

Good Practice Guide – Information gathering

What information needs to be gathered?

As a guide, the following sorts of information may be needed to enable effective decision-making and should be recorded on a SAFE 1:

Details of the person raising the concern / making the referral-

- Name, address and telephone number.
- Relationship to the adult.
- Name of the person raising the concern if different.
- Name of the organisation, if the concern is made from a care setting.
- Anonymous alerts will be accepted and acted on. However, the person raising the concern should be encouraged to give contact details.

Details of the adult

- Name, address and telephone number.
- Date of birth, or age.
- Details of informal carer/s.
- Details of any other members of the household including children.
- Information about the primary care needs of the adult (i.e. disability or illness).
- Funding authority, if relevant.
- Ethnic origin and religion.
- Gender (including transgender and sexuality).
- Communication needs due to sensory or other impairments (including dementia), including any interpreter or communication requirements.
- Whether the adult knows about the referral.
- Whether the adult has consented to the referral and, if not, on what grounds the decision was made to report the concern.
- What is known of the person's mental capacity.
- What are their views about the abuse or neglect.
- What they want done about it (if that is known at this stage).
- Details of how to gain access to the person and who can be contacted if there are difficulties.

Information about the abuse or neglect

- How and when did the concern come to light?

- When did the potential abuse or neglect occur?
- Where did the potential abuse or neglect take place?
- What are the details of the potential abuse or neglect ?
- What impact is this having on the adult?
- What is the adult saying about the abuse or neglect?
- Are there details of any witnesses?
- Is there any potential risk to anyone visiting the adult?
- Is a child (under 18 years) at risk?

Details of the person alleged to have caused the harm (if known)

- Name, age and gender.
- What is their relationship to the adult?
- Are they the adult's main carer?
- Are they living with the adult?
- Are they a member of staff, paid carer or volunteer?
- What is their role?
- Are they employed through a Personal Budget / Direct Payment?
- Which organisation are they employed by?
- Are there other people at risk from the person causing the harm?

Any immediate actions that have been taken

- Were emergency services contacted? If so, which?
- What action was taken?
- What is the crime number if a report has been made to the police?
- Details of any immediate plan that has been put in place to protect the adult with care and support needs from further harm.
- Have children's services been informed if a child (under 18 years) is a risk?