



**North Ayrshire Health and Social Care Partnership**  
**Core information for Staff and Volunteers**  
**relating to Child Protection and Adult Support and Protection**  
**during the Coronavirus Pandemic**

**PROTECTING PEOPLE**



## Introduction

Thank you for your flexible response at this time. The outbreak of Coronavirus (Covid-19) is having a significant impact on North Ayrshire Health and Social Care Partnership and its partner agencies. In order to support ongoing operational resilience, and to provide key, front line services to some of the most vulnerable people across Ayrshire, you are being asked to work in a very different way. The information contained in this resource will assist you to gain a knowledge and understanding of what to do if you come across a child or an adult you are worried about, in the course of your work.

Please note it is extremely important you read through any relevant documentation pertaining to the service you have been assigned to. If you are unsure of how to proceed in any situation – you should seek advice from your allocated Line Manager at your temporary workplace.

**It is everyone's responsibility to protect children and adults who may be at risk of harm.**

### What do we mean by 'protection'?

Everyone has a role to play in keeping children and adults safe from abuse and neglect. This might mean sharing or reporting information about any concerns you may have or calling for help from police or the ambulance service, if someone is in immediate danger. Do not worry about breaching someone's confidentiality – if you are concerned a child or adult is being harmed, you should pass this information on immediately.

### What is harm?

Children and adults can be at risk of harm when someone deliberately hurts, abuses, exploits them, or fails to protect them from harm and/or fails to meet their basic needs.

There are many forms of harm and abuse. Someone may disclose to you that they are being harmed or you may see or hear something that makes you concerned that they are being harmed. Whether someone discloses they are being harmed, you witness, see or suspect someone is being harmed - it is your responsibility to do something.

Some of the key areas of harm are highlighted below. Please note this is not an exhaustive list as there are many forms of harm and abuse. If you are concerned about someone being harmed in any other way you still have a responsibility to do something.

### Physical Harm

This is when a person deliberately hurts someone else by punching, kicking, slapping, or shaking or doing anything which may hurt them, this includes making aggressive physical contact. Physical harm may also include the inappropriate or unlawful use of physical restraint.

### Sexual Harm

Someone may be sexually harmed or abused if they are coerced, threatened or forced to engage in any type of sexual activity, this includes penetrative and non-penetrative acts. They may be shown sexual images.

Children cannot consent to any kind of sexual activity.

## Psychological/Emotional Harm

Using words and gestures to frighten, threaten, humiliate, control or isolate another person.

## Financial Harm

A person may be pressured into giving someone money, handing over personal belongings or they may be scammed by an individual or criminal/fraudulent organisation. Financial harm may also include someone misusing or misappropriating an adult's finances for whom they have financial guardianship/Power of Attorney.

## Neglect/Self-neglect/Self-harm

Neglect is the ongoing failure to meet a child or vulnerable adult's basic physical, emotional or medical need. This may mean a child or vulnerable adult might be left hungry or dirty, or without appropriate clothing, shelter or healthcare. There may be another person involved, or the child or adult could be harming themselves.

## Where can harm take place?

Children and adults can be subjected to harm anywhere: In their home, where they work or in a public place.

## Who can harm?

Anyone can harm a child or an adult, it could be a family member, a stranger, a carer, a neighbour or a friend – it could also be a professional who is caring for them

## What do I do if I'm concerned about a child?

According to the Children and Young Peoples (Scotland) Act 2014 a child is someone who has not reached 18.

You need to know what action to take and you have a responsibility to do something if you are concerned about the safety or welfare of a child.

## Doing nothing is not an option.

Each agency will have their own child protection guidance and procedures and it is important you familiarise yourself with these. It is also important to know who the designated member of staff who is responsible for child protection.

If a child is in danger or at immediate risk of harm phone Police on 999

If you are concerned about a child or young person you must share your observation and concerns with an appropriate person.

This may be your shift or line manager or designated child protection officer and decide what the next steps should be.

Depending on the guidance of your organisation you may have your own reporting mechanism however the following numbers are for your reference if you need to use them.

If you are concerned about a child who may be at risk of harm contact North Ayrshire Health and Social Care Partnership **01294 310300** during normal working hours or Ayrshire Urgent Care Service out with office hours on **0800 328 7758**.

### What if I am concerned about an adult?

Even if you do not have the consent of the adult, you have a responsibility to take action when you are concerned that an adult is at risk of harm.

If you are concerned about an adult who may be at risk of harm, speak with your Line Manager in the first instance. There may be a legal requirement – under the Adult Support and Protection Scotland Act for you to report your concerns. If the adult is at risk or harm and unable to protect themselves and has a disability, illness or infirmity that makes them more vulnerable than the rest of the population, you should make an Adult Support and Protection referral.

You can make an Adult Support & Protection referral by completing an Adult Support and Protection referral form and sending it to the e-mail address on the form.

### Where do I get the referral form (APR)?

The APR referral form can be found on the following websites:

[www.north-ayrshire.gov.uk/asp](http://www.north-ayrshire.gov.uk/asp)

[www.nahscp.org](http://www.nahscp.org)

[www.aspreferralform](http://www.aspreferralform)

Email referral: [adultprotection@north-ayrshire.gov.uk](mailto:adultprotection@north-ayrshire.gov.uk)

Note:

If you do not have access to a computer, please contact North Ayrshire Health and Social Care Partnership **01294 310300** during normal working hours or Ayrshire Urgent Care Service on **0800 328 7758**, out with office hours. Advise the operator you wish to make an Adult Support & Protection Referral.

### Learning Resource

Turas learn website has a range of NHS Education for Scotland (NES) educational and induction resources for all health and social care staff and volunteers deployed to support clinical services. Requirements are under constant review and additional resources will be added as required.

<https://learn.nes.nhs.scot/27993/coronavirus-covid-19>

**Remember – where the child or adult is in immediate danger – do not wait  
– call 999 for Emergency Services**