

Approach to Adult Safeguarding for Camden GP Practices during COVID-19 outbreak – updated 19 June 2020

Dr Dee Hora, Named GP for Safeguarding Adults

Please do not be complacent and forget that our most vulnerable patients are likely to be even more so at this difficult and unusual time.

Consider being **pro-active** in your practice by considering designating a member/members of the practice team to **ring patients** in their home who are on your “vulnerable adult” list – not just those that are vulnerable to complications of the virus, but those that you know may have particularly **chaotic lives and/or social/mental health issues that may put them at risk of abuse or (self-) neglect**. Consider in this group all those who are carers or have a carer, people with learning disabilities, dementia, or significant mental health problems, and/or drug and alcohol issues. You may also be aware of patients that have been victims of domestic abuse in the past.

People are at particularly high risk of domestic abuse at this time, as circumstances are forcing many to remain in their homes together and become even more isolated from sources of help.

When consulting any patient, consider making it **routine** to ask

- **Are you coping?**
- **Do you feel safe?**

RCGP has some excellent guidance on safeguarding during this time, incorporating advice for safeguarding adults and children <https://www.rcgp.org.uk/>

Referral pathways to Camden Adult Social Care, and Camden Safety Net (for domestic abuse) remain unchanged, and your thresholds for referral should be no different from usual.

Camden Multi-Agency Safeguarding Hub
Duty number: 020 7974 4000 select Option 1
Email: asc.mash.safeguarding@camden.gov.uk

Camden Learning Disabilities Team - for adults with a learning disability
Telephone: 020 7974 3737
For more information, visit <http://www.clidsinfo.net/#>

Mental Health Team - for adults
Telephone: 0203 317 7300
Email: Cim-tr.cpmh@nhs.net

Camden Safety Net - Mon-Fri 9am-5pm
Telephone: 020 7974 2526

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Resources

Camden Council recognises that many people will be feeling under extra financial and social pressure at the moment. For details of the services available to help people in need, you can signpost your patients to Camden's Covid19 web page: <https://www.camden.gov.uk/covid-19> The information includes financial support for residents, food access, voluntary sector help and advice, housing advice, and advice on potential coronavirus related scams

Domestic Abuse

Camden Safety Net has released a contingency plan and a document containing some practical tips for practices about how to identify Domestic Abuse and encourage disclosures whilst using remote consultations
<https://ascpractice.camden.gov.uk/covid-19-response/domestic-violence-and-abuse-covid-19-contingency-plan/domestic-violence-and-abuse/#main>

24 hr National Domestic Violence Helpline: 0808 2000 247

Solace provide advice and support for women in London affected by abuse and have a Helpline that runs on weekdays, 10am-4pm: 0808 802 5565
<https://www.solacewomensaid.org/contact-us>

Karma Nirvana support victims of honour-based abuse and forced marriage. They have a Helpline that runs on weekdays, 9am-5pm: 0800 599 9247
<https://karmanirvana.org.uk/help/>

Galop provide Hate Crime, Domestic Abuse and Sexual Violence support and run the National LGBT+ Domestic Abuse Helpline: 0800 999 5428
<http://www.galop.org.uk/domesticabuse/>

SignHealth provides advice and support for Deaf people experiencing domestic abuse. Text or WhatsApp/Facetime 07970 350366.
<https://signhealth.org.uk/for-professionals/domestic-abuse-service/>

Camden & Islington NHS Foundation Trust have produced the following Covid-19 safety planning advice sheet for domestic and sexual abuse
<https://www.candi.nhs.uk/sites/default/files/Documents/DSA%20Safety%20Planning%20Sheet.pdf>

Financial Difficulties / Benefits

Information on financial support can be obtained from Camden Council's website
<https://www.camden.gov.uk/what-financial-support-is-available-for-me>

Information and advice regarding benefits can be accessed from the Camden Care Choices website'
<https://camdencarechoices.camden.gov.uk/information-and-advice/your-money/benefits-and-allowances/>

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Food Access

For patients that cannot afford food or are self isolating/shielded can obtain help from the following webpage <https://www.camden.gov.uk/access-food>

Support as a clinically extremely vulnerable person

The Government has made arrangements for people to be supported in their homes by volunteers, for example, help with shopping or getting medication, or someone to telephone to make sure they are OK. People in the shielding group can register for support by calling the Government's helpline on 0800 028 8327 or visiting [Get coronavirus support as a clinically extremely vulnerable person](#).

NHS Volunteer Responders

Referrals for volunteer support can be made by GPs, social prescribing link workers and practice nurses concerned about an adult at risk or vulnerable individual they have advised to self-isolate.

NHS Volunteer Responders can be asked to help individuals with tasks such as delivering medicines from pharmacies; driving patients to appointments; bringing them home from hospital; and regular phone calls to check they are ok. Volunteers will receive role specific training where required.

Referrals should be made via the [NHS Volunteer Responders referrers' portal](#)

NB: Not all volunteer responders have been DBS screened and this may be a time when "at risk" individuals are more at risk from exploitation and scams/financial abuse.

Neighbourhood Forums

There are many local volunteer groups/forums to help support people in the Camden Community.

Be aware that these are not regulated in any way, and vulnerable adults may need to be warned about potential risks of scams/financial abuse. However, they are often a valuable resource for people looking for low-key help and local friendly support.

<https://www.camden.gov.uk/volunteering-covid19>

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Migrant Health

There can be no charge made to an overseas visitor for the diagnosis or treatment of coronavirus (COVID-19)

All overseas visitors, including anyone living in the UK without permission, should be aware that:

1. No charges apply to testing for COVID-19, even if the result is negative, or to any treatment provided for COVID-19 if the result is positive or up to the point that it is negatively diagnosed. The same is true of most other infectious diseases.
2. NHS trusts have been advised that no immigration checks are required for overseas visitors that are known to be only undergoing testing or treatment for COVID-19.

There is translated advice and guidance into multiple languages on [social distancing](#) and for [vulnerable people](#) and [self-isolation](#)

[Doctors of the World](#) have also provided translated resources informed by government and NHS advice.

Mental Health and Wellbeing

CMHT – still accepting referrals. 24hr Appointments being kept now by phone rather than face-to-face.

IAPT – still accepting referrals, but longer waiting times. 95% now video or telephone

Links to Wellbeing Apps:

<https://www.good-thinking.uk/>
<https://www.mypossibleself.com/>
<https://kooth.com/> (for young people)

MIND can offer support to people with mental health problems:

<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

Anxiety UK has a Helpline that runs on weekdays, 9.30am-10pm and in light of the coronavirus outbreak has also extended their support services to the weekend, 10am-8pm: 03444775774. <https://www.anxietyuk.org.uk/coronanxiety-support-resources/>

Switchboard LBGT+ Helpline provides support to the LBGT+ community on the phone, and through email and instant messaging services: 0300 330 0639
<https://switchboard.lgbt/help/>

Carers

Carers UK give expert advice, information and support to carers. Their telephone Helpline runs on weekdays, 9am – 6pm or they can be contacted via email:

0808 808 7777 <https://www.carersuk.org/help-and-advice/talk-to-us>