

For adult in need of protection responses

A discussion will take place by phone or in person to coordinate the investigation and protection response. Depending on the relationship of the referrer to the adult in need of protection the referrer may continue to be involved by attending a meeting or providing information to develop / deliver a protection plan. This will vary depending on the individual circumstances.

The adult's wishes will be central to the process and will as far as possible inform decisions.

Where appropriate, family members/Next of Kin will be asked for their views. The discussion will consider if any other professionals or bodies need to be notified of the concern such as Human Resources or PSNI.

Support will be offered to the adult and their family/Next of Kin throughout the process. An appointed person will keep them informed and updated on progress and will share the findings with the adult and or their family/Next of Kin.

A meeting will take place to discuss the findings of the investigation based on balance of probability and to consider what actions need to be taken in the future and if protection measures are still required and who will take this forward.

**Following the investigation support will be offered to the adult and their family/ Next of Kin where appropriate to discuss the outcome. Feedback on your experience will be sought through a survey called Service user feedback form to inform how adult safeguarding is shaped in the future.**

If you have a complaint about how your concern has been responded to, please refer to the relevant agency's complaint procedure.

## SOUTHERN LOCAL ADULT SAFEGUARDING PARTNERSHIP



**What happens after you make a referral to Adult Protection?**



Contact the Southern Trust  
Protection Gateway Team

(028) 3756 4423 (Monday - Friday 9am - 5pm)

**Out of Hours 0800 197 9995**

or **PSNI**

on **101** or **999** in an emergency





### What happens after you make a referral to Adult Protection?

- All referrals/concerns will be taken seriously.
- Your concern will be listened to and someone will ask some questions to make sure they understand your worries. This is important as the person taking your call needs to be able to understand the seriousness of the concern you are describing and if there are immediate actions required to keep you or someone else safe.
- Your information will be kept confidential however, you will be asked for your name and contact details so that the person who will be responding to your concern can come back to you. This person is the Designated Adult Protection officer (DAPO.)
- It is important that all safeguarding concerns are responded to in a balanced, proportionate way and with the consent of the person you are worried about. There may be some circumstances where the adult may be unable to consent or where the professionals involved believe it to be in the interests of safeguarding others that consent may not be required.

This will be explained to you if this is the case.

Responses may include:

- Professional health and social care assessment and support from the local case manager
- Referral for Adult Protection investigation by the Health and Social Care Trust
- Referral to PSNI in relation to possible criminal offence

The referrer will receive a written acknowledgement advising that an initial assessment and safeguarding response has been completed. This will include the contact information for the DAPO, where appropriate, to oversee the safety of the adult and the investigation.

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