

How to make a 'good' Safeguarding Adults Referral

Safeguarding is Everyone's Business

Timely and accurate referrals help agencies work together to keep adults with care and support needs safe. This factsheet gives a few pointers on what information should be included in a referral.

Make sure the person you are referring meets the criteria:

- The person must be 18 or over
- Have care and support needs
- Is experiencing or be at risk of abuse or neglect
- As a result of their care needs be unable to protect themselves

Get your facts right:

What have you seen? (where, when) What have you heard? (when, who from)

Information about the adult(s) at risk:

- What care and support needs do they have?
- Why are they unable to protect themselves from the abuse/neglect or the risk of it?
- Do they have mental capacity to make decisions about keeping themselves safe/other relevant decisions?

Information about the person alleged to be causing the abuse or neglect:

- Do they have any care and support needs?
- Do they work with children or adults at risk?
- Are they in a position of trust?
- Do you know if they have a history of posing a risk to others?

Always check the spelling of names and confirm date of birth as this will help with enquiries.

What is the concern?

- What abuse/neglect is the adult(s) at risk experiencing or at risk of? This could include (but not limited to) physical, emotional, sexual, neglect, financial, organisational, self-neglect, modern slavery, exploitation or discrimination.
- Has a crime been committed?
- Was the harm deliberate or accidental? What is the impact on the adult (or others)? What might happen to the adult(s) if agencies don't become involved?
- Identify what you have tried already to reduce risk and meet the adult(s) needs.
- Include details and outcomes of any referrals to other services or agencies e.g. Police.
- What protective factors are in place?

- Seek consent to the referral from the person, but if this has not been possible explain this within your referral.

Make safeguarding personal

- Safeguarding enquiries should always be person led so ask about the outcomes the person wants to achieve. The person's views and wishes will be followed as much as possible.
- Include information about the adult's professional and informal support network. If the person would have difficulties in participating in the safeguarding process, is there someone who could act in their best interest?

Good practice

- When quoting someone use their actual words. You may want to include clarification of what they meant but don't leave room for misunderstanding.
- Provide accurate information. Instead of stating "leads a chaotic lifestyle" it is clearer to say, "can be difficult to contact".
- Facts and opinions need to be separated. You can have a professional opinion but make sure this is stated clearly.
- State your concerns but be respectful – would you be happy to share this referral with the adult at risk? Language should reflect the seriousness of the situation to prompt appropriate response.
- Act promptly – delays can cause harm.
- If you are not sure if it is safeguarding, speak with a Safeguarding Lead in your service or phone ACS on 0300 123 40 42 for advice

Referrals should be made to:

ACS – call **0300 123 40 42**

Email: [Safeguarding Portal](#)

HPFT - for people with mental health needs receiving services from HPFT

SPA call **0800 6444 101** Email: hpft.spa@nhs.net

Worried about Data Protection - don't be

Data Protection Act 1998 and human rights laws are not barriers to justified information sharing. Share with informed consent where possible and respect the wishes of those who do not consent to share confidential information. You may still share information without consent if there is good reason to do so, such as where safety may be at risk. Make sure that the information you provide is necessary for the purpose for which you are sharing it, is shared only with those people who need to have it, is accurate and up-to-date, and is shared in a timely and secure way.

For more information read our [Information Sharing Procedure](#)

For practice resources and multiagency policies visit [HSAB website](#).