

Appendix 9

SAFEGUARDING ADULTS ADULTS EMERGENCY DUTY TEAM (AEDT) PROTOCOL

Introduction

The Adults Emergency Duty Team social workers work across the London boroughs of Kingston, Merton, Richmond and Sutton and operate out of normal working hours, at weekends and over statutory holidays. The service is hosted by the London Borough of Richmond Adult and Community Services.

A common out of hours emergency safeguarding process has been agreed by the four boroughs and is outlined in this specific protocol which needs to be read in conjunction with 'Protecting Adults at risk: London multi-agency policy and procedures to safeguard adults from abuse' and Richmond's Safeguarding Adults Protocol.

Social Services have the responsibility to co-ordinate the safeguarding process regardless of which agency is leading the investigation. The AEDT will undertake this role out of hours.

The Social Worker's focus will be to assess risk and address the risk, taking immediate actions to support, protect, and make the adult at risk safe. They will:

- Make an immediate evaluation of the risk and take steps to ensure that the adult is in no immediate danger.
- Where appropriate, dial 999 for an ambulance if there is need for emergency medical treatment.
- Where appropriate, dial 999 for the Police if there is need for emergency police action.
- Consider contacting the police if a crime has been or may have been committed.
- Not disturb or move articles that could be used in evidence, and secure the scene, for example, by locking the door to a room.
- Contact the children and families department if a child is also at risk.
- If possible, make sure that other service users are not at risk.

Protocol

- The AEDT social worker will follow stage 1 and 2 of the 7 stage Safeguarding Adults Process with particular emphasis on carrying out a sound risk assessment using the risk assessment tools to make people safe.
- The AEDT social worker will make the immediate decision on safeguarding actions as outlined in the 'Protecting Adults at risk: London multi-agency policy and procedures to safeguard adults from abuse'.
- Where the person causing harm is also an adult at risk the AEDT social worker has a duty of care. The social worker will need to seek assistance from other agencies operating out of hours to ensure both parties' needs are met.
- Where the person causing harm is a member of staff (either in the statutory / independent sector or voluntary sector), the manager of the employing agency should take immediate measures to suspend the member of staff or prohibit staff not suspended from having contact with the adult at risk. The AEDT social worker will ensure that such measures have been put in place and are sufficient to keep safe the adult at risk and other service users who may be affected.
- Although the social worker would not be responsible for an investigation they will interview the adult at risk where the allegation is serious, that is, life threatening or likely to result in serious injury (in which case action would be coordinated with the police to ensure that any evidence is preserved), and there is a need to interview the adult at risk to ensure they can be safeguarded against further abuse if necessary.

Record Keeping and Communication with Day Services

- The AEDT social worker will record all activity and information and email this by secure email to the dedicated mailbox in each borough by 9am on the next working day. The administrators of each mailbox will forward these reports to the relevant day team / social worker. The report will be flagged as *urgent – safeguarding*. Copies of the report will be sent to the Safeguarding Leads for the borough, as well as the AEDT team manager.
- The day team in turn will provide the AEDT with an update on all action they undertake as a consequence of the referral.
- The Alert system will be used by the day teams to inform the AEDT of safeguarding concerns. The Alerts will be sent by secure email and will be flagged high *importance*. Where a case is serious and certainly where the day team are requesting action from the AEDT social worker, the day social worker must telephone the AEDT duty social worker at the start of the evening shift (currently 5pm) to alert and outline any action needed.

- The four boroughs will be responsible for providing the Adults Emergency Duty Team with the out of hours contact details for senior managers in the four boroughs and their Police Community Safety Unit and the out of hours Safeguarding Managers in borough hospitals and the Mental Health Trust.