

welfare or safety.

- it may also be possible to involve you within meetings about how concerns or allegations are being addressed and how your friend/relative is being supported to be safe in the future.
- if the person decides that they do not wish for a relative or friend to be informed or involved, then those involved in the safeguarding arrangements will need to respect this decision.
- If your relative or friend does not have the capacity to decide this for themselves, a decision will need to be made in their 'best interests' in line with the Jersey Capacity Policy

(This can be explained to you by the social worker, nurse or other professional who is supporting the person or conducting the enquiries)

The important role friends and family can play

Relatives or friends may have a range of roles depending on the circumstances and wishes of the adult at risk.

These may include a role in:

- supporting the adult at risk to tell professionals what their views and wishes are and to help make sure these views are heard
- supporting the person through meetings or interviews that can at times be upsetting or distressing
- sharing your knowledge about the risks your friend/relative is experiencing and their support needs
- Contributing to a Safeguarding Plan, this is a record of the agreed actions that will keep the person safe from harm

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Service User Information

Safeguarding information for adults, their families and friends

This leaflet is for people who the Safeguarding Adults team has a concern about, or the family and/or friends of that person. It is a guide to help you understand what the team will do to help you if they have a concern about your welfare.



Part 1: Adult Safeguarding and Me

You have been given this leaflet because the Jersey Safeguarding Adults Team has concerns for you, or the person you represent.

This will be because of something they have been told that relates to your safety and well-being. The person who gives you this leaflet will tell you what these concerns are.

Keeping you safe and ensuring you have the right information to make any decisions that need to be made is our priority.

What will happen next?

- we will discuss with you what you want to happen
- we will then gather the facts about what has happened and what may need to be done to make sure you and others are safe
- we will agree with you how we keep you informed through each stage of the enquiries.
- As part of our process we will gather relevant information from others such as your family, district nurse, doctor, care support worker, the police or anyone else we feel can help

While your wishes will be respected there may be occasions when we will have to share information with other agencies. This may be because others are at risk of harm

How we will reach conclusions

Once we have gathered all the necessary information we will discuss the findings with you.

This may take place in your own home or another place that is convenient for you.

And/or:

It may take place during a meeting called a case conference, which you will be invited to. You will have the opportunity to invite someone to support you.

There may be other people/professionals who have been involved in the safeguarding process at a case conference. We will tell you in advance who has been invited.

It may be clear you have experienced harm or abuse or it may not be possible to prove this. Either way the necessary steps will be taken to stop the abuse or harm happening again or reducing the risk of it happening again. This is called a Safeguarding Plan

Please be assured if someone is unable (lacks capacity) to make their own decisions in relation to their safety and welfare, a 'best interest' decision will need to be made, to ensure what we do is right for the person.

This usually means involving the person's support network and/or an advocacy worker and respecting previously known wishes.

Safeguarding is about you and for you.

Here are our commitments to you:

1. We will ask you at the beginning what you want to happen and at every step of the process
2. We will listen to you
3. We will be polite and respectful
4. Your privacy will be respected
5. We will tell you what we are doing and why, and discuss this with you at any stage.
6. We will make our enquiries carefully and sensitively.
7. We will tell you what we find out and provide you with the support you require
8. We will ask for your views at the end of the safeguarding process to see if we have met these standards

Part 2: Involvement of relatives and friends

The safeguarding adult procedures are there to protect people at risk from abuse or neglect.

- it is important that if the person wants their relatives and friends to be involved within the safeguarding that they are. This process helps them to feel fully supported
- if the person agrees, it will be possible to share with you the concerns for their