



Llywodraeth Cymru
Welsh Government

All safeguarding procedures remain in place. Safeguarding support for adults at risk is being maintained as a critical area of business during the coronavirus outbreak. Safeguarding Statutory Duties continue as usual

Safeguarding Adults Resources

Wales Safeguarding Procedures

The Wales Safeguarding Procedures detail the essential roles and responsibilities for practitioners to ensure that they safeguard children and adults who are at risk of abuse and neglect:

http://www.myguideapps.com/projects/wales_safeguarding_procedures/default/

Contact information for local authority Social Services are available via the Safeguarding Board websites:

Cardiff and the Vale Safeguarding Adults Board

<https://www.cardiffandvalersb.co.uk/adults/>

CWMPAS/Mid and West Wales Safeguarding Adults Board

<https://www.cysur.wales/>

Cwm Taf Morgannwg Safeguarding Adults Board

<https://www.cwmtafmorgannwgsafeguardingboard.co.uk/LanguageChoice.aspx>

Gwent wide Adult Safeguarding Board

<https://www.gwentsafeguarding.org.uk/en/Adults/Safeguarding-Adults.aspx>

North Wales Safeguarding Adults Board

<https://www.northwalessafeguardingboard.wales/>

West Glamorgan (Western Bay) Safeguarding Adults Board

<http://www.wbsb.co.uk/4478>

Additional information is also available from the National Independent Safeguarding Board

<http://safeguardingboard.wales/>

Older People's Commissioner

The Commissioner's work is currently focused on monitoring and scrutinising the action being delivered by public bodies to ensure older people are getting the support and services they need to keep them safe and protected. Alongside this, the Commissioner and her team are working to ensure that older people and their families have the information they need to stay safe and well.

Visit the Commissioner's information hub to find out more about the help and support available from her casework team, and access coronavirus-related information, advice and guidance, including tips for maintaining our physical and mental well-being, from a wide range of organisations.

<https://www.olderpeoplewales.com/en/coronavirus.aspx>

Age Cymru

In response to the COVID 19 outbreak, Age Cymru is offering a check-in-and-chat telephone service for the over 70s in Wales who live alone. It is hoped that the initiative will help provide some reassurance to older people, answer basic queries and link people to local services.

Anyone over 70 in Wales can register with Age Cymru, free of charge, to receive a regular telephone call from the charity in either English or Welsh. All you have to do call the Age Cymru Advice Number on 08000 223 444 or email

enquiries@agecymru.org.uk

Age Alliance Wales

Age Alliance Wales is an alliance of 24 charities working with and for older people. Contact details for each charity can be found on their website at

<http://www.agealliancewales.org.uk/members>

Hourglass Cymru

Is a national charity dedicated to calling time on the harm and abuse of older people.

They support those experiencing (or at risk of) harm, as well as raising awareness and advocating effective prevention.

It's part of the UK-wide organisation Hourglass, previously Action on Elder Abuse - the only charity in the UK working exclusively on challenging the abuse of older people in all its forms.

You can contact their helpline on 0808 808 8141

Dementia Care and Support

Local Alzheimer's Society teams continue to provide information, support and guidance. There is also a national Dementia Connect Support Line, which can be contacted via 0333 150 3456 for advice and guidance. There is also a Welsh-speaking support line on 03300 947 400. They have also made advice and guidance on a range of issues available on their [website](#).

There is also information and resources available on the [Social Care Wales website](#)

Live Fear Free

The Live Fear Free website provides help and support for those who are experiencing or know someone experiencing domestic abuse and sexual violence during the coronavirus emergency.

Not every home is a place of safety, for some, it may become a place where isolation increases the risk of abuse and control.

While the stay-at-home rules are in force and we are self-isolating, you may need to re-consider how to keep safe at home.

It's important to think how this situation changes your safety plan.

- Your abuser is likely to be at home with you
- Your children may be home from school
- Your finances may be put under additional pressure
- You may not be able to speak to your support networks, family or friends
- How your own health and wellbeing will change

How you can stay safe

- Stay in touch with family and friends where you can – there are a number of useful apps to visually stay in touch: Skype, FaceTime, Video calling, just remember to do these safely. Others may be listening
- Where you can safely access support, contact your local domestic abuse service or the helpline to establish a safe plan at home or a safe leaving plan
- Establish a code word or an emergency sign/signal to let those close to you know you need help and to call the police
- Where you can, keep a bag of essential items safe, consider options for storing this safely; leaving with a trusted neighbour
- Use local shops where online shopping slots are unavailable and speak to someone
- Silent calls to police – dial 999 – then 55 if you can't talk

Scams

The National Trading Standards (NTS) Scams Team has produced some helpful materials to help promote scams awareness around coronavirus (COVID-19) scams at this difficult time

Here are just some of the scams we are aware of, but please note that criminals come in all shapes and sizes and can contact you at the door, by phone, post or online:

- Be aware of people offering miracle cures or vaccines for coronavirus – there is no specific treatment for coronavirus (COVID-19). Treatment aims to relieve the symptoms until you recover.
- Home cleaning services
- People impersonating healthcare workers, claiming to be offering ‘home-testing’ for coronavirus – this is a scam and these kits are not currently available to buy.
- Emails saying that you can get a refund on taxes, utilities or similar are usually bogus and they are just after your personal and bank details.
- There are lots of fake products available to buy online that say they can protect you or cure coronavirus. These will not help and are designed to take your money.
- There are new mobile phone applications that claim to give you updates on the virus but instead, they lock your phone and demand a ransom.
- Your bank or the police will never ask for your bank details over the phone.
- People offering to do your shopping or collecting medication and asking for money upfront and then disappearing.

Contact information:

- If you think you’ve been scammed, report it to Action Fraud on 0300 123 2040 and if you need advice, call the Citizens Advice Consumer Helpline on 0808 223 1133. If you are in immediate danger, contact the police on 999.
- Contact your bank if you think you have been scammed

Looking Out for Each other

First Minister Mark Drakeford has launched a campaign about how to help people who are staying at home because of coronavirus.

The Looking Out for Each Other campaign focuses on the small things we can all do to help each other during the pandemic.

It provides practical guidance about how everyday tasks, like running errands or simply staying in touch, can be done safely, without physical contact to minimise the risk of contracting coronavirus. It will also share information about how to stay mentally and physically active.

An online hub – gov.wales/safehelp – has been launched including a ‘helping hand’ card, which can be downloaded and put through the letterboxes of neighbours to offer help to those who are isolating.

The Welsh Government website gives advice to Health and social Care professionals and volunteers on support available during the Coronavirus outbreak

<https://gov.wales/health-professionals-coronavirus>

<https://gov.wales/volunteering-third-sector-coronavirus>

Mental Health

This is a difficult time for many and it is more important than ever to look after your mental health and well-being

Through the [CALL Website](#) you can access information on sources of support available online and the CALL helpline is also available to call or text if you are concerned about the impact of the coronavirus outbreak on your mental health or someone you care about (0800 132 737 or text ‘help’ to 81066)

Learning Disability

Learning Disability Wales have gathered together useful resources about Coronavirus (COVID-19), including some good easy read guides, for people with a learning disability in Wales.

As the situation progresses they are adding new information and advice on a daily basis, making sure the resources are up-to-date. Further information is available here: <https://www.ldw.org.uk/project/coronavirus/>

Modern Slavery and human trafficking

Each First Responder Organisation has separate internal processes for identifying and supporting victims, however we would be grateful if you could incorporate the following into your process when making a referral.

REFERRALS TO THE National Referral Mechanism (NRM)

Due to postal service disruption and office closures, all referrals to the NRM should be made using the Digital Referral Form available here:

<https://www.modernslavery.gov.uk/start>

REFERRALS TO THE SALVATION ARMY FOR SUPPORT

First Responders should be mindful that a potential victim may have COVID-19 but be asymptomatic. As such, First Responders should adhere to PHE guidance on social distancing and PPE where possible.

Before making a request for support to The Salvation Army First Responders should ask the following screening question:

Do you have or have you come into contact with anyone who has:

- a) a high temperature - you feel hot to touch on your chest or back
- b) a new continuous cough - this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

When contacting The Salvation Army, First Responders should inform The Salvation Army that they have asked these questions and the outcome of the questions:

- Whether the victim has no symptoms
- Whether victim has one or both of the symptoms
- Whether the victim has been in contact with someone who has symptoms

The answer to these questions will assist The Salvation Army in placing victims in the most suitable accommodation, if accommodation is required.

Coronavirus (COVID-19): guidance for local authorities and providers in supported accommodation settings

<https://gov.wales/coronavirus-covid-19-guidance-local-authorities-and-providers-supported-accommodation-settings>

DEWIS CHOICE

The Dewis Choice initiative is client-led, addressing family difficulties and conflict in later life (aged 60+ years). The initiative offers a range of justice options, formal and informal, safety planning and wellbeing support. The initiative employs Choice Support Workers and a Choice Wellbeing Practitioner who adopt a strengths-based strategy, explaining the options available to the older person, and providing intensive independent advocacy and support. Support is provided for up to 18 months enabling the older person to build trust in practitioners to fully disclose and validate their experience.

Further information can be found here: <https://choice.aber.ac.uk/choice-initiative/>

Links to the 4 Police Forces

Dyfed Powys Police: <https://www.dyfed-powys.police.uk/>

Gwent Police: <https://www.gwent.police.uk/en/>

North Wales Police: <https://www.north-wales.police.uk/>

South Wales Police: <https://www.south-wales.police.uk/>

MEIC

Meic is the helpline service for children and young people up to the age of 25 in Wales. From finding out what's going on in your local area to help dealing with a tricky situation, Meic will listen even when no-one else will. We won't judge you and will help by giving you information, useful advice and the support you need to make a change. Further information is available here: <https://www.meiccymru.org/>