



Llywodraeth Cymru  
Welsh Government

## Safeguarding

You may be working in a new building and/or with new people and with people you do not know, as you support vital work to provide care during the coronavirus outbreak. It is important that while people from different agencies and settings work together, everyone has the same information about what to do if they are worried that an adult may be at risk of abuse or neglect. Some practitioners on site will be experienced in responding to safeguarding concerns but some may be less confident about how to respond under new working arrangements.

- Social Services have prioritised safeguarding as a critical area of support. Emergency and Duty teams will stay open and it is important that any concern about an adult at risk of abuse or neglect is shared as soon as is possible.
- Fears about sharing information should not be a barrier to safeguarding and promoting the well-being of adults at risk of abuse or neglect. Every practitioner must take responsibility for sharing the information they hold, and cannot assume that someone else will pass on information, which may be critical to keeping a person safe.
- If you receive information from an adult or from someone else that they are at risk of abuse or neglect or if you see something which makes you worry that they are at risk, you must pass these concerns on as soon as you can.
- Familiarise yourself with your organisations safeguarding policy and who to report concerns to. This person may change if staff need to self-isolate so check this each day on arrival.
- If you have reasonable cause to suspect that an adult is at risk of neglect or abuse you **must report that matter to the local authority** as soon as possible.
- If you have any concerns you **must** speak to your supervisor/manager before the person goes home at the end of the day.
- If for any reason you cannot contact your supervisor/manager you **must** phone the local authority Adult Services Team and report your concerns before the person leaves. Make sure you know the number. This can be found on the poster in your setting and online.
- If you believe that any person is at immediate risk of harm phone the Police on 999.