



Making a Care Act Request and / or Raising Safeguarding Concerns Guidance

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This document is a Pan Sussex resource that aims to provide guidance to any professionals submitting Care Act requests or raising a safeguarding concern to equip workers with the tools to give their referrals the best possible chance of success for clients.

Making a Care Act Assessment Request:

Care Act Assessment requests can be completed online*.

When requesting a Care Act Assessment, you ought to have consent from the client to make the referral on their behalf where it is appropriate and safe to do so.

You must ensure that you are clear about the reasons for the referral and why you believe that the client is eligible according to the below eligibility criteria as set out by the Care Act 2014:

- 1) **That the adults needs arise from, or are related to, a physical or mental impairment or illness.**
You will need to describe why you believe that this adult is living with either a physical, mental, sensory, learning/cognitive disability or illness and why this is leading to their needs that you identify. These do not have to be long-term.
- 2) **That the adults needs make them unable to achieve two or more of the specified outcomes below.** You must ensure that you specify why this adult is unable to meet any specific outcomes and why they require support in this area:
 - i. **Managing and maintaining nutrition.** Think about whether they eat a restricted or unhealthy diet. For example, *"Adam can often become overwhelmed by their senses and as a result of their sensory difficulties, will only eat from a limited list of trusted and approved foods and eats very little daily, which restricts his nutritional intake."*
 - ii. **Managing personal hygiene.** Consider whether they are able to maintain personal hygiene by washing themselves and laundering their clothes. For example, *"Brenda has poor mobility and as a result, can't reach to wash herself all over when in the shower."*
 - iii. **Managing toileting needs.** Are they able to access and use the toilet and manage their own toilet needs independently? For example, *"Carl is unable to maintain night-time continence."*
 - iv. **Being appropriately clothed.** Consider whether they are able to dress themselves and ensure that they're appropriately dressed for the weather. For example, *"Dee has poor fine motor skills and as a result, is unable to fasten zippers or close buttons. This affects her ability to appropriately dress for the weather within colder months or dress for activities that she is undertaking."*
 - v. **Being able to make safe use of their home.** Are they able to move around their home safely? Such as climbing steps or using kitchen facilities, but also entering or leaving the property. For example, *"Eddie is confined to his home all day because he cannot manage the steps onto the pavement."*
 - vi. **Maintaining a habitable home environment.** Think about whether their home is clean and safe, including having access to essential amenities. For example, *"Fiona is unable to pay her rent independently due to mental incapacity and therefore is at risk of being unable to sustain her tenancy."*
 - vii. **Developing or maintaining family or other personal relationships.** Are they lonely or isolated – do their needs prevent them from maintaining or developing relationships with family and friends? For example, *"Greg does not have access to a telephone or computer and so does not have the resources to maintain relationships with family or friends and is socially isolated as a result."*
 - viii. **Accessing education, work, training, and voluntary work.** Consider whether they have the opportunity or desire to apply themselves and contribute towards work, training, education, or

volunteering. For example, *"Helen has a diagnosis of Autism and limited communication skills, which act as a barrier to her accessing work, training, education or volunteering opportunities."*

- ix. **Making use of necessary facilities or services within the local community.** This includes public transport and recreational facilities or services. Think about whether they are able to access these safely. For example, *"Ian experiences significant levels of anxiety and this affects his ability to leave his home without support. This has a negative impact on his ability to access the local community."*
- x. **Carrying out responsibilities the adult has for a child.** If the adult has parenting or caring responsibilities, consider whether they are able to meet these. For example, *"Jane has mobility difficulties and is unable to walk. This impacts on her ability to care for her toddler."*

- 3) **That as a result of being unable to meet these outcomes, there is or is likely to be a significant impact on the adults wellbeing.** You need to detail why you believe that there is likely to be a significant impact.

* Within Brighton & Hove Care Act Assessment requests can be completed online: [Adult social care assessment \(brighton-hove.gov.uk\)](https://www.brighton-hove.gov.uk/adult-social-care-assessment) or by emailing the Access Point at AccessPoint@brighton-hove.gov.uk When emailing, ensure the subject line clearly states 'Care Act Assessment of Needs Request' alongside the name and DOB of the client.

* Within East Sussex, Care Act Assessment requests can be completed online [Social care needs assessment information \(eastsussex.gov.uk\)](https://www.eastsussex.gov.uk/social-care-needs-assessment) or by emailing Health and Social Care Connect at hsc@eastsussex.gov.uk

* Within West Sussex, Care Act Assessment requests must be completed online: [Adult social care assessments - West Sussex County Council](https://www.westsussex.gov.uk/adult-social-care-assessments)

Raising a Safeguarding Concern:

Safeguarding Concerns can be raised online**.

When raising a safeguarding concern, you ought to have consent from the client to make the referral on their behalf where it is appropriate and safe to do so. This ensures that clients are informed regarding any concerns that are raised in relation to them. Not informing a client that you are raising a safeguarding concern may have a detrimental effect on the client or their relationship with the Social Worker picking up the concern.

Safeguarding Concerns should be raised when you have reasonable cause to suspect that a local adult:

- 1) **Has needs for care and support.** Specify why you believe the adult has care and support needs - you can use sections 1 and 2 under Care Act Referrals to consider how to explain their needs and cause for concern. Although, safeguarding is broader than Care Act eligibility and you can think more widely about what care and support the adult requires. This could be a mixture of practical, financial, or emotional support to manage their lives.
- 2) **Is currently experiencing or is at risk of experiencing abuse or neglect.** Specify what abuse or neglect the adult is or is at risk of experiencing. If you are raising a concern because of a perceived risk, ensure that you detail why you feel the risk is actual:
 - i. Sexual abuse, such as indecent exposure, sexual harassment or being forced or pressure to take part in sexual acts.
 - ii. Physical abuse, for example, being denied food or water, being physically restrained, or hurt, misuse of their medication by others denying access.
 - iii. Psychological abuse, such as threats being made to abandon them, stopping them from seeing other people, cyberbullying.
 - iv. Domestic abuse, i.e., controlling, coercive or threatening behaviour by an intimate partner or family member.
 - v. Discriminatory abuse, i.e., being unfairly treated because of a protected characteristic. For example, harassment or slurs.
 - vi. Financial abuse, such as theft of money or other valuables, being a target for internet scams, having someone appointed to look after their finances and this power being inappropriately used.
 - vii. Self-neglect, for example not being provided with enough food or being left without sufficient support to wash or change clothing.

- 3) **As a result of the needs outlined in section 1, is unable to protect themselves against the risks outlined in section 2.** Be clear as to why you feel the care and support needs you have previously outlined are preventing the person from being able to protect themselves.

As a professional raising a safeguarding concern, you also ought to include what actions you have taken to minimise any risk of harm to your client. E.g., phoning the police, reporting a concern to the Care Quality Commission (CQC) etc.

** Within Brighton & Hove Safeguarding concerns can be completed online: [Report a safeguarding concern \(brighton-hove.gov.uk\)](https://www.brighton-hove.gov.uk/hascsafeguardinghub) or by emailing hascsafeguardinghub@brighton-hove.gov.uk When emailing, ensure the subject line clearly states 'Urgent Safeguarding Concern' alongside the name and DOB of the client.

** Within East Sussex, safeguarding concerns can be raised online [Report a concern about an adult | East Sussex County Council](https://www.eastsussex.gov.uk/adult-social-care) or by phoning 034560 80191.

** Within West Sussex, safeguarding concerns must be raised online: [Adult social care assessments - West Sussex County Council](https://www.westsussex.gov.uk/adult-social-care)