for example, voting, making a complaint 	<ul style="list-style-type: none"> Hate crime resulting in injury/emergency medical treatment/fear for life Hate crime resulting in serious injury/attempted murder Honour based violence; a crime or incident committed to protect or defend the 'honour' of a family or community Inequitable access to service provision because of diversity issue Being refused access to essential services Humiliation, threats, or taunts on a regular basis Recurring failure to meet specific care and/or support needs associated with diversity that cause distress
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Domestic Abuse	<p>Incidents at this level do not require reporting to the local authority safeguarding team. However, you should complete and submit an internal safeguarding incident reporting form.</p> <p>Actions/outcomes may include advice, information, risk management and staff training.</p>	<p>Incidents at this level should be discussed with the Location/Care Manager/a Senior Manager or the designated Safeguarding lead or deputy</p> <p>After the conversation, you may be asked to formally refer the concern.</p>	<p>Incidents at this level should be reported using the contact number or online form for the relevant local authority. If the person at risk is in receipt of a regulated activity a CQC notification is required.</p> <p>If there is any indication a criminal act has occurred, the Police must also be notified.</p>
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Evictions or Risk of Homelessness	<ul style="list-style-type: none"> • Appropriate accommodation which no longer meets the needs of the residents/cohabitants • Low household income • Debt problems increasing • No sense of budgeting or financial responsibility 	<ul style="list-style-type: none"> • Rent arrears putting individuals or family at risk of eviction proceedings commencing • Individual or family intentionally putting their home at risk • Significant rent arrears accumulating despite repayment plan being in place 	<ul style="list-style-type: none"> • Extreme financial difficulties impacting on ability to have basic needs met • Inability to pay rent leading to loss of home • Court order being executed for repossession of home
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Falls	<p>Incidents at this level do not require reporting to the local authority safeguarding team. However, you should complete and submit an internal safeguarding incident reporting form.</p> <p>Actions/outcomes may include advice, information, risk management and staff training.</p> <ul style="list-style-type: none"> • Isolated incident where no significant harm occurs • Multiple incidents where no significant harm occurs and: <ul style="list-style-type: none"> ○ A support plan is in place ○ Action is being taken to minimise further risk ○ Other relevant professionals have been notified ○ There has been a full discussion with the resident, their family or representative ○ There are no other indicators of abuse or neglect • Isolated incident requiring attendance at hospital and no other form of abuse or neglect is suspected 	<p>Incidents at this level should be discussed with the Location/Care Manager/a Senior Manager or the designated Safeguarding lead or deputy</p> <p>After the conversation, you may be asked to formally refer the concern.</p> <ul style="list-style-type: none"> • More than one incident during a 6-month period requiring attendance at hospital • Multiple incidents where: <ul style="list-style-type: none"> ○ The support plan has NOT been fully implemented ○ It is NOT CLEAR that professional advice or support has been sought at the appropriate time ○ There have been other similar incidents or areas of concern • Any fall where there is suspected abuse or neglect by a staff member or other person or a failure to follow relevant support plans, policies, or procedures 	<p>Incidents at this level should be reported using the contact number or online form for the relevant local authority. If the person at risk is in receipt of a regulated activity a CQC notification is required.</p> <p>If there is any indication a criminal act has occurred, the Police must also be notified.</p> <ul style="list-style-type: none"> • Any fall resulting in significant injury or death where there is suspected abuse or neglect by a staff member or other person or a failure to follow relevant support plans, policies, or procedures
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Financial or Material Abuse	<p>Incidents at this level do not require reporting to the local authority safeguarding team. However, you should complete and submit an internal safeguarding incident reporting form.</p> <p>Actions/outcomes may include advice, information, risk management and staff training.</p>	<p>Incidents at this level should be discussed with the Location/Care Manager/a Senior Manager or the designated Safeguarding lead or deputy</p> <p>After the conversation, you may be asked to formally refer the concern.</p>	<p>Incidents at this level should be reported using the contact number or online form for the relevant local authority. If the person at risk is in receipt of a regulated activity a CQC notification is required.</p> <p>If there is any indication a criminal act has occurred, the Police must also be notified.</p>
	<ul style="list-style-type: none"> • Money is not recorded safely or recorded properly • Single incident of missing money and/or belongings where the quality of the resident's life has not been affected, little or no distress caused, and no other resident cared for by the accused colleague/team has been affected • Adult not involved in a decision about how their money is spent or kept safe – capacity in this respect is not properly considered 	<ul style="list-style-type: none"> • Adult's monies kept in a joint bank account – unclear arrangements for equitable sharing of interest • High levels of anti-social behaviour reported • High levels of visitors to the property/tenant/resident does not appear to be able to say 'no' • Resident is socially isolated • Resident falling behind on rent payments • Resident deemed to be 'failing' to engage with professionals • General deterioration in residents' health and wellbeing • Property falling into disrepair 	<ul style="list-style-type: none"> • Suspected fraud/exploitation relating to benefits, income, property or will, including 'cuckooing' • Lasting Power of Attorney claimed to exist but unregistered • Adult denied access to his/her/their own funds or possessions • Misuse/misappropriation of property, possessions, or benefits by a person in a position of trust or control. To include misusing loyalty cards • Personal finances removed from an adult's control • Adult coerced or misled into giving over money or property
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<p>Incident involving another resident with care and support needs</p>	<p>Incidents at this level do not require reporting to the local authority safeguarding team. However, you should complete and submit an internal safeguarding incident reporting form.</p> <p>Actions/outcomes may include advice, information, risk management and staff training.</p> <ul style="list-style-type: none"> • Isolated incident where no significant harm occurs • More than one incident where no significant harm occurs and: <ul style="list-style-type: none"> ○ A support plan is in place ○ Action is being taken to minimise further risk ○ Other relevant professionals have been notified ○ There has been a full discussion with the resident, their family or representative ○ There are no other indicators of abuse or neglect 	<p>Incidents at this level should be discussed with the Location/Care Manager/a Senior Manager or the designated Safeguarding lead or deputy</p> <p>After the conversation, you may be asked to formally refer the concern.</p> <ul style="list-style-type: none"> • Any incident requiring medical attention or attendance at hospital • Multiple incidents where: <ul style="list-style-type: none"> ○ The support plan has not or cannot be fully implemented ○ It is NOT CLEAR that professional advice or support has been sought at the appropriate time ○ There have been other similar incidents involving this perpetrator or areas of concern ○ There are other indicators of abuse or neglect 	<p>Incidents at this level should be reported using the contact number or online form for the relevant local authority. If the person at risk is in receipt of a regulated activity a CQC notification is required.</p> <p>If there is any indication a criminal act has occurred, the Police must also be notified.</p> <ul style="list-style-type: none"> • Any incident resulting in intentional or intended harm or risk of harm to the victim • Any incident where a weapon or other object is used with the deliberate intention of harm • Repeated incidents where the victim lacks capacity and is unable to take action and defend themselves • The victim is, or appears, fearful in the presence of the other person or is adapting behaviour to pacify or avoid the other person
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<p>Medication Errors</p>	<ul style="list-style-type: none"> Isolated incident where the person is accidentally given the wrong medication, given too much or too little medication or given it at the wrong time but no harm occurs Isolated incident causing no harm that is not reported by a staff member Isolated prescribing or dispensing error by GP, pharmacist or other medical professional resulting in no harm 	<ul style="list-style-type: none"> Recurring missed medication or errors that affect more than one adult and result in actual harm to one or more adults Recurring prescribing or dispensing errors by GP, pharmacist or other medical professional that affect more than one adult and/or result in harm to one or more adults Covert administration without the persons consent or having a best interest decision recorded in the support plan Misuse of/over-reliance on sedatives to control challenging behaviour 	<ul style="list-style-type: none"> Deliberate maladministration of medications or failure to follow proper procedures e.g. controlled medication Pattern of recurring errors or an incident of deliberate maladministration that results in ill-health or death Deliberate falsification of records or coercive/intimidating behaviour to prevent reporting
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Modern Slavery	<p>Incidents at this level do not require reporting to the local authority safeguarding team. However, you should complete and submit an internal safeguarding incident reporting form.</p> <p>Actions/outcomes may include advice, information, risk management and staff training.</p>	<p>Incidents at this level should be discussed with the Location/Care Manager/a Senior Manager or the designated Safeguarding lead or deputy</p> <p>After the conversation, you may be asked to formally refer the concern.</p>	<p>Incidents at this level should be reported using the contact number or online form for the relevant local authority. If the person at risk is in receipt of a regulated activity a CQC notification is required.</p> <p>If there is any indication a criminal act has occurred, the Police must also be notified.</p>
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<p>Neglect or Acts of Omission</p>	<p>Incidents at this level do not require reporting to the local authority safeguarding team. However, you should complete and submit an internal safeguarding incident reporting form.</p> <p>Actions/outcomes may include advice, information, risk management and staff training.</p>	<p>Incidents at this level should be discussed with the Location/Care Manager/a Senior Manager or the designated Safeguarding lead or deputy</p> <p>After the conversation, you may be asked to formally refer the concern.</p>	<p>Incidents at this level should be reported using the contact number or online form for the relevant local authority. If the person at risk is in receipt of a regulated activity a CQC notification is required.</p> <p>If there is any indication a criminal act has occurred, the Police must also be notified.</p>
	<ul style="list-style-type: none"> • Isolated missed care visits - no harm occurs, and no other resident care visit is missed that day • Adult is not assisted with a meal/drink on one occasion and no harm occurs • Inadequacies in care provision leading to discomfort – no significant harm e.g. left wet for a period of time • An unwitnessed fall that requires no external medical treatment/consultation • IE no call to 111 or admission to hospital • Unwitnessed fall where 111 are called but do not recommend getting external medical treatment • treatment 	<ul style="list-style-type: none"> • Recurrent missed care visits where risk of harm escalates, or one miss where harm occurs • Discharge from hospital where harm occurs that does not require readmission • Recurrent lack of care to extent that health and well-being deteriorate e.g. pressure ulcers, dehydration, malnutrition (assessed to the capability of the person reporting) • Unwitnessed fall where 111 are called and recommend getting external medical treatment • e.g. an ambulance 	<ul style="list-style-type: none"> • Failure to arrange access to life saving services or medical care • Failure to intervene in dangerous situations where the adult lacks the capacity to assess risk • Discharge from hospital where harm occurs that does require re-admission
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Organisational Abuse	<p>Incidents at this level do not require reporting to the local authority safeguarding team. However, you should complete and submit an internal safeguarding incident reporting form.</p> <p>Actions/outcomes may include advice, information, risk management and staff training.</p> <ul style="list-style-type: none"> • Lack of stimulation/opportunities to engage in social and leisure activities • Resident not enabled to have a say in how the service is run • Denial of individuality and opportunities to make informed choices and take responsible risks • Support planning documentation is not person centred/does not involve the resident or capture their views • Single incident of insufficient staffing to meet all residents needs in a timely fashion but causes no harm 	<p>Incidents at this level should be discussed with the Location/Care Manager/a Senior Manager or the designated Safeguarding lead or deputy</p> <p>After the conversation, you may be asked to formally refer the concern.</p> <ul style="list-style-type: none"> • Rigid/inflexible routines that are not always in the residents’ best interests • Residents’ dignity is occasionally undermined e.g. lack of privacy during support with intimate care needs, pooled under clothing • Recurrent bad practice lacks management oversight and is not being reported to commissions/the safeguarding service • Unsafe and unhygienic living environments that could cause harm to residents or have caused minor injury requiring no external medical intervention/consultation 	<p>Incidents at this level should be reported using the contact number or online form for the relevant local authority. If the person at risk is in receipt of a regulated activity a CQC notification is required.</p> <p>If there is any indication a criminal act has occurred, the Police must also be notified.</p> <ul style="list-style-type: none"> • Staff misusing position of power over residents • Over-medication and/or inappropriate restraint managing behaviour • Recurrent or consistent ill-treatment by care provider to more than one resident over a period of time • Recurrent or consistent incidents of insufficient staffing resulting in harm requiring external medical intervention or hospitalisation of residents • Recurrent incidents or insufficient staffing resulting in actual harm
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Physical Abuse	<p>Incidents at this level do not require reporting to the local authority safeguarding team. However, you should complete and submit an internal safeguarding incident reporting form.</p> <p>Actions/outcomes may include advice, information, risk management and staff training.</p> <ul style="list-style-type: none"> • Error by staff causing no/little harm e.g. skin friction mark due to ill-fitting hoist sling • Isolated incident by other resident causing no/little harm e.g. one resident strikes another but it leaves no mark and does not cause emotional distress lasting hours • Unexplained very light marking/bruising found on one occasion 	<p>Incidents at this level should be discussed with the Location/Care Manager/a Senior Manager or the designated Safeguarding lead or deputy</p> <p>After the conversation, you may be asked to formally refer the concern.</p> <ul style="list-style-type: none"> • Unexplained minor marking or lesions, minor cuts, or grip marks on a number of occasions or on a number of residents cared for by a specific team/carer • Inappropriate restraint that causes marks to be left but no external medical treatment/consultation required 	<p>Incidents at this level should be reported using the contact number or online form for the relevant local authority. If the person at risk is in receipt of a regulated activity a CQC notification is required.</p> <p>If there is any indication a criminal act has occurred, the Police must also be notified.</p> <ul style="list-style-type: none"> • Serious bodily harm/assault with a weapon leading to irreversible damage or death • Intended harm towards a resident • Deliberately withholding of food, drinks, or aids to independence • Unexplained fractures/serious injuries • Assault by another resident requiring medical treatment
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<p>Psychological Abuse</p>	<ul style="list-style-type: none"> Isolated incident where adult is spoken to in a rude or inappropriate way – respect is undermined but no or little distress caused Occasional taunts or verbal outbursts which do not cause distress between residents 	<ul style="list-style-type: none"> Treatment that undermines dignity and damages esteem Repeated incidents of denying or failing to recognise an adult’s choices or of failing to value their opinion, particularly in relation to a service or care they are receiving Occasional taunts or verbal outbursts which do cause distress between residents 	<ul style="list-style-type: none"> Denial of basic human rights/civil liberties, over-riding advance directive, forced marriage Prolonged intimidation Vicious/personalised verbal attacks Humiliation of a resident Emotional blackmail e.g. threats or abandonment/harm The withholding of information to disempower Allegations or concerns relating to ‘cuckooing’
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Self-Neglect	<p>Incidents at this level do not require reporting to the local authority safeguarding team. However, you should complete and submit an internal safeguarding incident reporting form.</p> <p>Actions/outcomes may include advice, information, risk management and staff training.</p>	<p>Incidents at this level should be discussed with the Location/Care Manager/a Senior Manager or the designated Safeguarding lead or deputy</p> <p>After the conversation, you may be asked to formally refer the concern.</p>	<p>Incidents at this level should be reported using the contact number or online form for the relevant local authority. If the person at risk is in receipt of a regulated activity a CQC notification is required.</p> <p>If there is any indication a criminal act has occurred, the Police must also be notified.</p>
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Sexual abuse	<p>Incidents at this level do not require reporting to the local authority safeguarding team. However, you should complete and submit an internal safeguarding incident reporting form.</p> <p>Actions/outcomes may include advice, information, risk management and staff training.</p> <ul style="list-style-type: none"> • Not committed by a person in a position of trust, AND: • Isolated incident of teasing or unwanted attention, either verbal or physical (but excluding genitalia), where the effect on the person at risk is low • Isolated incident of teasing or low level unwanted sexualised attention (verbal or by gestures) directed at one adult by another whether or not capacity exists – no harm or distress caused 	<p>Incidents at this level should be discussed with the Location/Care Manager/a Senior Manager or the designated Safeguarding lead or deputy</p> <p>After the conversation, you may be asked to formally refer the concern.</p> <ul style="list-style-type: none"> • Non-contact sexualised behaviour which causes distress to the person at risk • Verbal sexualised teasing or harassment • Being subject to indecent exposure where the individual at risk/resident is not distressed 	<p>Incidents at this level should be reported using the contact number or online form for the relevant local authority. If the person at risk is in receipt of a regulated activity a CQC notification is required.</p> <p>If there is any indication a criminal act has occurred, the Police must also be notified.</p> <ul style="list-style-type: none"> • ANY allegation of sexualised behaviour relating to a person in a position of trust against a person in their care • Sex in a relationship characterised by authority, inequality, or exploitation for example staff and residents • Sex without valid consent (rape) • Voyeurism - the practice of gaining sexual pleasure from watching others when they are naked or engaged in sexual activity • Sexualised touch or masturbation without valid consent • Being made to look at pornographic material against will/where valid consent cannot be given • Attempted penetration by any means (whether it occurs within a relationship or not) without valid consent
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