



Protection of Vulnerable Adults

When you've been abused - how the process protects you



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Everyone has the right to have their human dignity respect and live their life free from abuse and neglect.

What is the protection of vulnerable adults process all about?

Concerns may have been raised that someone may have hurt you or placed you at risk of harm through their actions or neglect.

Social Services have a duty to look into all concerns it receives. This is done through a process called the Protection of Vulnerable Adults - it is sometimes referred to as 'POVA'.

If something happens in the local community, social services will respond and if something happens in a hospital or primary care setting e.g. doctor's surgery or health clinic the Health Board will respond. Sometimes we will need to ask others to look into the situation such as the police.

When social services receive concerns about abuse or neglect a Designated Lead Manager (DLM) will coordinate a response.

Confidentiality

When an allegation is made, there will be information that we may need to share with others such as the police or people who monitor the quality of registered care services. We are careful to ensure that this information is only shared with those people involved in the process.

What happens when a concern is raised?

A strategy discussion takes place where the allegation of abuse or neglect is discussed with relevant people. A decision is made about what needs to happen next and a meeting may be held. Further information may need to be gathered from others (e.g. your social worker, occupational therapist, nurse, the police or someone else such as someone who checks that the quality of care is satisfactory). A review of your care or the ability of someone to care for you or a review of the service providing your care, may take place.

This process helps the relevant people who are involved in your care to determine whether an investigation is required. The police, the Health Board, the Care and Social Services Inspectorate Wales, (CSSIW), a contracting officer or a manager of a care service may be asked to carry out an investigation.

How will I be involved and supported?

You will be asked whether you agree to the protection process and whether you agree to the situation being investigated. However, sometimes social services and the police may need to take this decision to keep you safe or to prevent anyone else from being hurt.

We will ask you to be involved in developing an adult protection plan. This will explain the concerns to those involved in your care and tell them about any safety steps that have been suggested to keep you from experiencing any more abuse or neglect.

You will be told about what is happening. Your views and wishes are central to the safeguarding process and decisions will be made based upon them. A series of meetings may be held. You may be invited to attend some or all of them, however, your views will always be represented by either a care co-ordinator or advocate in your absence. If you attend you could bring a relative or friend with you. At a meeting information from the investigation into your situation is discussed and more plans may be made to make sure you are supported and helped to keep safe.

You will be able to get support from your social worker, care manager or from other people you know and trust who are involved in your care.

Contact details

If you have any questions you can contact your social worker, advocate, nurse or staff who support you at the place where you live.

If you would like any other information from social services or are not happy with the way we deal with any aspect of the adult protection process please contact:

Blaenau Gwent:

Tel: 01495 315700

Email: info@blaenau-gwent.gov.uk

Fax: 01495 315265 Minicom: 01495 355959

Caerphilly:

Tel: 0808 100 2500

Email: asdit@caerphilly.gov.uk

Fax: 01443 873627

Monmouthshire:

Tel: 01291 638928

Email: monpovaduty@monmouthshire.gcsx.gov.uk

Newport:

Tel: 01633 656656

Email: pova.team@newport.gov.uk

Torfaen:

Tel: 01495 762200

Email: socialcarecalltorfaen@torfaen.gov.uk

Fax: 01495 766686

If it is an emergency and you need to contact us outside of office hours please call our **Emergency Duty Team** on: **0800 328 4432**