

# **Safeguarding Adults at Risk of Abuse**

## **Interim Guidance**

### **2022**

Congregation of  
**Our Lady of Charity**  
**of the Good Shepherd**





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# Welcome to our Safeguarding Adults at Risk of Abuse Interim Guidance Policy 2022

The Congregation of Our Lady of Charity of the Good Shepherd Irish Province (RGS) strives to create an environment in which adults feel safe and respected.

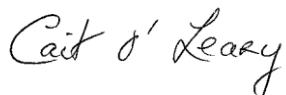
This Interim Policy was developed by the Safeguarding Committee who drew from resources already available on "Adults at Risk" or "Vulnerable Persons" from the HSE, Dept of Health, Northern Ireland, and the Catholic Church. It follows on from the Safeguarding Children Policy of 2019 with which you are familiar.

The National Board is in the process of developing a Safeguarding Adult at Risk Policy. Following its publication, we may need to adapt aspects of our policy to reflect any divergencies.

This Interim Policy is primarily intended to be an awareness raising tool and highlights some of the steps that we can take if we have concerns. The name and contact details of the DLP are contained in this document.

This Interim Policy was approved by the Leadership Team on the 20<sup>th</sup> November 2021 and will be reviewed following publication of the National Board's policy.

Together we continue to be mindful and care for one another.



**Sr. Cait O'Leary**, Province Leader  
Date: 12<sup>th</sup> May 2022

## **Explanatory Note**

In this document where we mention persons, we include all sisters who reside in our community settings and all other residents in our care settings.

# **Safeguarding Adults at Risk of Abuse**

## **A Summary Introduction**

### **What is this policy document about?**

This document has been written with the primary intention of awareness raising. The intention is to raise awareness of the possibility of harm or abuse in the lives of adults with whom we work and minister, and some of the steps we can take to respond to any concerns.

Some adults are at greater risk of harm due to their circumstances and hence, their safeguarding needs are greater. We all need to be aware of safeguarding adults and take action to make sure that nobody experiences abuse or neglect, particularly those who are vulnerable.

### **What do we mean by "adult at risk of harm"?**

For the purpose of this policy, an adult at risk of harm is seen as a person aged 18 and over whose exposure to harm (abuse, neglect, exploitation) may be increased by their circumstances.

Vulnerability to harm may be increased by such factors as isolation, poverty, lack of education or information, addiction, homelessness, disability, diminished capacity, and mental health illness.

The term 'vulnerable adult' will be a familiar one to many. The HSE Draft Adult Safeguarding Policy (2019) suggests a move away from the use of this term. Defining those in need of safeguarding as 'vulnerable adults' creates assumptions about inherent vulnerability and can be stigmatizing.

### **What do we mean by "harm"?**

The concepts of abuse, harm and exploitation are useful in helping us understand the safeguarding needs of adults. Harm refers to the impact that abuse, neglect, and exploitation has on a person. Descriptions of different forms of abuse can be found below. Exploitation refers to any situation in which one person takes advantage of the vulnerability and dependence of another.

### **What do I do if I am concerned about an adult at risk?**

There are nine HSE Safeguarding and Protection Teams across the country that you can contact if you have a concern about an adult who may be at risk of abuse. A number of safeguarding teams operate in Northern Ireland under the HSC. Contact details can be found at the back of this document.

If you are unsure what to do, or about whether the person you are in contact with might fit the description of an adult at risk, the best thing to do is to seek advice.

The Adult Safeguarding Office is **Avril Halley** – see contact details below.

**Adult Safeguarding Officer:** Avril Halley

**Telephone:** 00 353 86 172 1736

**Email:** dlp@rgs.ie

## **What are the expectations of the Province Leadership Team and our colleagues arising from this policy?**

- Be alert to the possibility of harm/abuse happening in the lives of adults with whom we minister, especially when that adult might have reduced ability to protect themselves from harm.
- Seek advice about situations which cause concern.
- To adhere to any codes of practice which we have signed up to and to create safe environments for those we work with, ourselves, and our staff and colleagues.

## **In our context, where this policy may be relevant**

1. Ministry/work with a group of adults using a service where it is understood that the people using the service may be more vulnerable to being exposed to harm e.g., in a residential care facility.
2. Ministry/work in a group setting where one or more of the participants might be described as an adult at risk.
3. Home visitation.
4. Living in our communities where persons may have diminished capacity.

## **Definitions of “Adult at Risk” or “Vulnerable Person”**

While bearing in mind that vulnerability is not inherent to a person or static, there are definitions provided in statutory policy in the Republic of Ireland and in Northern Ireland and these are given below.

The final definition (below) is one recently communicated by the Holy See in a Motu Proprio "Vos Estis Lux Mundi". This papal letter established new safeguarding norms for the Church and came into force on 1<sup>st</sup> June 2019.

### **Republic of Ireland**

An adult at risk of abuse is defined as a person over 18 years of age who is:

- At risk of experiencing abuse, neglect, or exploitation by a third party and
- Lacks mental or physical capacity to protect themselves from harm at this time in their lives.

*HSE Adult Safeguarding Policy – Final Draft (June 2019)*

### **Northern Ireland**

An 'adult at risk of harm' is a person aged 18 or over whose exposure to harm through abuse, exploitation or neglect may be increased by their personal characteristics and/or life circumstances. Personal characteristics may include, but are not limited to, age, disability, special educational needs, illness, mental or physical frailty or impairment of, or disturbance in the functioning of the mind or brain. Life circumstances may include, but are not limited to, isolation, socio-economic factors, and environmental living conditions.

An 'adult in need of protection' is defined as a person aged 18 or over whose exposure to harm through abuse, exploitation or neglect may be increased by their:

- a) Personal Circumstances, and/or b) Life Circumstances, and
- c) Who is unable to protect their own well-being, property, assets, rights or other interests, and
- d) Where the action or inaction of another person or persons is causing or is likely to cause him/her to be harmed?

*Adult Safeguarding: Protection and Prevention in Partnership, DHSSPSNI*

### **Catholic Church**

A vulnerable person is "any person in a state of infirmity, physical or mental deficiency, or deprivation of

personal liberty which, in fact, even occasionally, limits their ability to understand or to want or otherwise resist the offence".

*Vos Estis Lux Mundi, Holy See, 2019*

## Definitions and Descriptions of Abuse

Abuse may be defined as "any act, or failure to act, which results in a breach of a vulnerable person's human rights, civil liberties, physical and mental integrity, dignity or general wellbeing, whether intended or through negligence, including sexual relationships or financial transactions to which the person does not or cannot validly consent, or which are deliberately exploitative"

*Health Information and Quality Authority (HIQA)*

## Different Forms of Abuse

Form of Abuse	Definition	Examples	Possible Signs / Indicators
<b>Physical</b>	Physical abuse includes hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions	Hitting, slapping, pushing, burning, inappropriate restraint of adult or confinement, use of excessive force in the delivery of personal care, dressing, bathing, inappropriate use of medication.	Unexplained signs of physical injury – bruises, cuts, scratches, burns, sprains, fractures, dislocations, hair loss, missing teeth. Unexplained/long absences at regular placement. Person appears frightened, avoids a particular person, demonstrates new atypical behaviour; asks not to be hurt.
<b>Sexual</b>	Sexual abuse includes rape and sexual assault, or sexual acts to which the vulnerable person has not consented, or could not consent, or into which he or she was compelled to consent.	Intentional touching, fondling, molesting, sexual assault or rape. Inappropriate and sexually explicit conversations or remarks. Exposure of the sexual organs and any sexual act intentionally performed in the presence of a service user. Exposure to pornography or other sexually explicit and inappropriate material.	Trauma to genitals, breast, rectum, mouth, injuries to face, neck, abdomen, thighs or buttocks, STDs and human bite marks. Person demonstrates atypical behaviour patterns such as sleep disturbance, incontinence, aggression, changes to eating patterns, inappropriate or unusual sexual behaviour and anxiety attacks.
<b>Psychological</b>	Psychological abuse includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.	Persistent criticism, sarcasm, humiliation, hostility, intimidation or blaming, shouting, cursing, or invading someone's personal space. Unresponsiveness, not responding to calls for assistance or deliberately responding slowly to a call for assistance. Failure to show interest in or provide opportunities for a person's emotional development or need for social interaction.	Mood swings, incontinence, obvious deterioration in health, sleeplessness, feelings of helplessness/ hopelessness, extremely low self-esteem, tearfulness, self-harm abuse or self-destructive behaviour. Challenging or extreme behaviours– anxious/ aggressive/ passive/withdrawn.

<b>Financial</b>	Financial or material abuse includes theft, fraud, exploitation, pressure in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.	Misusing or stealing the person's property, possessions or benefits, mismanagement of bank accounts, cheating the person, manipulating the person for financial gain, putting pressure on the person in relation to wills, property, inheritance and financial transactions.	No control over personal funds or bank accounts, misappropriation of money, valuables or property, no records or incomplete records of spending, discrepancies in the person's internal money book, forced changes to wills, not paying bills, refusal to spend money, insufficient monies to meet normal budget expenses, etc.
<b>Discriminatory</b>	Discriminatory abuse includes ageism, racism, sexism that is based on a person's disability and other forms of harassment, slurs or similar treatment.	Shunned by individuals, family or society because of age, race, religious beliefs or disability. Assumptions about a person's abilities or inabilities.	The person not receiving the care services they require, their carer being overly critical or making insulting remarks about the person, the person being made to dress differently from how they wish, isolation from family or social networks
<b>Institutional</b>	Institutional abuse may occur within residential care and acute settings including nursing homes, hospitals and any other in-patient settings, and may involve poor standards of care, rigid routines and inadequate responses to complex needs	Lack of training of staff and volunteers, lack of or poor-quality supervision and management, poor record keeping and liaison with other agencies, low staff morale and high staff turnover. Residents are treated collectively rather than as individuals. Resident's right to privacy and choice not respected. Staff talking about the resident's personal or intimate details in a manner that does not respect a person's right to privacy and dignity.	Vulnerable adult has no personal clothing or possessions, there is no care plan, the person is often admitted to hospital, or there are instances of staff/ volunteers treating the person badly or unsatisfactorily or acting in a way that causes harm, poor staff morale and high staff turnover and lack of clear lines of accountability and consistency of management. Lack of training of staff and volunteers.
<b>Neglect</b>	Neglect occurs when a person withholds or fails to provide appropriate and adequate care and support which is required by another person. It may be through a lack of knowledge or awareness, or through a failure to take reasonable action given the information and facts available to them at the time.	Failure to provide or allow access to food, clothing, heating, stimulation and activity, personal or medical care.  Providing care in a way that the person dislikes. Failure to administer medication as prescribed. Refusal of access to visitors. Ignoring or isolating the person. Preventing the person from making their own decisions.  Failure to ensure privacy and dignity.  Preventing access to glasses, hearing aids, dentures, etc.	Poor personal hygiene, dirty and dishevelled in appearance, e.g., unkempt hair and nails. Poor state of clothing.  Non-attendance at routine health appointments. Socially isolated.

# Recognising and Reporting Concerns of Abuse

## What would cause you concern or suspicion about abuse?

There are a number of ways in which you might become concerned or suspicious that an adult at risk of abuse is suffering or has suffered harm.

- The adult may tell you directly.
- Someone else may tell you or some incident may cause you concerns.
- An adult may show some signs of physical injury for which there appears to be no credible or satisfactory explanation.
- The person's demeanor/behaviour may cause you to suspect that something does not feel right, or possible abuse has taken place.
- The behaviour of another individual close to the adult at risk makes you feel uncomfortable (e.g. family, carer ).

## What to do if you are concerned about a person

Everyone is entitled to have their civil and human rights upheld and to live a life free from abuse and neglect. Therefore, all concerns, allegations and disclosures must be taken seriously and dealt with appropriately. It is important, in so far as practicable, to talk to the person you think is at risk of harm about your concerns. This is explored further at a later section on 'Consent and Capacity'.

1. Are there applicable organisational procedures? If the concern arises during the course of your work for another organisation, you should follow that organisation's policies and procedures. If they have a Designated Person, allegations and concerns will be reported to this person.
2. Is this a public based concern? If the concern is in relation to a person living in society, this can be reported directly to the relevant HSE Safeguarding Team/HSC team.
3. Always seek advice if unsure: It is important to know that advice can always be sought from the HSE/HSC or from the DLP if you would like guidance on the appropriate response.
4. Am I concerned about a sister or congregational personnel? If an allegation or concern arises about the conduct of a sister or congregational personnel, this must be reported to the Adult Safeguarding Officer.
5. Is this a possible crime? Where the concern relates to a possible criminal offense, this should be reported to the police.

## Note: Criminal Justice (Withholding of Information on Offences against Children and Vulnerable Persons) Act 2012.

Under this Act, it is a criminal offence to withhold information about a serious offence, including a sexual offence, against a person under 18 years or a vulnerable person. The offence arises where a person knows or believes that a specified offence has been committed against a child or vulnerable person and he or she has information which would help arrest, prosecute or convict another person for that offence, but fails without reasonable excuse to disclose that information, as soon as it is practicable to do so, to a member of An Garda Síochána.

It is important for the sisters, staff and volunteers to know that they are *not responsible for deciding whether or not abuse has occurred*, and neither are they *responsible for conducting an investigation*. This is the role of the appropriate authorities.

## Responding to an Adult Disclosing Abuse

Where this happens, it is important that sisters, staff and volunteers know how to respond and do so in accordance with the following guidelines:

DO	DO NOT
<ul style="list-style-type: none"><li><input type="checkbox"/> Stay calm.</li><li><input type="checkbox"/> Listen.</li><li><input type="checkbox"/> Reassure the person - tell him/her they did the right thing in telling you.</li><li><input type="checkbox"/> Let them know that the information will be taken seriously and give them information about what will happen next.</li><li><input type="checkbox"/> If urgent medical and/or Gardaí/PSNI help is needed, call the emergency services.</li><li><input type="checkbox"/> Ensure the safety of the person.</li><li><input type="checkbox"/> Be aware that forensic evidence might be needed.</li><li><input type="checkbox"/> Let the person know that they will be kept informed at every stage.</li><li><input type="checkbox"/> Record in writing (date and sign your record) and report to the Adult Safeguarding Officer for the Province.</li><li><input type="checkbox"/> Act without delay.</li></ul>	<ul style="list-style-type: none"><li><input type="checkbox"/> Stop someone disclosing to you.</li><li><input type="checkbox"/> Promise to keep secret what they tell you.</li><li><input type="checkbox"/> Press the person for more details or make them repeat the story.</li><li><input type="checkbox"/> Gossip about the disclosure or pass any information about this to anyone who does not have a legitimate need to know.</li><li><input type="checkbox"/> Under any circumstances, contact the alleged abuser.</li><li><input type="checkbox"/> Attempt to initiate an investigation yourself.</li><li><input type="checkbox"/> Leave details of your concern on a voicemail or e-mail.</li><li><input type="checkbox"/> Delay in responding.</li></ul>

**Checking Out** - There may be a need to do some initial "checking out" with the person who has disclosed information to you in order to ensure his/her safety. For example, if a sister, staff member or volunteer notices a bruise on the person's arm, it would be appropriate to ask, "I see you have a bruise on your arm. How did that happen?" Then listen. However, be careful not to start investigating. It is important that the sisters, staff and volunteers understand the clear distinction between "checking out" and an investigation.

***Do not start investigating by asking questions that relate to the detail or circumstances of the alleged abuse, beyond initial checking out, listening and expressing your concern.***

## Consent and Capacity

When we think about vulnerable adults, the concepts of consent and capacity are significant ones. The law in Ireland has offered clarity on the concept of capacity in the Assisted Decision Making (Capacity) Act 2015 (*Note: The Act has yet to be fully enacted.* The intention behind the Act is to maximise a person's capacity to make decisions for themselves.

All adults including those we might class "vulnerable" should be central to decisions regarding any actions to prevent or protect them from harm. The intention of an intervention is to have a proportionate, measured approach to balancing the risk of harm with respecting the adult's choices and preferred outcome for their own life circumstances.

Every adult has the ability to make lifestyle choices, such as, choosing to remain in a situation where they risk being harmed. There should always be a presumption of capacity to make decisions unless there is evidence to suggest otherwise. However, there are also some circumstances when it may be necessary to consider the protection and rights of others and overriding the withholding of consent may be necessary to ensure the protection of others.

If an adult refuses to consent to a referral to the HSE (ROI) or HSC Trust (NI), this should be explored with them. Consent may be over-ridden in some cases, for example, where the individual lacks the capacity to appreciate the nature of the concerns and the potential consequences to them of not addressing those concerns, where there is a potential risk to others or in the public interest.

If you have any concerns that the adult at risk may not have capacity to consent or may be coming under pressure to refuse consent you should refer to the HSE (ROI) or HSC (NI) Trust Adult Protection Gateway team.

Currently the following legal description is used by courts both in NI and ROI as a rule in relation to consent. The consent of a vulnerable adult is considered valid ONLY if:

- She/he has the capacity to consent, i.e. She/he can understand and weigh up the information needed to make the decision.
- Sufficient information has been given to her/him, in an appropriate way, on which to base the decision.
- Consent has been given on a voluntary basis, that is, free from coercion or negative influence.

NOTE: If any of these three factors is absent, consent cannot be considered to be valid.

## **Whistleblowing**

'Whistleblowing' is a term used to describe the action of someone who reveals/discloses wrongdoing within an organisation to the public or to those in positions of authority. It enables them to report concerns in a way that will not be seen as disloyal to their settings and colleagues.

Our Lady of Charity of the Good Shepherd in Ireland is committed to the highest possible standards of openness, transparency and accountability. Sisters, staff and volunteers are expected and encouraged to voice any concerns about activities involving vulnerable adults to the appropriate person (such as their direct manager, supervisor, director) and to the Adult Safeguarding Officer.

Everyone (including sisters, staff and volunteers) has the right to raise concerns about perceived unacceptable practice or behaviour and no action will be taken against the complainant if the concern proves to be unfounded but was raised in good faith. Malicious allegations, however, may be considered as a disciplinary and/or criminal offence.

This mechanism exists not only to protect vulnerable adults but also in order to protect all sisters, staff and volunteers. In the Republic of Ireland, the Protected Disclosures Act 2014 provides legal safeguards to employees, contractors, agency workers and people on work experience schemes to report illegal practices or other specified wrongdoings such as abuse. This applies where the disclosure is made in good faith and on reasonable grounds and relates to any conduct or action that raises a significant danger to public health or safety.

Within Northern Ireland, the Public Interest Disclosure (NI) Order 1998 protects most workers who whistle blow about wrongdoings in their workplace from being treated unfavorably by their employer as a result.

## **Safe Activities**

### **Recruitment**

Our Lady of Charity of the Good Shepherd, Ireland has a safe recruitment procedure which ensures that an assessment is carried out of the suitability of candidates for work with adults who may be vulnerable or at risk of abuse.

This procedure includes:

- An interview which addresses the person's C.V. and any gaps in it;
- A minimum of two references is sought and verified;
- Garda vetting/police clearance;
- Signing a confidential declaration form.

### **Vetting**

Whenever the congregation in Ireland recruit an employee or volunteer or collaborate with external individuals to work with adults at risk of abuse in their care, there must be a thorough vetting of all candidates.

In the Republic of Ireland, the National Vetting Bureau (Children and Vulnerable Persons) Act 2012, which came into operation in April 2016, outlines the compulsory vetting process for all individuals and organisations working with children and vulnerable persons.

In Northern Ireland, The Police Act 1997 (Criminal Records) (Disclosure) is the legislation that allows for an enhanced criminal record check for those engaged in regulated activities with children and vulnerable adults.

### **Service Providers**

Where the congregation contracts external providers for the purpose of working with adults at risk of abuse, the service providers are requested to provide in writing that all recruitment, vetting, etc. has been completed in relation to the staff member/s.

### **Induction**

Personnel are properly inducted into their role to ensure that they are aware of their responsibilities, supervisory structures and reporting lines.

During induction, personnel are:

- Introduced to the policy and procedures, including safeguarding documents;
- Asked to be familiar and adhere to the Code of Conduct.

### **Training & Support**

Ensuring that personnel have the necessary knowledge and skills to carry out their work and ministry with adults and to be cognisant of safeguarding requirements. Training, awareness raising and supervision and support is the cornerstone of a good safeguarding system.

## **Lone Working Guidance**

There are occasions when the sisters and/or staff work alone, i.e. by themselves without close or direct supervision. They visit people in their homes, or they may have people visit them when they are the only person on the premises. On occasion, the person they minister to could be vulnerable. While it is rare that staff or volunteers would work alone with individuals, it is possible and the following guidance should be used as a starting point in considering practice and protocol.

When working alone or in unsupervised contexts, the sister, staff or volunteer should take extra care around their own health and safety and that of the people they are working with. The following guidelines should be attended to:

- Assessing risk and putting safety provisions in place. Depending on the nature of the work, it may be necessary to complete a written risk assessment.
- If dealing with a particularly vulnerable, emotional or angry individual, special attention should be given to the safety of the environment and the appropriateness of meeting. It may be decided that the meeting will happen with more than one sister or staff member present.
- If at any time the sister or staff feels uncomfortable, they should trust their instincts and end the lone working interaction in a respectful way.
- Staff and volunteers should report any concerns they have to their Manager as soon as is reasonable. Sisters should report concerns to the Adult Safeguarding Officer.

## **Note on One-to-One Ministry**

Where a Sister's ministry is one-to-one on a regular basis, e.g. visiting people's homes, spiritual direction, the need for professional support by way of clinical supervision and ongoing training becomes more important. Creating a professional support system for oneself will provide a space for reflecting on practice and identifying any practices which could leave oneself or others vulnerable.

## **Additional Policies**

If a sister, staff or volunteer is working or ministering with an adult at risk of abuse, the nature of contact would not involve intimate care or specific duties attending to the person's health and wellbeing. If this is to change, a need for additional, written policies will be identified and be put in place, e.g. intimate care, safe administration of medication, incident reporting, bullying and harassment.

## **Recording, Data Protection and Confidentiality**

It is the responsibility of the province to ensure that the gathering, storage, usage and sharing of personal information is in line with the requirements of the General Data Protection Regulation (GDPR) and the Data Protection Act, 1988 and 2003 (ROI). Generally, there is no actual prescribed period of time for holding on to personal data, but both acts stipulate that records "shall not be kept for longer than is necessary for that purpose or those purposes". The Act goes on to stipulate that "where no legal requirement to retain information beyond the closure of the record exists the authority will need to establish its own retention periods. Normally personal information should not be held for longer than 6 years after the subject's last contact with the authority".

It is important that the sisters, staff and volunteers understand the importance of confidentiality. All information relating to concerns/suspicions/allegations about an adult at risk of abuse should be treated as confidential and should only be communicated on a "need to know" basis. This information should NOT be shared with anyone, inside or outside the community, unless they are involved in the case.

Only the relevant personnel need to be involved. The Adult Safeguarding Officer will advise on who needs to know and who should have access to records.

## **HSE Safeguarding and Protection Teams**

### **Dublin North, Dublin North City, Dublin North West**

Ms. Mary McNutt, St Mary's Hospital, Phoenix Park, Dublin 20  
Tel: 076-6959528 Email: [Safeguarding.cho9@hse.ie](mailto:Safeguarding.cho9@hse.ie)

### **Laois, Offaly, Longford, Westmeath, Louth and Meath**

Ms Maura Seabrooke, Ashbourne Primary Care Centre, Unit 12, Killegland Walk, Declan Street, Ashbourne, Co. Meath A84 A627  
Tel: 01 6914632 Email: [safeguarding.cho8@hse.ie](mailto:safeguarding.cho8@hse.ie)

### **Kildare, West Wicklow, Dublin West, Dublin South City, Dublin South West**

Ms. Siobhan Nunn, Beech House, 101-102 Naas Business Park, Naas, Co. Kildare  
Tel: 045 920410 Email: [Safeguarding.CHO7@hse.ie](mailto:Safeguarding.CHO7@hse.ie)

### **Wicklow, Dun Laoghaire and Dublin South East**

Mr.Tony McCusker, Ballinteer Health Centre, Ballinteer Avenue, Ballinteer, Dublin 16.  
Tel: 01 2164511 Email: [Safeguarding.cho6@hse.ie](mailto:Safeguarding.cho6@hse.ie)

### **South Tipperary. Carlow, Kilkenny, Waterford, Wexford**

Ms.Geraldine Sutton, HSE Offices, Dublin Road, Lacken, Kilkenny, Co. Kilkenny  
Tel: 056-7784325 Email: [Safeguarding.cho5@hse.ie](mailto:Safeguarding.cho5@hse.ie)

### **Kerry and Cork**

Ms.Kathleen O'Mahony, Unit 24/25 Doughcloyne Industrial Estate, Wilton, Cork. Eircode T12Y821  
Tel: 021 4927550 Email: [Safeguarding.cho4@hse.ie](mailto:Safeguarding.cho4@hse.ie)

### **Clare, Limerick, North Tipperary and East Limerick**

Ms. Maggie McNally, Tyone Health Centre, Tyone, Nenagh, Co. Tipperary  
Tel: 067 46470 Email: [Safeguarding.cho3@hse.ie](mailto:Safeguarding.cho3@hse.ie)

### **Galway, Roscommon and Mayo**

Ms. Pauline Levins, La Nua, Ballybane, Castlepark Road, Galway  
Tel: 091 748432 Email: [Safeguarding.cho2@hse.ie](mailto:Safeguarding.cho2@hse.ie)

### **Donegal, Sligo, Leitrim, Cavan and Monaghan**

Ms. Donna Carroll, HSE Office, Community Health Care Organisation Area 1, Ballyshannon Health Campus, An Clochar, Ballyshannon, Co. Donegal.  
Tel: [071 9834660](tel:0719834660) Email: [Safeguarding.cho1@hse.ie](mailto:Safeguarding.cho1@hse.ie)

### **HSE Information Line**

Monday to Saturday, 8am-8pm Call Save: [1850 24 1850](tel:1850241850) Email: [info@hse.ie](mailto:info@hse.ie)

## HSC Trust Adult Service Contacts for Adults at Risk

<b>Belfast Trust</b>	<b>Northern Trust</b>
New referrals – Older Peoples Services SOUTH & EAST BELFAST 028 9056 5565 NORTH & WEST BELFAST 0845 6066 596	Older Peoples Services/Physical & Sensory/Disability Services Sean Falls, Professional Practice Lead <a href="mailto:sean.falls@notherntrust.hscni.net">sean.falls@notherntrust.hscni.net</a>
Physical & Sensory Disability Services NORTH & WEST Grove 028 9501 1458 SOUTH & EAST Mount Oriel 028 9504 2367	Tel: 028 9055 2243
Learning Disability Services <a href="mailto:AdultSafeguardingLD@belfasttrust.hscni.net">AdultSafeguardingLD@belfasttrust.hscni.net</a>	Learning Disability Services Pauline Cummings, Head of Service <a href="mailto:Pauline.cummings@notherntrust.hscni.net">Pauline.cummings@notherntrust.hscni.net</a>
NORTH: 028 9504 2376 SOUTH: 028 9504 2693 EAST: 028 9504 6118 WEST 028 9504 1284	Tel: 028 7936 6836
Mental Health Services <a href="mailto:mhadultsafeguarding@belfasttrust.hscni.net">mhadultsafeguarding@belfasttrust.hscni.net</a> 028 9504 6634	Mental Health Services Kate Lambe, Assistant Director <a href="mailto:Kate.lambe@notherntrust.hscni.net">Kate.lambe@notherntrust.hscni.net</a>
<b>South Eastern Trust Older Peoples Services</b>	<b>Southern Trust</b>
Ards 02891 801234 North Down 02891 468521 Lisburn 02892 501325 Down 02844 613811	Older Peoples Services <a href="mailto:access.information@southerntrust.hscni.net">access.information@southerntrust.hscni.net</a> Tel: 028 3756 4300
Learning Disability/Physical & Sensory Disability Services <a href="mailto:lyn.preece1@setrust.hscni.net">lyn.preece1@setrust.hscni.net</a> Tel: 028 92 665646	Learning, Physical & Sensory Disability Services <a href="mailto:OOHS.swrefs@southerntrust.hscni.net">OOHS.swrefs@southerntrust.hscni.net</a> Tel: 028 3839 4088
Mental Health Services Ards <a href="mailto:MHassessment.Ards@setrust.hscni.net">MHassessment.Ards@setrust.hscni.net</a> Tel: 02891512155 Lisburn <a href="mailto:MHassessment.LVH@setrust.hscni.net">MHassessment.LVH@setrust.hscni.net</a> Tel: 028 92 641362 Down <a href="mailto:MHassessment.Down@setrust.hscni.net">MHassessment.Down@setrust.hscni.net</a> Tel: 028 44 613311 x 83311	Mental Health Services Tel: 028 3083 5253 (Newry & Mourne) Tel: 028 3741 4462 (Armagh & Dungannon) Tel: 028 3834 7537 (Craigavon & Banbridge)
	Western Trust Older Peoples Services 028 71864399 Physical & Sensory Disability Services 028 71864399



If you have any concerns please contact:

**Avril Halley, Adult Safeguarding Officer, at:**

**Tel: 00 353 86 172 1736**

**or**

**Email: [dip@rgs.ie](mailto:dip@rgs.ie)**

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