

Type of Abuse	The Extent of the Issue				
	LESS SERIOUS	INCREASINGLY SERIOUS			EXTREMELY SERIOUS
Risk Score	1	2	3	4	5
Physical	Staff error causing no/little harm, e.g. friction mark on skin due to ill-fitting hoist sling	Isolated incident involving service user on service user	Inexplicable marking or lesions, cuts or grip marks on a number of occasions	Inappropriate restraint	Grievous bodily harm/assault with weapon leading to irreversible damage or death
	Minor events that still meet criteria for 'incident reporting'	Inexplicable marking found on one occasion		Withholding of food, drinks or aids to independence	
				Inexplicable fractures/injuries	
				Assault	
Medication	Adult does not receive prescribed medication (missed/wrong dose) on one occasion – no harm occurs	Recurring missed medication or administration errors in relation to one service user that cause no harm	Recurring missed medication or errors that affect more than one adult and/or result in harm	Deliberate maladministration of medications	Pattern of recurring errors or an incident of deliberate maladministration that results in ill-health or death
				Covert administration without proper medical supervision	
Sexual	Isolated incident when an inappropriate sexualised remark is made to an adult and no or little distress is caused	Verbal sexualised teasing	Recurring sexualised touch or isolated/recurring masturbation without consent	Attempted penetration by any means (whether or not it occurs within a relationship) without consent	Sex in a relationship characterised by authority, inequality or exploitation, e.g. staff and service user
		Isolated incident of low-level unwanted sexualised attention / touching directed at one adult by another whether or not capacity exists	Being made to look at pornographic material without consent	Sexual harassment	Sex without consent/rape
			Being subject to indecent exposure	Sexualised attention in a relationship between staff and a service user	
Psychological	Isolated incident where adult is spoken to in a rude or other inappropriate way – respect is undermined, but no or little distress is caused	Occasional taunts or verbal outbursts which cause distress	Treatment that undermines dignity and damages esteem	Humiliation	Denial of basic human rights/civil liberties, overriding advance directive, forced marriage
		The withholding of information to disempower	Denying or failing to recognise an adult's choice or opinion	Emotional blackmail, e.g. threats of abandonment/harm	Prolonged intimidation
			Frequent verbal outbursts	Frequent and frightening verbal outbursts	Vicious/personalised verbal attacks
Financial	Staff personally benefit from the support they offer service users, e.g. accrue 'reward points' on their own store loyalty cards when shopping	Adult not routinely involved in decisions about how their money is spent or kept safe – capacity in this respect is not properly considered	Adult's monies kept in a joint bank account – unclear arrangements for equitable sharing of interest	Misuse/misappropriation of property, possessions or benefits by a person in a position of trust or control	Fraud/exploitation relating to benefits, income, property or will

	Errors present in financial management records	Inappropriate or inadequate systems for recording personal finances	Adult denied access to his/her own funds or possessions	Personal finances removed from adult's control	Theft
Neglect	Isolated missed home care visit where no harm occurs	Inadequacies in care provision that lead to discomfort or inconvenience – no significant harm occurs, e.g. being left wet occasionally	Recurrent missed home care visits where risk of harm escalates, or one miss where harm occurs	Ongoing lack of care to extent that health and wellbeing deteriorate significantly e.g. pressure wounds, dehydration, malnutrition, loss of independence/confidence	Failure to arrange access to life saving services or medical care
	Adult is not assisted with a meal/drink on one occasion and no harm occurs	Not having access to aids to independence	Hospital discharge without adequate planning and harm occurs		Failure to intervene in dangerous situations where the adult lacks the capacity to assess risk
	Self neglect				
Institutional (any one or combination of the other forms of abuse)	Lack of stimulation/opportunities for people to engage in social and leisure activities	Denial of individuality and opportunities for service users to make informed choices and take responsible risks	Rigid/inflexible routines	Bad practice not being reported and going unchecked	Staff misusing their position of power over service users
	Service users not given sufficient voice or involved in the running of the service	Care-planning documentation not person-centred	Service user's dignity is undermined, e.g. lack of privacy during support with intimate care needs, shared	Unsafe and unhygienic living environments	Over-medication and/or inappropriate restraint used to manage behaviour
	Occasional errors or gaps in documentation	Frequent errors or gaps in documentation	Consistently incomplete or inadequate document that could create risks to individuals or the service.	Significant care documents or policies not in place - eg safeguarding policy, evacuation plans	Widespread, consistent ill treatment
Discriminatory	Isolated incident when an inappropriate prejudicial remark is made to an adult and no or little distress is caused	Care planning fails to address an adult's diversity associated needs for a short period	Inequitable access to service provision	Being refused access to essential services	Hate crime resulting in injury/emergency medical treatment/fear for life
		Isolated incident of teasing motivated by prejudicial attitudes	Recurring taunts	Denial of civil liberties, e.g. voting, making a complaint	Hate crime resulting in serious injury or attempted murder/ honour-based violence
			Recurring failure to meet specific needs associated with diversity	Humiliation or threats	