

Type of Abuse	Non-Reportable	Requires Consideration	Reportable
Incidents involving another person with care and support needs Please refer to local guidance for service user to service user incidents.	Low Risk No Impact	Medium Risk Some harm or risk of harm	High Risk Significant harm or risk of harm
	Lower-level concerns where the threshold for further enquiries under safeguarding are unlikely to be met. However, a record should be kept of what happened and what action was taken. Where there are a number of low-level concerns consideration should be given as to whether the threshold is met for a safeguarding enquiry due to increased risk	Incidents at this level should be formally raised as a safeguarding concern with the local authority Adult Social Care department. Consideration should also be given as to whether the police or other emergency services need to be contacted. Ensure whole family approaches if children or other adults may be impacted.	Incidents at this level should be formally raised as a safeguarding concern with the local authority Adult Social Care department. Consideration should also be given as to whether the police or other emergency services need to be contacted. Ensure whole family approaches if children or other adults may be impacted.
	Examples: - Isolated incident where no harm was caused - More than one incident where there was no impact on the person AND: - Care plan is in place and adhered to - Action has been taken to minimise the risk - Other professionals have been notified - Full discussion with the person, family or representative - No other indicators of abuse/neglect	Examples: - Any incident between people using a service in which medical attention or attendance at hospital is required - Multiple incidents where the person lacks capacity and is unable to take action to protect themselves - There have been other similar incidents involving the same perpetrator - Concerns over escalation of behaviours between identified individuals - The care plan has not been implemented - It is not clear that professional advice or support has been sought at the appropriate time - There have been other similar incidents involving the perpetrator or areas of concern	Examples: - Any incident resulting in intentional or intended harm or risk of harm to the person, including hate crimes - Any incident where a weapon or other object is used with the intention to cause injury - Repeated incidents where the person lacks capacity and is unable to protect themselves - The victim is, or appears, fearful in the presence of the other person or is adapting their behaviour to pacify or avoid the other person.
Actions/Outcomes to consider at every stage	- Review of relevant policies and procedures - Internal relevant training provided	- Share information with the ICB Quality Team and/or the CQC - Discussion with Health/Social Care Commissioners	RAISE SAFEGUARDING CONCERN If there is an indication a criminal act has occurred, the police MUST be consulted. Immediate safety plans must be implemented.

	• Review of existing care plans or creation of new care plans/risk assessments Complaints or disciplinary processes	• Consider Provider Concerns process as outlined in the safeguarding adults policies and procedures • DATIX, Serious Incident or alternative review or investigative process	
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