

# Flowchart for referral when concerned an Adult at Risk of Harm is being abused

NB: Any consultation should not delay a referral. In an emergency, dial 999

## Step 1

If you are worried that an Adult at Risk of Harm is being abused:

e.g.

- You have seen something.
- An Adult at Risk of Harm says they have been abused.
- Somebody else has told you they are concerned.
- There has been an allegation against a member of staff.
- There has been an anonymous allegation.
- Someone has disclosed they were abusing an Adult at Risk of Harm.

## Definition

**An Adult at risk of Harm is someone who is:**

- Is aged 18 years and over.
- Is at risk of, or is currently experiencing abuse.
- Has care and support needs.
- Is unable to protect themselves from harm due to their care and support needs.

(Examples of care and support needs are: physical disability, learning disability, mental health needs, physical health needs, long or short term illness, alcohol or substances misuse/dependence, elderly frail.)

## Step 2

**Talk to:** Person on Duty Safeguarding Rota

|                     |              |              |
|---------------------|--------------|--------------|
| Monday - Thursday   | Sarah Newell | 07542 785649 |
| Friday              | Gina Clarke  | 07563 029117 |
| Backup Tues - Thurs | Jo Pearson   | 07933 801871 |

**Talk to:** Or direct with Safeguarding Lead or Trustee

|                           |              |              |
|---------------------------|--------------|--------------|
| Safeguarding Lead         | Sarah Newell | 07542 785649 |
| Lead Safeguarding Trustee | Jade Hawes   | 07753 637403 |

**Consult**

**Monitor &  
Record**

**(Sign, date  
& time)**

## Step 3

### Non-Urgent Referral:

If you have a safeguarding concern about an Adult at Risk of Harm and need to make a referral please use the online **Suffolk Adult Care Portal**

<https://earlyhelpportal.suffolk.gov.uk/web/portal/pages/adultsa#h1>

### Urgent Referral:

If your safeguarding referral is urgent or you are unable to use the portal above, please call

**Customer First on 0808 800 4005**

### Immediate danger to an Adult at Risk of Harm:

Call the **Police on 999** or  
**Suffolk Police 01473 613500**

### Safeguarding Advice:

If you have a safeguarding concern about an Adult at Risk of Harm and cannot contact any of the safeguarding personnel listed above and/or need further advice please call:

**MASH** (Multi-Agency  
Safeguarding Hub)  
Professional Consultation  
Line on **0345 606 1499**  
(Mon – Thur 0900-17.00,  
Fri 09.00-16.25)