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Glossary of terms and abbreviations

**Advocate**
A paid worker or volunteer who has been trained in order to support people by helping them represent their views.

**Alerting**
Passing on concerns of suspected or alleged abuse to a person who is identified as responsible for reporting such incidents.

**Alleged Abuser / Alleged Perpetrator**
A person who is alleged to have abused a vulnerable adult.

**Adult Protection Enquiry**
The process for responding to and actions and decisions to be taken on receipt of a report of an adult protection concern.

**Adult Protection Enquiry Coordinator (APEC)**
Managers of Adult Social Services Teams, Adult Social Services Duty Managers and CMHT’s and CRT managers (RBKC)
Residential Placement Monitoring Managers/ Officers (RBKC)
Service Managers of Adult Social and Community Services Teams (WCC)
Managers Mental Health WCC responsible for ensuring that an adult protection enquiry is coordinated.

**Approved Social Worker (ASW)**
Social Workers appointed to undertake assessments under the Mental Health Act 1983

**Appropriate Adult**
A suitable person who safeguards the interest of a vulnerable adult who is being interviewed by the police, as a suspect under the Police and Criminal Evidence Act 1984

**BKCW**
Brent Kensington and Chelsea Mental Health Trust

**Community Mental Health Team CMHT**
A multi-disciplinary team who are responsible for the care and treatment of adults under the age of 65 who have contact with mental health services, have been assessed as having on-going mental health needs and who live in the community. They are also responsible for some of the care when someone is admitted to hospital.

**Care Programme Approach (CPA)**
The process of assessment of need, care planning and the identification of a care co-ordinator, for adults who have been accepted into specialist mental health services.

**Care Management**
The process of assessment of need, care planning and review for adults of 18 and over who are referred to Social Services. Care Management and CPA are integrated in mental health services.

**Care Manager**
Social service professional who assesses the needs of adults referred to social services devises a care plan, commissions services as necessary and reviews and monitors the care plan.

**Care Worker**
A person who is paid to provide personal/practical care to an individual.

**Carer**
A family member, friend or neighbour who takes on unpaid responsibility for someone who has a mental or other disability or whose health is impaired by illness or age. A carer may be eligible for an assessment of need.

**Community Safety Unit (CSU)**
Sections of the Metropolitan Police who deal with vulnerable adults, domestic violence and hate crime.

**Domiciliary Care Agency**
An agency who provide personal / practical care to individuals, or families, in their own home.

**Disclosure**
Action by an adult to communicate, in any way, that abuse has occurred.

**Duty of Care**
Involves taking reasonable care to avoid acts or omissions which are likely to cause harm to another person. Under common law, decisions to act can be made in the best interest of an adult who does not have mental capacity.

**Emergency Duty Team (EDT)**
Social Services Teams who operate a service out of hours, at weekends and over statutory holidays.

**Health Trust**
Body designated by the government with executive responsibilities to provide local health and welfare services.
**Inter-agency**
A meeting of, or communication between a number of professionals from a variety of agencies.

**Investigation**
Process of gathering information to decide what action is necessary to protect and support vulnerable adults who are being abused.

**Investigating Officer**
The employee designated to undertake the investigation.

**Investigating Manager**
The manager of the employee who is designated as the investigating officer.

**Monitoring**
The activity of collecting and interpreting data about adult protection.

**Multi-agency Case Conference**
A meeting of all those involved in the adult protection enquiry, including the vulnerable adult and their advocate or representative, to receive the investigation report and plan what action to take.

**Multi-agency Strategy Meeting**
A meeting, or a telephone conversation with all agencies identified as having a stake in the care of the vulnerable adult who has been referred.

**Multi-agency Management Committee – Adult Protection**
Made up of lead officers from lead agencies. Responsible for overseeing the operation of the policy and making strategic decisions about resources.

**National Care Standards Commission – NCSC**
The organisation responsible for the registration and inspection care services and agencies.

**Primary Care Trust  PCT**
A health trust that commission and provide health services in primary, community and bedded services.

**Protection Plan**
Recommended actions and tasks to protect the vulnerable adult. This includes identifying which agencies and individuals will carry it out.

**Provider**
An agency in the statutory, voluntary or independent sector that provides services.
**Regulatory Authority**
The body responsible for the registration, inspection, complaints, investigation and enforcement of the requirements contained in the Community Care Act 2000

**Risk Assessment**
The holistic and systematic process of identifying and quantifying the personal, social and environmental hazards in a person’s situation.

**Risk Management**
A clear plan which takes into account the types and level of risk and attempts to reduce the risks by means of a range of interventions.

**RBKC**
The Royal Borough of Kensington and Chelsea

**Statutory**
Required by law.

**Voluntary Agency**
A not-for-profit agency who may, or may not, paid employees or volunteers). Paid or unpaid employees.

**WCC**
Westminster City Council
Relevant statutes

Carer’s (Recognition and Services) Act 1995
Carers and Disabled Children Act 2001
Care Standards Act 2000
Chronically Sick and Disabled Persons Act 1970
Community Care (Direct Payments) Act 1996
Crime and Disorder Act 1998
Criminal Procedures and Investigation Act 1996
Data Protection Act 1998
Disabled Persons (Services, Consultation and Representation) Act 1986
Employment Rights Act 1996
Health Act 1999
Health Services and Public Health Act 1968
Housing Act 1985
Housing Act 1996
Human Rights Act 1998
Local Authority Social Services Act 1970
Mental Health Act 1959
Mental Health Act 1983
National Assistance Act 1948
National Health Service and Community are Act 1990
National Health Service Act 1977
Police and Criminal Evidence Act 1984
Power of Attorney Act 1971
Public Health Acts 1936 and 1961
Public Interest Disclosure Act 1998
Race Relations Act 1976
Sex Discrimination Act 1975
Sexual Offences Act 1956
Sexual Offences Act 1967
Youth Justice and Criminal Evidence Act 1999
References and relevant publications

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Counsel and Care (1995) The right to take risks, Counsel and Care, London.


Department of Health Local Authority Personal Social Services (1997) Guardianship under the Mental Health Act 1983 DoH London

Department of Health Social Services Inspectorate (1992) Confronting Elder Abuse: an SSI London Regional Survey HMSO

Department of Health Social Services Inspectorate (1993) No Longer Afraid: the safeguard of older people in domestic Settings. HMSO


Department of Health (2002) Fair access to Care Services Policy Guidance, DoH, London


Department of Health (2001) Fair Access to Care Services DoH London


Health Advisory Service (2000) “ Not because they are old” An independent inquiry into the care of older people on acute wards in general hospitals. Health Advisory service 11 Grosvenor Square London Sw1X 7EE


Pritchard, J ed Elder Abuse Work: Best Practice in Britain and Canada (2000)

Re F [1990] 2 AC 1 Treatment of mentally incapacitated patient: doctrine of necessity

R v Bournwood Community & Mental Health Trust ex parte [1998] All ER 319 Informal admission and treatment of mentally incapacitated patients


Stevenson, O (1996) Elder protection in the community; what we can learn from child protection? SSI London


Kensington and Chelsea Area Child Protection Committee Inter-agency Guidelines, 1999

City of Westminster Child Protection Inter-agency Guidelines June 2002


Brent Kensington & Chelsea and Westminster Mental Health NHS Trust, Confidentiality – Guidance on the protection of patient information, December 2000

Guidelines and Procedures for the Investigation of Sexual Abuse: Guidelines and Procedures for All Staff Working in Services for Adults with Learning Disabilities in the City of Westminster and the Royal Borough of Kensington and Chelsea, September 1998
Multi-agency management committee adult protection

The above committee was established in April 2001 to act as a steering committee to support the development of the Multi-Agency Policy and Procedures within The Royal Borough of Kensington and Chelsea and the City of Westminster. The Committee is chaired jointly by the Deputy Director – Social and Community Services, Westminster City Council and the Head of Community Care, The Royal Borough of Kensington and Chelsea. Following the agreement and adoption of the Policy and Procedures the committee continues as a standing Committee.

The agreed aims and role of the committee is to:

- Develop a coherent operational and management strategy
- Develop consistent operational policies
- Achieve consistent aims across agencies
- Develop the policy and strategy for the protection of vulnerable adults
- Monitor, review and evaluate the operation of the policy and strategy for the protection of adults
- Act as a reference group for resolution of issues involving interpretation of policies across agencies e.g. information sharing and confidentiality protocols
- Issue operational guidance within own agency
- Promote good practice
- Make policy recommendations to corporate management
- Receive and interpret monitoring and audit information from agencies on the operation of policy and submit annual reports to chief officers
- Review progress in relation to protection of vulnerable adults and address operational and service development needs identified through audit arrangements
- Provide minutes to other lead officers and receive reports from task or collaborative groups
• Ensure that the multi-agency policy and procedures are up-dated
• Identify and review multi-agency training and identify resources to meet identified training needs
• To seek to address resource implications
Management committee membership

Social Services
Westminster Social and Community Services
RBKC Housing and Social Services

Local Authority Housing
RBKC Resettlement Team
Westminster CC Special Needs Housing Services

Health Trusts – Acute
St Mary’s Hospital
Chelsea and Westminster Hospital
Royal Brompton and Harefield Trust
The Royal Marsden

Mental Health Trust
CNWL Mental Health Trust

Primary Care Trusts
Kensington and Chelsea PCT
Westminster PCT

Police
Kensington and Chelsea Community Safety Unit
City of Westminster Community Safety Unit

Inspection and Registration
NCSC regional office

Voluntary Organisations
MIND
Age Concern Kensington and Chelsea
Carers Network – Westminster
Voluntary Action Westminster
Westminster Society for People with Learning Disabilities
Kensington and Chelsea Social Council

Independent Organisations
Housing 21
Women’s Pioneer Housing Association
Westminster Race Equality Council
Membership of task groups for development of policy and procedures

The work was co-ordinated by Liz Potter adult protection development officer

**Project Steering Group**
Pam Jones Principal Planning and Development Officer RBKC
Paul Maloney Principal Officer Registration and Evaluation RBKC
Sue Toole Head of Inspection and Registration WCC

**Policy and Procedures Task Group**
This group acted as the main development group in the production of the policy and procedures and reference group for other activities listed below.
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