

# Safeguarding Adults at Risk Policy

**December 2022-23** 



Document	Safeguarding Adu	Ilts at Risk Policy							
Title:									
Document Purpose:	To ensure that all staff, volunteers, and trustees understand their statutory duty to protect children and adults at risk from harm and abuse who come into contact with our organisation's services.								
Document Statement:	The safety and wellbeing of each service user, as well as staff and volunteers (including Trustees), is of paramount importance. The basis of the policy is founded on the principle that all people have a right to live free from harm and abuse.								
Document Application:	All staff, volunteers, trustees	s, and service users							
Responsible for Implementation:	Alison Thompson (Rapha S <b>Deputies:</b> Jennifer Jones-Rigby (CEO)	ce Manager) – 07881 300 553 ervice Manager) – 07717 661 ) – 07867 300 196 ions Manager) - 07919 526 9	387						
Policy Owner:	Safeguarding Leads								
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Effective Date:	16/12/2022								
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Associated Documents: Associated Policies:	https://www.birmingham.gov.uk/safeguardingadults The Care Act 2014; Risk Assessment Form; MCA Act Safeguarding Children and Young People Policy; Data Protection Policy;								
713300iated 1 olicies.	Domestic Abuse Policy; Disciplinary Policy, Confidentiality Policy;								
<b>APPROVAL RI</b>	ECORD:								
Next Review by Trustees/CEO	Name:	Authorised Signature:	Dated:						
November 2021	Duncan Moore (Chair)	IPM	8/12/21						
December 2022	Jennifer Jones-Rigby (CEO)		16/12/22						
December 2023									

Bethel Health and Healing Network

Contact: 0121 661 4276 or email enquiries@bethelnetwork.org.uk Address: 196-198 Edward Road, Balsall Heath, Birmingham B12 9LX Company number: 05813084 | Charity: 1116225

Website: www.bethelnetwork.org.uk

Safeguarding Adults at Risk Policy V3.0 December 2022 FINAL





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#### 1. Safeguarding Adults at Risk Policy Statement

This policy will enable Bethel Health and Healing Network (Bethel) to demonstrate its commitment to keeping safe adults at risk with whom it works alongside. Bethel acknowledges its duty to act appropriately to any allegations, reports, or suspicions of abuse.

All staff, volunteers, and trustees have a responsibility to follow the guidance laid out in this Policy and related polices, and to help ensure the safety and welfare of service users, referring concerns in writing to the designated safeguarding lead where appropriate to ensure that help and support is provided at the earliest possible opportunity.

It is important that this Policy is in place so that staff, volunteers, service users and carers, and trustees can work to identify abuse, prevent abuse and know what to do in the event of abuse.

#### The **aim** of the Policy is to:

• Ensure that the adults at risk, coming into contact with the services of Bethel, suffer no harm and are safeguarded.

#### The **objectives** of the Policy are to:

- Maximise service users' choice, control and inclusion and to protect their human rights.
- Work in partnership with others to safeguard adults at risk, ensuring safe and effective working practices are in place and adhered to.
- Promote good practice and work in a way that can prevent harm, abuse and coercion occurring.
- Ensure that any allegations of abuse or suspicions of abuse are dealt with appropriately and that the person experiencing abuse is supported.
- Support staff, volunteers and trustees, within the organisation, in delivering and overseeing safe practices to Bethel's service users.

#### 2. Scope

The Policy applies to all staff, volunteers and trustees and anyone else working on behalf of Bethel, who will work towards:

- promoting the freedom and dignity of the person who has or is experiencing abuse.
- promoting the rights of all people to live free from abuse and coercion.
- ensuring the safety and wellbeing of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing.
- managing services in a way that promotes safety and prevents abuse.





- recruiting staff and volunteers safely, ensuring all necessary checks are made;
   and
- providing effective management for staff and volunteers through supervision, support and training.

This policy should be read in conjunction with the Birmingham's Multi-Agency Safeguarding Adults Policy and Procedures documents which are available at: http://www.bsab.org/publications/policy-procedures-and-guidance/

#### 3. Definitions

#### The Care Act (2014)

Enables caregivers to take a person-centered approach when they are protecting any vulnerable person. When caregivers follow the principles, they place the vulnerable persons' well-being and needs first. This way, they help the vulnerable person by giving them power while providing needed care. The Act applies to:

- People aged 18 or over:
  - who are receiving or may need community care services because of learning, physical or mental disability, age or illness;
  - who are or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

#### 4. Six Safeguarding Principles

There are six safeguarding principles enshrined within the Care Act 2014, which together underpin all adult safeguarding work:

**Principle 1: Empowerment -** There should be a presumption of personalisation, of person-led decisions and informed consent. From the perspective of our service users: "I am asked what I want as the outcomes from the safeguarding process, and these directly inform what happens."

**Principle 2: Prevention -** It is always better to take action before harm occurs than afterwards. From the perspective of our service users: "I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help."

**Principle 3: Proportionality** - A proportionate – and least intrusive – response, should be made, as appropriate to the risk presented. From the perspective of our service users: "I am sure Bethel Health and Healing Network will work for my best interests as I see them, and they will only get involved as much as I require."





**Principle 4: Protection** - Support and representation should be given to those in need. From the perspective of our service users: "I get help and support to report abuse. I get help to take part in the safeguarding process to the extent to which I want, and to which I am able."

**Principle 5: Partnership** - Local solutions should be found through Bethel working with other agencies in our local community. Communities have a part to play in preventing, detecting, and reporting neglect and abuse. From the perspective of our service users: "I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that Bethel will work with other professionals to get the best results for me."

**Principle 6: Accountability** - There should be accountability and transparency in delivering safeguarding. From the perspective of the service users: "I understand the role of everyone involved in protecting me from abuse."

#### 5. Types of Abuse

**Physical**: includes hitting, shaking, throwing, slapping, punching, burning, misuse of medication, inappropriate restraint.

**Sexual**: includes rape, indecent assault, and exposure, inappropriate looking and touching, sexual harassment, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, exposure to pornographic material, or sexual acts to which the adult has not consented to or does not have the mental capacity to consent or was pressured into consenting.

**Emotional or psychological**: including belittling or blaming, name calling, threats of harm, intimidation, isolation, threats of harm or abandonment, deprivation of contact, humiliation, controlling, coercion, harassment, verbal abuse or withdrawal from services or supportive networks.

**Financial or material abuse**: including theft, fraud, internet scamming and coercion in relation to an adults' financial affairs or arrangements, including wills, inheritance, or financial transactions. It can also include selling assets, the misuse or misappropriation of property, possessions, or benefits.

**Neglect and acts of omission**: including ignoring medical or physical care needs and failing to provide access to appropriate health, social care or educational services. It also includes the withdrawing of necessities of life e.g. medication, adequate nutrition, and heating.

**Discriminatory**: including with respect to race, gender and gender identity, disability, sexual orientation, religion, or any of the other protected characteristics listed within the Equally Act.

**Domestic abuse**: this includes psychological, physical, sexual, financial or emotional abuse perpetrated by anyone within a person's family, or by one or more adults who are, or have been,





intimate partners of the person being abused (see Domestic Violence and Abuse Policy).

**Organisational**: abuse can range from one-off incidents to ongoing ill-treatment. This can be through neglect, or poor professional practice as a result of the structure, policies, processes, and practices within the organisation.

'Honour-based' violence: encompasses incidents or crimes which have been committed to

protect or defend the honour of the family and/ or the community, including female genital mutilation (FGM), forced marriage, and practices such as breast ironing.

**Modern slavery**: this encompasses slavery, human trafficking, forced labour, and domestic servitude and can include an adult being forced or coerced into working for very little or no pay, or being compelled to work excessively long and/ or unusual hours, or to work whilst suffering poor physical health, the adult not being in control of their money, or being deprived of financial records they have legal entitlement to or of personal identity documents such as passports, visas or right-to-work documentation.

**Self-neglect**: this covers a wide range of behaviour, but it can be broadly defined as an adult neglecting to care for their own personal hygiene, health, or surroundings. Examples of self-neglect include behaviour such as hoarding, failing to clear away dirty dishes or washing personal clothing, or permitting the build-up of obstacles within their own living space.

**Cyber-bullying**: this occurs when someone repeatedly makes fun of another person online, or repeatedly picks on another person through emails or text messages. It can also involve online forums with the intention of harming, damaging, humiliating or isolating another person. It includes various types of bullying, including racist, homophobic, or bullying related to special educational needs and disabilities.

#### 6. Rights and Responsibilities

#### Staff and Volunteers

Included in the working together 2018 statutory guidance, Bethel signs up to the principles set out in the <a href="https://www.birmingham.gov.uk/safeguardingadults">https://www.birmingham.gov.uk/safeguardingadults</a> guidelines: This means that all staff and volunteers must:

- Respond appropriately when abuse has or is suspected of having occurred.
- Follow Bethel's safeguarding policies and procedures at all times, particularly if concerns arise about an individual's safety or welfare.
- Participate in safeguarding adults training and maintain current working knowledge relating







to safeguarding.

- Ensure that the individuals affected are involved in decision making about any safeguarding related to them.
- Become familiar with the Bethel Safeguarding Adults at Risk Policy and guidelines as appropriate to their roles.
- Discuss any concerns with line manager or the Safeguarding Lead.
- contribute to any action required in relation to safeguarding including information sharing and attending meetings.
- Work collaboratively with other agencies to safeguard and protect the welfare of adults at risk.
- Remain alert at all times to the possibility of abuse.
- Recognise the impact that diversity, beliefs, and values of people who use Bethel services can have.

The Trustees' and Chief Executive's role in safeguarding of adults at risk is to:

- Show leadership, routinely monitor activity, and ensure that staff meet the required service quality standard.
- Ensure that staff are trained in safeguarding procedures and that these are implemented effectively.
- Ensure that any incidents, complaints, or whistleblowing are investigated and responded to effectively.
- Ensure that there are processes and procedures in place to enable staff, volunteers, and stakeholders to have full understanding of this Policy and how to raise concerns relating to its implementation.
- Sign up to and accept the principles set out within the Birmingham City Council Safeguarding Adults Guidelines.
- Ensure that the organisation has a Safeguarding Lead who can advise on safeguarding issues as they arise.
- Understand how diversity, beliefs and values of people who use Bethel services may influence the identification, prevention, and response to any safeguarding concerns.
- Ensure that all employees who come into contact with adults at risk have the appropriate "safer recruitment employment checks" in line with the Disclosure and Barring Service (DBS) requirements, including obtaining suitable references.
- Ensure that all staff or volunteers are supported if they make a disclosure under the Public Interest Disclosure Act.





#### Safeguarding Lead

The Bethel Doula Service Manager and the Rapha Service Manager will take on the role of Safeguarding Leads, their roles will be to principally:

- Drive this Policy and ensure that it is updated regularly in line with the latest guidance.
- To ensure that all staff including volunteers and trustees are aware of what they should do
  and who they should go to if they have concerns that an adult at risk may be experiencing or
  has experienced abuse or neglect.
- To ensure that concerns are acted on, clearly recorded in writing, and referred to an Adult Social Care Direct team or to the allocated social worker/care manager where necessary.
- To follow up any referrals and ensure the issues have been addressed.
- Consider any recommendations from the safeguarding adults process and incorporate in safeguarding update sessions.
- To reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice regarding confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest.
- Provide support, advice and resources to staff, volunteers, trustees, and the Chief Executive in responding to safeguarding of adults at risk.
- Inform staff of any local or national issues relating to safeguarding of adults at risk.
- Act as a point of contact for staff and volunteers in adult safeguarding matters and provide reports to the Chief Executive, Senior Operations Manager and trustees.
- Attend regular safeguarding review meetings with the designated member of the Board.

#### Service Leads/Managers

The role of the Service Lead/Managers is to:

- Encourage an atmosphere of openness and effective communication, so that staff and volunteers can feel confident in approaching them with any suspicions regarding abuse.
- Build the managing of safeguarding risks into service planning.
- Treat information about suspected abuse in a professional and objective manner.
- Identify and respond to any concerns raised relating to safeguarding.
- Support any inquiries into abuse or neglect effectively.
- Keep all relevant persons informed of any actions taken, and of their outcomes.
- Ensure staff and volunteers are aware of their responsibilities in relation to safeguarding and that they regularly attend relevant training.
- Ensure staff and volunteers have access to appropriate consultation and supervision





regarding safeguarding.

 Maintain accurate safeguarding records for the presentation of statistical data at Board meetings.

#### Staff and Volunteers

All staff and volunteers have the following rights and responsibilities:

- Duty to attend safeguarding adults training.
- A duty to report any concerns they may have about potential abuse of any adults at risk.
- The right to be given information, support, and protection to help them in exercising their responsibilities in respect of suspected abuse, without fear of repercussions.

#### 7. Equal Opportunities

Bethel understands how diversity, beliefs and values of people who use our services may influence the identification, prevention, and response to safeguarding concerns. Bethel are committed to taking positive action to fight unlawful discrimination in every aspect of its work and the services we provide.

Bethel believes that everyone has a right to services and employment which are free from direct or indirect discrimination on the grounds of gender, gender identity, race, religion, marital status, sexual orientation, disability or any grounds protected by legislation.

#### 8. Training

Safeguarding training will be provided for all staff, volunteers and trustees.

**Level 1** safeguarding training for all staff, volunteers and trustees

Level 2 for all staff who come into contact (directly or indirectly with adults at risk)

Level 3 for all staff who come into contact with adults at risk and undertake a needs assessment or are a part of the care plan delivery

Training on the Mental Capacity Act, and now liberty protection safeguarding but awaiting the update from the MCA Act, is mandatory for all front-line staff and should be undertaken during induction and refreshed at least every two years.

The Safeguarding Leads will receive additional regular training appropriate for the role.





#### 9. Responding to Allegations of Abuse

When responding to any concerns regarding suspected abuse of an adult at risk, staff and volunteers should adhere to the Birmingham City Council Safeguarding procedures or refer to Appendix 1: Quick Guide to Safeguarding Adults at Risk.

#### Allegations of Abuse by Staff

- Staff and volunteers should be made aware that abuse is a serious matter that can lead to a criminal conviction.
- Bethel will ensure that any allegations made against members, or a member of staff will be dealt with swiftly.
- Should a staff member or volunteer have a concern that such abuse is being perpetrated by a member of Bethel staff or volunteer, they should report it to the Senior Operations Manager or to the Safeguarding Lead.
- Where a member of staff or volunteer is thought to have committed a criminal offence the
  police will be informed. If a crime has been witnessed the police should be contacted
  immediately.
- The Bethel Disciplinary Policy may be implemented, and it may also be appropriate to refer the matter to the Disclosure and Barring Service.
- The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken
  immediately to assess the level of risk to all service users posed by the alleged perpetrator.
  This will include whether it is safe for them to continue in their role or any other role within the
  service whilst the investigation is undertaken. That individual will be suspended during the
  investigation if deemed necessary and appropriate.
- The Designated Named Person will liaise with Birmingham City Council to discuss the best course of action and to ensure that Bethel's Disciplinary Procedures are co-ordinated with any other inquiries taking place as part of the ongoing management of the allegation.
- Birmingham Safeguarding Adults Board has a designated team. Enquiries regarding someone
  who is a 'PERSON IN A POSITION OF TRUST' (PIPoTs) can be made to the team at 0121
  303 1234 or by Email: CSAdultSocialCare@birmingham.gov.uk.
- All appropriate staff or volunteers will be given support and afforded protection, if necessary, under the Public Interest Disclosure Act 1998: they will be dealt with fairly and equitably and will be kept informed of any action that has been taken and its outcome.

#### **Designated Named Person for Safeguarding Adults**

Bethel has appointed individuals, 'safeguarding leads,' who are responsible for dealing with any safeguarding adults' concerns. A deputy will be available for workers to consult with in their absence.

At the time of writing this policy, the Designated Named Person(s) for safeguarding adults at risk within Bethel are:





#### Primary named persons:

Margaret King (Doula Service Manager) Contact Number: 07881 300 533 Alison Thompson (Rapha Services Manager) - Contact number 07717 661 387

#### **Deputy-named persons:**

Jennifer Jones-Rigby (CEO) Contact number: 07867 300 196 Santosh Rai (Senior Operations Manager) - Contact number 07919 526 917

A safeguarding rota will be implemented to support staff and volunteers who are working outside of normal working hours. If any of the above-named are unavailable, trustees, staff or volunteers should contact Adult Social Care Direct directly. See below for contact details.

#### Responding to people who have experienced or are expecting abuse

Bethel recognises that it has a duty to act on reports or suspicions of abuse or neglect. It also acknowledges that action taken in adult abuse cases is never easy.

How to respond if you receive an allegation:

- Reassure the person concerned
- Listen to what they are saying
- Record what you have been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Don't start to investigate or ask detailed or probing questions
- Don't promise to keep it a secret

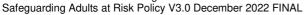
If you witness abuse or abuse has just taken place the priorities will be:

- To call an ambulance if required
- To call the police if a crime has been committed
- To preserve evidence
- To keep yourself, staff, volunteers and clients safe
- To report the abuse to the local safeguarding team
- To record what happened in Bethel's reporting system (Lamplight)

All situations of abuse or alleged abuse will be discussed with the Designated Named Person or their Deputy. If a member of the Board of Trustees, staff member or volunteer feels unable to raise this concern with the Designated Named Person or their Deputy then concerns can be raised directly with Adult Social Care.

The alleged victim will be told that this will happen, and this stage is called the **alert**. If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral (alert) will be made to Adult, Health & Community Services.

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Birmingham City Council has introduced an online referral portal for reporting concerns about neglect and abuse of an adult with care and support needs. It can be found at <a href="https://www.birmingham.gov.uk/safeguardingadults">https://www.birmingham.gov.uk/safeguardingadults</a> (or search report adult abuse Birmingham in your search engine). This replaces the previous system of emailing a completed PDF form (Appendix 2) (the 'Multi-Agency Alert'). (At the time of writing this policy).

If the individual experiencing abuse does not have capacity to consent a referral will be made without that person's consent, in their best interests. The Designated Named Person may take advice at this stage from Birmingham City Council and/or the Safeguarding Adults Team and/or other advice-giving organisations such as the Police.

If the referral is <u>not an emergency</u> and you want to report adult abuse, please call the "Adults & Communities Access Point" (ACAP)

**Birmingham City Council** - Phone: 0121 303 1234 press option 1 or if a crime is/or has been committed.

Out of hours Emergency Duty Team - Phone: 0121 675 4806

**West Midlands Police** - Phone: 0345 113 5000 or 101 - Ask for the Local Police Station or Public Protection Unit.

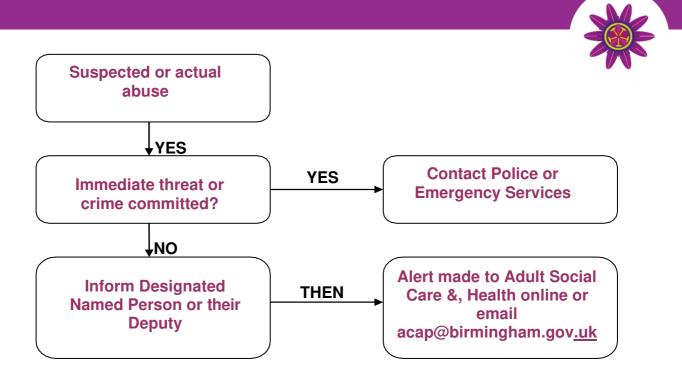
If the abuse involves a <u>child(ren) or young people under 18</u>, Children's Social Care must also be alerted at the MASH Team on 0121 303 1888 (please refer to Safeguarding Children and Young People Policy for full procedures).

In an emergency, please dial 999 and alert the relevant emergency services.

#### The Emergency Duty Service should:

- Respond to safeguarding adults at risk referrals out of hours and decide whether the referral
  requires an immediate response or whether they will transfer to the appropriate Adult Social
  Care team the next working day.
- Respond to the immediate support and protection needs of adults referred out of hours.
- Report suspected criminal offences to the police without delay.





#### 10. Confidentiality and Information Sharing

Bethel is committed to maintaining confidentiality wherever possible and information around safeguarding adults' issues should only be shared with those who need to know. For further information, please see Bethel's Confidentiality Policy.

All allegations/concerns should be recorded by Bethel. The information should be factual and not based on opinions. Staff/ volunteers should only record what the person has told them, what they have seen and should detail any witnesses, if appropriate. The information recorded will be kept secure and will comply with Bethel's Data Protection Policy.

#### 11. Monitoring the Safeguarding Adults at Risk Policy

The Safeguarding Adults at Risk Policy will be reviewed annually by the senior management team and signed off by the Integrated Governance Sub-Committee/CEO. The Safeguarding Leads will be involved in this process and can recommend any changes.





# Appendix 1: Quick Guide to Bethel's Procedure for Safeguarding Adults at Risk

#### What to do if an adult is at risk

If you are informed or become aware of possible abuse or neglect:

- Take action to ensure the immediate safely and welfare of the adult (and any other person at risk).
- If urgent attention is needed for health or safety dial 999.
- If a crime needs to be reported call the police on 101.
- Preserve any evidence.
- Accurately record the incident and any action or decisions make sure you sign it and add the date and time.
- Follow the prompts on the rest of the guide.

#### How to respond

- If possible, speak to the adult at risk without putting them or yourself at further risk.
- Reassure them that what they say will be taken seriously.
- Use open ended questions e.g. "Tell me / Explain / Describe what happened" (remember TED).
- Do not probe: this is a preliminary conversation only about the safeguarding issues and the adults views and wishes.
- If possible, support the person to make immediate decisions, including whether they want a 'Safeguarding Concern' to be raised.
- Look out for any signs that the person may lack mental capacity to make decisions about their own safety.
- Explain to the adult what you will do next.
- Consult with your Line Manager or Safeguarding Lead for advice and support.

#### Views and wishes of the Adult at Risk

Always consider the adult's view and wishes and act upon them, if possible. However, the adult's wishes may be overridden in some circumstances for example:

- In the public interest e.g. if there is a risk to others, a member of staff or volunteer is involved, or it relates to a care setting.
- In the person's vital health interests to prevent serious harm or distress or in life-threatening situations.
- If the person is subject to coercion or undue influences to the extent that they are unable to give consent.
- If the person lacks mental capacity and it is in their best interests.

#### How to raise a Safeguarding Concern

- Talk to your Line Manager or Safeguarding Lead.
- Take any actions needed to ensure the immediate safety of the adult at risk at this point.
- Anyone can raise a 'safeguarding concern' with the local authority. The agreement of the adult
  at risk should be sought, if possible. The adult's wishes may be overridden in some
  circumstances (Responding to people who have experienced or are expecting abuse).
- Staff members receiving a disclosure or noticing abuse themselves should follow Bethel's Policy and contact the Safeguarding Lead for advice and support on raising a concern.
- Target timescales for raising a concern: immediately when urgent and serious, or otherwise within the same working day.
- Out of hours Emergency Duty Team Phone: 0121 675 4806

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# **Appendix 2 - Safeguarding Adults Multi-Agency Alert (Birmingham City Council)**

	Sen S				Section 4:		Address: INC	Title:	Section 3:		Address: INCI	Title:	Last name:	Section 2:
Welfare Benefits Client:	Sensory Disability – Hearing Impairment: Sensory Disability – Visual Impairment: Sensory Disability – Dual Sensory Loss: Substance Misuse – Drugs:	Mental Health – Dementia: Other Vulnerable Adult: Physical Disability:	Hailty and/or temporary illness: Learning Disability: Mental Health:	Chronic Physical Health Condition:	Service user group (please tick one box only		Address: wouthing postcops	Relationship to person you are concerned about:	Carer (if different from person in Section First name:		Address: Including Postcode	Relationship to person you are concerned about	First name	Next of kin (or important person in the life of the person you are concerned about)
	7		one box only)	one box only)	one box only)	Telephone 2 / Mobile:	Telephone 1:	are concerned about:	Section 2)	Telephone 2 / Mobile:	Telephone 1:	are concerned about:	ne	in the life of the person you
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