



Cheshire East Safeguarding Adults Board

## A guide for pharmacies to support Safeguarding Adults in Cheshire East

**Pharmacies are an essential community resource that are especially well placed to support the identification, reporting, and monitoring of those at risk of abuse and neglect and also a role in sharing information with professionals when asked under Safeguarding Adults Review (SAR) processes.**

### Professional duty

Pharmacists have a professional, moral, and social duty to protect adults at risk in addition to a legal duty to protect children and young people from abuse or neglect. They also have a duty to work with other organisations and authorities to safeguard adults at risk, children, and young people. This is supported in guidance for pharmacies provided by the Royal Pharmaceutical Society. The General Pharmaceutical Council also provides signposting to additional general safeguarding advice and factsheets.

### Key Message

This reference guide is aimed at pharmacies operating in Cheshire East to support improved understanding and active participation from the sector to safeguard adults at risk in Cheshire East. This should be read and considered alongside your pharmacy's policy, procedures, and practice guidance.

### Safeguarding Adults

This information is to help staff working in pharmacies to understand what happens when someone is worried that an adult may have been abused or neglected.

### Statutory criteria for Safeguarding Adults (Care Act 2014)

A Safeguarding adults concern should be raised if a person aged 18 years or over:

- has or may have needs for care and support (whether or not the local authority is meeting any of those needs); and
- is experiencing, or is at risk of, abuse or neglect; and
- as a result of those needs, is unable to protect himself or herself against the abuse or neglect or the risk of it.

### Care and support needs

These are needs linked to a physical or mental impairment. This includes conditions as a result of either physical, mental, sensory, learning or cognitive disabilities or illnesses, substance misuse or brain injury. A formal diagnosis of the condition is not required.

## Definition of Abuse

Abuse or neglect may be deliberate, or the result of negligence or ignorance.

Unintentional abuse or neglect arises, for example, because pressures have built up or a person does not have the correct knowledge, training or support.

Abuse can be a crime.

## What is abuse?

- Abuse is an action or a lack of action that causes harm to a person.
- Abuse can be an accident or it can be done on purpose.
- Abuse can be a crime, but it is not always.
- Abuse can be physical, emotional, sexual, neglect, self-neglect, financial,

## Before making a safeguarding adults referral

Consider the following:

- Have you discussed your concerns with the adult (or a suitable representative) where it is safe to do so?
- What is the adult's (or representative's) views about the concern?
- Have you asked the adult what they would like to happen?
- What do you need to do to manage the immediate risks? e.g. call Police or other emergency service, get the person to a place of safety, inform management of a service, support the person with a basic safety plan (e.g. who (and how) they could contact for help in the short-term) etc.
- Have you collected all the information you need to raise a Safeguarding Adults Concern? You can find out what information you need to raise a concern on the Cheshire East Safeguarding Adults Board website.

**To Make a referral call 0300 123 5010 or visit [www.stopadultabuse.org.uk](http://www.stopadultabuse.org.uk)**

**Once a referral is made** – Adult Social Care will contact you to discuss the referral and any further details or support needed from the pharmacy.

## Safeguarding Adults Review (SAR)

Cheshire East Safeguarding Adults Boards is required to undertake a Safeguarding Adults Review (SAR) when an adult with care and support needs has died or suffered serious harm, because of abuse or neglect, and there is a cause for concern about how agencies have worked together to safeguard that individual.

A Safeguarding Adults Review is a multi-agency process that considers what lessons can be learnt. This includes highlighting areas of best practice which are shared with partners to enable the partnerships to improve services and prevent abuse and neglect in the future. July 2023

SARs are not used to apportion blame, and as such, promotes a culture that values professional expertise, shares responsibility, develops professional expertise and supports effective practice, strengthens accountability, and creates a learning system.

The pharmacy could be requested to be attend in SAR if the adult at risk was known to the pharmacy.

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