

If you have immediate safeguarding concerns, please contact One Front Door on 01925 443322, and press 2 for Adult Social Care. For specialist safeguarding Advice, contact the Adult Safeguarding Duty Manager on 01925 442115.

For outside of office hours, ring 01925 444400 if an urgent response is needed

Adult Safeguarding or
Care Quality Alert Raised

Is your concern in relation to:

- A fall without injury
- A fall with or without injury whereby all risk assessments and care plans are up to date and have been followed
- A medication error and little or no harm has occurred
- An isolated incident between service users and little or no harm has occurred

Is your concern in relation to:

- This is not a quality concern or isolated incident, and harm has occurred
- This is an isolated incident; however significant harm has occurred
- This concern does not relate to care provision

Does the
concern meet
the criteria for
safeguarding?

Yes

No

You will automatically be completing a care quality alert.

You will receive:

- A post submission message
- A post submission email
- The option to download a PDF of the referral

A PDF will be automatically generated and sent to the Safeguarding and Quality Assurance Team to log, you may not receive a response if it is deemed appropriate to log for information only purposes.

Please complete all sections within the form.

You will receive:

- A post submission message
- A post submission email
- The option to download a PDF of the referral

A PDF will be automatically generated and sent to the One Front Door Team to load the referral onto the electronic recording system within five working days. This will then be sent to the First Response Team for screening as required.

Please complete the remaining sections of the form. The referral will not progress unless you request that it progresses regardless of the criteria not being met. You will, however, receive a post submission message and a post submission email for your records.