



*"The London Ambulance Service (LAS) believes it is important to keep in touch with GPs. We hope you enjoy this month's newsletter and we welcome your feedback."*

March 2015

## Safeguarding - changes 1st April

On 1st April the Department of Health's new Care Act came into force, which provides adults who require safeguarding with the same statutory and legal protection as children.

**Definition of an adult at risk** has changed to:

- An adult who has needs for care and support (whether or not the local authority is meeting any of those needs) AND
- Is experiencing, or at risk of, abuse or neglect AND
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.



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### What is the LAS doing differently?

As a result of the new **Care Act**, LAS crews and safeguarding call-handlers will take much more care to ensure that patients are put at the centre of the referral. Practically this will mean, for example, a robust approach to capturing information about how **consent** was gathered, as well as a specific opportunity during every referral to record the **patient's desired outcome**.

The LAS will implement the following changes in how safeguarding issues are handled:

- Staff must (where safe) speak with the adult at risk about their safeguarding concerns
- The adult at risk must consent to a safeguarding concern being raised by the LAS.
- Staff must state consent obtained (or reason why it was not) in all safeguarding concerns
- Concerns can be raised if a patient lacks capacity, however a capacity assessment and best interests assessment should be completed to evidence this.
- Staff should ask the adult what outcome they would like from them raising the concern and record this appropriately.
- Where possible a vulnerable adult should be advised to contact the local authority themselves for care and support when there are no safeguarding concerns.
- Welfare concerns will only be sent to the local authority if the adult consents to welfare concern being raised.

### Further reading:

1) Information regarding the Care Act can be found here:

[www.gov.uk/government/publications/care-act-2014-part-1-factsheets#history](http://www.gov.uk/government/publications/care-act-2014-part-1-factsheets#history)

2) LAS - working with partner agencies:

[www.londonambulance.nhs.uk/health\\_professionals/safeguarding-child\\_protection/duty\\_and\\_responsibility.aspx](http://www.londonambulance.nhs.uk/health_professionals/safeguarding-child_protection/duty_and_responsibility.aspx)

3) LAS - adult & child safeguarding:

[www.londonambulance.nhs.uk/health\\_professionals/safeguarding-child\\_protection.aspx](http://www.londonambulance.nhs.uk/health_professionals/safeguarding-child_protection.aspx)

4) London multi-agency policy & procedures to safeguard adults from abuse:

[www.londonambulance.nhs.uk/health\\_professionals/safeguarding-child\\_protection/doc.ashx?docid=854dce73-f4eb-4966-829f-4602f9c09d62&version=-1](http://www.londonambulance.nhs.uk/health_professionals/safeguarding-child_protection/doc.ashx?docid=854dce73-f4eb-4966-829f-4602f9c09d62&version=-1)

### Arrhythmia Centres

Last year, we announced the 'go live' for the adult Emergency Arrhythmia pathway (2nd June 2014) and arrhythmia centres are now operating pan London 24/7 at the following hospitals:

- St Barts
  - St Thomas'
  - Kings College
  - St George's
  - Hammersmith
  - Royal Brompton
- Paramedics from the LAS will bypass local Emergency Departments with patients presenting with the following conditions:
- Complete heart block
  - Suspected ventricular Tachycardia
  - Multiple device activation i.e. 2 or more shocks from an ICD within 24 hours.

