

Type of Abuse	Examples of alerts that might fall outside of safeguarding procedures and be addressed by other means	<div style="display: flex; justify-content: space-between; align-items: center;"> <span>LESS SERIOUS</span> <span>← The Extent of the Abuse →</span> <span>EXTREMELY SERIOUS</span> </div>			
<b>Physical</b>	<ul style="list-style-type: none"> <li>Staff error causing no/little harm, e.g. friction mark on skin due to ill-fitting hoist sling</li> <li>Minor events that still meet criteria for 'incident reporting'</li> </ul>	<ul style="list-style-type: none"> <li>Isolated incident involving service user on service user</li> <li>Inexplicable marking found on one occasion</li> </ul>	<ul style="list-style-type: none"> <li>Inexplicable marking or lesions, cuts or grip marks on a number of occasions</li> </ul>	<ul style="list-style-type: none"> <li>Inappropriate restraint</li> <li>Withholding of food, drinks or aids to independence</li> <li>Inexplicable fractures/injuries</li> <li>Assault</li> </ul>	<ul style="list-style-type: none"> <li>Grievous bodily harm/assault with weapon leading to irreversible damage or death</li> </ul>
<b>Medication</b>	<ul style="list-style-type: none"> <li>Adult does not receive prescribed medication (missed/wrong dose) on one occasion – no harm occurs</li> </ul>	<ul style="list-style-type: none"> <li>Recurring missed medication or administration errors in relation to one service user that cause no harm</li> </ul>	<ul style="list-style-type: none"> <li>Recurring missed medication or errors that affect more than one adult and/or result in harm</li> </ul>	<ul style="list-style-type: none"> <li>Deliberate maladministration of medications</li> <li>Covert administration without proper medical supervision</li> </ul>	<ul style="list-style-type: none"> <li>Pattern of recurring errors or an incident of deliberate maladministration that results in ill-health or death</li> </ul>
<b>Sexual</b>	<ul style="list-style-type: none"> <li>Isolated incident when an inappropriate sexualised remark is made to an adult and no or little distress is caused</li> </ul>	<ul style="list-style-type: none"> <li>Verbal sexualised teasing</li> <li>Isolated incident of low-level unwanted sexualised attention / touching directed at one adult by another whether or not capacity exists</li> </ul>	<ul style="list-style-type: none"> <li>Recurring sexualised touch or isolated/recurring masturbation without consent</li> <li>Being made to look at pornographic material without consent</li> <li>Being subject to indecent exposure</li> </ul>	<ul style="list-style-type: none"> <li>Attempted penetration by any means (whether or not it occurs within a relationship) without consent</li> <li>Sexual harassment</li> <li>Sexualised attention in a relationship between staff and a service user</li> </ul>	<ul style="list-style-type: none"> <li>Sex in a relationship characterised by authority, inequality or exploitation, e.g. staff and service user</li> <li>Sex without consent/rape</li> </ul>
<b>Psychological</b>	<ul style="list-style-type: none"> <li>Isolated incident where adult is spoken to in a rude or other inappropriate way – respect is undermined, but no or little distress is caused</li> </ul>	<ul style="list-style-type: none"> <li>Occasional taunts or verbal outbursts which cause distress</li> <li>The withholding of information to disempower</li> </ul>	<ul style="list-style-type: none"> <li>Treatment that undermines dignity and damages esteem</li> <li>Denying or failing to recognise an adult's choice or opinion</li> <li>Frequent verbal outbursts</li> </ul>	<ul style="list-style-type: none"> <li>Humiliation</li> <li>Emotional blackmail, e.g. threats of abandonment/harm</li> <li>Frequent and frightening verbal outbursts</li> </ul>	<ul style="list-style-type: none"> <li>Denial of basic human rights/civil liberties, overriding advance directive, forced marriage</li> <li>Prolonged intimidation</li> <li>Vicious/personalised verbal attacks</li> </ul>
<b>Financial</b>	<ul style="list-style-type: none"> <li>Staff personally benefit from the support they offer service users, e.g. accrue 'reward points' on their own store loyalty cards when shopping</li> </ul>	<ul style="list-style-type: none"> <li>Adult not routinely involved in decisions about how their money is spent or kept safe – capacity in this respect is not properly considered</li> </ul>	<ul style="list-style-type: none"> <li>Adult's monies kept in a joint bank account – unclear arrangements for equitable sharing of interest</li> <li>Adult denied access to his/her own funds or possessions</li> </ul>	<ul style="list-style-type: none"> <li>Misuse/misappropriation of property, possessions or benefits by a person in a position of trust or control</li> <li>Personal finances removed from adult's control</li> </ul>	<ul style="list-style-type: none"> <li>Fraud/exploitation relating to benefits, income, property or will</li> <li>Theft</li> </ul>
<b>Neglect</b>	<ul style="list-style-type: none"> <li>Isolated missed home care visit where no harm occurs</li> <li>Adult is not assisted with a meal/drink on one occasion and no harm occurs</li> <li>Self neglect</li> </ul>	<ul style="list-style-type: none"> <li>Inadequacies in care provision that lead to discomfort or inconvenience – no significant harm occurs, e.g. being left wet occasionally</li> <li>Not having access to aids to independence</li> </ul>	<ul style="list-style-type: none"> <li>Recurrent missed home care visits where risk of harm escalates, or one miss where harm occurs</li> <li>Hospital discharge without adequate planning and harm occurs</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing lack of care to extent that health and wellbeing deteriorate significantly e.g. pressure wounds, dehydration, malnutrition, loss of independence/confidence</li> </ul>	<ul style="list-style-type: none"> <li>Failure to arrange access to life saving services or medical care</li> <li>Failure to intervene in dangerous situations where the adult lacks the capacity to assess risk</li> </ul>
<b>Institutional (any one or combination of the other forms of abuse)</b>	<ul style="list-style-type: none"> <li>Lack of stimulation/opportunities for people to engage in social and leisure activities</li> <li>Service users not given sufficient voice or involved in the running of the service</li> </ul>	<ul style="list-style-type: none"> <li>Denial of individuality and opportunities for service users to make informed choices and take responsible risks</li> <li>Care-planning documentation not person-centred</li> </ul>	<ul style="list-style-type: none"> <li>Rigid/inflexible routines</li> <li>Service user's dignity is undermined, e.g. lack of privacy during support with intimate care needs, shared underclothing</li> </ul>	<ul style="list-style-type: none"> <li>Bad practice not being reported and going unchecked</li> <li>Unsafe and unhygienic living environments</li> </ul>	<ul style="list-style-type: none"> <li>Staff misusing their position of power over service users</li> <li>Over-medication and/or inappropriate restraint used to manage behaviour</li> <li>Widespread, consistent ill treatment</li> </ul>
<b>Discriminatory</b>	<ul style="list-style-type: none"> <li>Isolated incident when an</li> </ul>	<ul style="list-style-type: none"> <li>Care planning fails to address an</li> </ul>	<ul style="list-style-type: none"> <li>Inequitable access to service</li> </ul>	<ul style="list-style-type: none"> <li>Being refused access to essential</li> </ul>	<ul style="list-style-type: none"> <li>Hate crime resulting in</li> </ul>

	inappropriate prejudicial remark is made to an adult and no or little distress is caused	adult's diversity associated needs for a short period <ul style="list-style-type: none"> <li>Isolated incident of teasing motivated by prejudicial attitudes</li> </ul>	provision <ul style="list-style-type: none"> <li>Recurring taunts</li> <li>Recurring failure to meet specific needs associated with diversity</li> </ul>	services <ul style="list-style-type: none"> <li>Denial of civil liberties, e.g. voting, making a complaint</li> <li>Humiliation or threats</li> </ul>	injury/emergency medical treatment/fear for life <ul style="list-style-type: none"> <li>Hate crime resulting in serious injury or attempted murder/honour-based violence</li> </ul>
<b>ASSOCIATED LEVEL</b>	<b>GENERAL MONITORING</b>		<b>MODERATE MOITORONG</b>	<b>PROVIDER CONCERNS</b>	
<b>MANAGEMENT METHOD</b>	<b>PROVIDER REVIEW MEETING</b>		<b>PROVIDER CONCERNS</b>		