

Safeguarding adults within Leicester's hospitals

Adult Safeguarding Team

Produced: November 2021

Review: November 2024

Information for Patients

Leaflet number: 298 Version: 4

This information is for adult patients where safeguarding concerns have been raised during or after your stay in hospital.

Your name: _____

Your NHS number: _____

What is adult safeguarding?

Every person has a right to live a life free from abuse and neglect. Adult safeguarding is the process of protecting adults from abuse or neglect when they cannot protect themselves. It is an important part of what we do at Leicester's hospitals.

You have been given this leaflet because concerns about your wellbeing have been raised whilst in hospital. This has led to the need for an enquiry to be carried out to safeguard you. This is needed to protect you from the risk of abuse or neglect, and to understand what went wrong.

How do I contact the Adult Safeguarding Team?

Your personal contact during this process are the nurses in the hospital's Adult Safeguarding Team, who you will have already had contact with.

You can contact them on **0116 258 7703** (Monday to Friday, 8am to 4pm). Please leave a message if they are out of the office and they will call you back.

Email address: adultsafeguarding@uhl-tr.nhs.uk

**Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice**

Visit www.leicestershospitals.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact InformationForPatients@uhl-tr.nhs.uk

What happens next?

1. We will record the details of the concern and assess the risk of harm to you.
2. We will make sure that you and others are safe.
3. We will talk to you and plan how we will gather more information for the enquiry.
4. We will inform Adult Social Care, because they are the lead agency for adult safeguarding.
5. We will work with other agencies (such as Adult Social Care or the police) if we need to.
6. We will carry out the enquiry and aim to complete it within 60 working days if we can.
7. We will let you know what we found through our enquiry.
8. We will send you a copy of our report at the end of the enquiry, if you would like one.
9. We will offer you the opportunity to take part in a patient experience survey.

Who might you involve in the safeguarding enquiry?

- Nurses, doctors and other healthcare staff
- Other healthcare providers such as district nurses and care home staff
- Adult Social Care
- Police
- The Care Quality Commission (CQC) (the independent regulator of all health and social care services in England)

Will I be involved in discussions?

Yes, you will be given the opportunity to discuss your views, wishes and opinions. We will make every effort to make sure the safeguarding process is personal to you. We want to understand what matters most to you, and we want to know what your wishes are from the safeguarding enquiry.

Sometimes we have to take action that you may not agree with for the safety of others, however we will do our best to explain this to you. If we cannot speak to you, we will discuss this with your family, in your best interests.

Further useful contacts

Leicester's hospital Patient Information and Liaison Service (PILS) - for compliments, comments, concerns and complaints:

Freephone: 0808 178 8337 Email: pils@uhl-tr.nhs.uk

Local Councils:

Leicester City: 0116 454 1004

Leicestershire County: 0116 305 0004

Rutland: 01572 758341

If you have any questions, write them down here to remind you what to ask:

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
على هذه المعلومات بلغةٍ أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل

જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email equality@uhl-tr.nhs.uk