



**The Adult Protection Phone Line is available on 01383 602200 if you or someone you know is at risk of harm or neglect. In an emergency or if you are in danger call 999. All Adult Protection information is online at: [www.fife.gov.uk/adultprotection](http://www.fife.gov.uk/adultprotection)**



**COVID-19 AND ADULT SUPPORT AND PROTECTION** The Scottish Social Services Council have produced a new [online adult support and protection quick guide](#) to support social service staff who have been rapidly inducted or redeployed to support frontline services.



**ONLINE SAFETY AND ADULTS AT RISK OF HARM** Technology and social media plays a major part in everyday life and can have many positive uses for those who may be isolated, or feel isolated, because of a disability. IRISS have produced a [learning resource](#) as an introduction to this topic, linking to the wider adult support and protection agenda. It was developed with the assistance of the National L&D Adult Support and Protection Group and the Iriss [Evidence Search and Summary Service](#).



**SCAMS AWARENESS** With concerns raised that criminals may exploit use of the new coronavirus contact tracing systems please remember a contact tracer will NEVER:

- Ask you to make any form of payment
- Ask any details about your bank account
- Ask you for any passwords or your PIN number
- Ask you to download anything
- Visit your home



Be aware that criminals can use technology to fake official phone numbers. You can find more information from [Trading Standards Scotland Scam Share bulletin](#), [Action Fraud](#), and [National Trading Standards](#),



**INTERNET SAFETY** As a result of the significant rise in COVID-19 related scams, the Scottish Government Cyber Resilience Unit has begun to share important information and tips to help you stay safe online. You can read their latest weekly update [here](#) and previous bulletins can also be viewed by following this link too.



**GETTING PEOPLE ONLINE** While we're at home throughout the coronavirus crisis, the internet is keeping us connected. However some people can't access these benefits because they don't have the confidence, resources or internet access. The [Connecting Scotland initiative](#) aims to connect up to 9,000 more people on low incomes who are considered clinically at high risk so they can access services and support and connect with friends and family during the pandemic.



**STAYING SAFE AND KEEPING WELL** Limited free copies of the Adult Protection 'Staying Safe and Keeping Well' booklet are available to any organisation looking to give reminders of support phone lines, tips on scam safety and general advice on coping with lockdown restrictions. Email: [shona.mcewan@fife.gov.uk](mailto:shona.mcewan@fife.gov.uk) for information.



**SOCIAL WORK SAFE AND ETHICAL PRACTICE** The Scottish Government have produced new [guidance](#) for managers and field social workers in adult, justice and children's services, and mental health officers, regarding home visits and other direct contact with service users.



**GIVE YOUR VIEWS ON THE HATE CRIME AND PUBLIC ORDER BILL** The Justice Committee will scrutinise the Hate Crime and Public Order (Scotland) Bill in the coming months. The Committee is therefore [asking for views](#) on the Bill by 24 July. It hopes the new hate crime legislation will provide greater clarity, transparency and consistency.



**CHANGES TO JUDICIAL PROCESS** The Criminal Justice Voluntary Sector Forum **COVID-19 Justice Information Hub** contains links to relevant guidance, resources and information about changes to current processes to support the Scottish justice sector.



**ACCESSIBLE INFORMATION** Fife Deaf Communication Service have created a version of the [May Adult Support and Protection Committee newsletter in British Sign Language](#). You can find more Fife BSL information on their [YouTube channel](#). BSL users can find British Sign Language (BSL) translations about health topics, including coronavirus at <http://nhsinform.scot/BSL> and on <http://youtube.com/nhsinform>.



**CORONAVIRUS INFORMATION IN BSL AND ALTERNATIVE LANGUAGES** People whose first language is not English can get information about coronavirus In [Arabic](#), [Bengali](#), [Chinese](#), [Hindi](#), [Polish](#), [Punjabi](#), [Romanian](#), [Slovak](#), [Spanish](#), and [Urdu](#) on NHS inform. Additionally you can access [Easy Read format](#), British Sign Language (BSL) translations [here](#), and, for those with sight loss, an audio version is available [here](#).



**COUNSELLING FOR CARE EXPERIENCED PEOPLE** Who Cares? Scotland will act as a bridge to provide additional independent counselling support for Care Experienced people. Support is available for 150 Care Experienced people, for up to eight counselling sessions with a counsellor of their choice from a list of accredited counsellors and therapists. Find out more [here](#) or call Who Cares? Scotland on: 0330 107 7540.



**CHILDREN AND YOUNG PEOPLE WHO GO MISSING FROM CARE** A [joint statement](#) from Police Scotland, Social Work Scotland and the Scottish Government sets out how local authorities, care providers and Police Scotland as 'corporate parents' are working together to keep care experienced children and young people safe and protected during the COVID-19 pandemic.



**FREE PODCASTS FOR SOCIAL WORKERS** The Community Care Inform team are producing a weekly podcast series, [Learn on the Go](#), to support social workers. These are free and under 20 minutes long. Topics include self-care, domestic abuse, and loneliness and isolation.



**TRAUMA TRAINING** A Fife multi-agency group have created an e-learning module about trauma, what it is and how everyone can make a difference. This training is set at level 1 of the National Trauma Training Framework and is suitable for all workers. NHS Education for Scotland have developed level 2 e-learning for staff working with clients who may have experienced psychological trauma. Details can be found [here](#).



**WHAT IS COERCIVE CONTROL?** - People First (Scotland) have a booklet on '[What is Coercive and Controlling behaviour](#)' - when someone tries to make you agree to things you don't want to do. Coercive control is often a feature of domestic abuse. More information can be found on the [Women's Aid website](#) and on the Adult Protection [easy read Domestic Abuse](#) and [sexual abuse](#) resources.



**SCOTGOV GUIDANCE ON DOMESTIC ABUSE** [New guidance published on 11th May](#), supports the Coronavirus Regulations and highlights that escaping a risk of 'harm' includes escaping any form of domestic abuse. Rules on staying at home do not prevent anyone from leaving their home to escape or keep themselves safe from domestic abuse. If you, or someone you know, is experiencing domestic abuse call Scotland's Domestic Abuse Helpline: 0800 027 1234 or visit [Safer.Scot](#). Domestic abuse is a crime. Call **101** to report it or **999** in an emergency.



**GUIDES FOR ANYONE EXPERIENCING DOMESTIC ABUSE** Scotland's Domestic Abuse and Forced Marriage Helpline have produced a [series of guides](#) for anyone experiencing domestic abuse during the coronavirus lockdown. The guides give advice on safety planning, accommodation options reporting to the police, child contact, finding a solicitor, stalking and harassment, and mental health.



**STRENGTHENED CLINICAL OVERSIGHT FOR CARE HOMES** [New arrangements to significantly strengthen oversight of Scotland's care homes](#) have been published by the Scottish Government. As a result of these changes – clinical and care professionals at NHS boards and local authorities will have a lead role in the oversight for care homes in their area. A letter from the cabinet secretary can be found [here](#).



**INFECTION CONTROL E-LEARNING** This [video-based course](#) from the Social Care Institute for Excellence is aimed at care providers in care homes and home care. Registration with SCIE is required.



**NATIONAL WELLBEING HUB FOR HEALTH AND SOCIAL CARE WORKERS** A new [national digital wellbeing hub](#) will enable health and social care staff, carers, volunteers and their families to access relevant support when they need it, and provides a range of self-care and wellbeing resources designed to aid resilience as the whole workforce responds to the impact of COVID-19.



**CONTINGENCY PLANNING FOR PEOPLE WHO USE DRUGS** [Guidance from the Scottish Drugs Forum](#) aims to assist contingency planning for the consequences of the COVID-19 pandemic in relation to people who use drugs. The objective is to raise awareness of potential problems that may arise and offer suggestions as to how these challenges might be mitigated.



**HUMAN RIGHTS AND CORONAVIRUS** The British Institute of Human Rights have created a hub with [resources on human rights and legislative changes](#). Their work ensures that human rights are respected, protected and fulfilled during the pandemic, and that there is review and accountability.



**SUPPORTING CONVERSATIONS ABOUT DEATH AND BEREAVEMENT** At this difficult time staff are on the frontline in providing support to people who have palliative and end of life care needs, as well as to their families and carers. The Scottish Social Services Council have created the information **Support with death dying and bereavement during COVID-19** to help workers feel confident about having good conversations about death and dying, discussing what is important to people and compassionately connecting with others.



**SUPPORT FOR PEOPLE WITH AUTISM** Scottish Autism's [Advice Line Plus](#) has been given additional funding from Scottish Government to enable the support line to run every day from 8am-8pm. This will enable them to provide reassurance, guidance and support,



**FIFE EQUALITIES SAY NO TO HATE**

Fife Centre for Equalities have developed a simple system where people can report hate incidents, abuse or discrimination using their [online form](#).

Hate crime should also be reported to Police by calling 101.



**CARERS UK** have a new report called [‘Caring Behind Closed Doors’](#) which shows the impact the coronavirus outbreak has had on carers, following an extensive survey of carers. They will use the findings to ensure our information resources are providing carers with the information they need, as well as to ensure carers’ voices are listened to in Government decision making.



**SCOTTISH PUBLIC SERVICES OMBUDSMAN** have produced resources to answer common questions and provide suggestions on how to manage complaints in the current situation. Their [Guide for public service organisations](#) gives complaints handling advice and the [Guide for MSPs and Councillors](#) gives advice on supporting constituents who have concerns or complaints about public services during COVID-19.



**Alternative Formats**

Information about Fife Council can be made available in large print, braille, audio CD/tape and Gaelic on request by calling **03451 55 55 00**



**British Sign Language**

please text (SMS) 07781 480 185



**BT Text Direct:**

18001 01592 55 11 91

**Language lines**

Arabic خط هاتف اللغة العربية: 03451 55 55 77

Bengali বাংলায় আলাপ করার জন্য টেলিফোন লাইন: 03451 55 55 99

Cantonese 中文語言熱線電話: 03451 55 55 88

Polish Polskojęzyczna linia telefoniczna: 03451 55 55 44

Urdu اُردو زبان کے لیے ٹیلیفون نمبر 03451 55 55 66

## ADDITIONAL COVID INFORMATION

**CLEAR YOUR HEAD** Phase two of the Scottish Government's 'Clear Your Head' campaign will **focus** on the heightened emotions that people may be experiencing as restrictions begin to lift. Fife Health Promotion have developed [a Resource Pack to support the campaign across Fife](#).

**BEREAVEMENT SUPPORT** Petal Support is a charity that works with people affected by homicide and suicide in Scotland. It has [extended](#) the service to people bereaved by COVID-19

**COUNSELLING AND BEFRIENDING SERVICE FOR PEOPLE FROM ETHNIC MINORITIES** [The Multicultural Counselling Support Project](#) focuses on supporting mental health needs for ethnic minority individuals and families by providing multilingual culturally and religiously sensitive counselling support. The support is available until the end of July 2020.

## STAFF RESOURCES

- Coaching for Wellbeing - [Free coaching options](#) designed specifically to support all health and social services staff in Scotland during the Covid-19 pandemic.
- NHS Education for Scotland have a range of [educational and induction resources](#) for all health and social care staff deployed or redeployed to support services.
- [Iriss COVID-19 resources](#) A summary of resources and supports available from Iriss.
- [Help for Key Workers in Scotland](#) A list of help and support currently on offer for key workers from various organisations during the COVID-19 pandemic.
- [Coronavirus resources for social care and learning disability sectors](#) from ARC UK
- [Meeting the Psychological Needs of People with Learning/Intellectual Disabilities, and Their Families and Staff](#) This document from the British Psychological Society provides guidance on how to address the psychological needs of people with learning/intellectual disabilities, as well as the needs of their families and associated care staff.

## DEMENTIA INFORMATION

- The Care Inspectorate have published a new resource '[Dementia care during the COVID-19 pandemic](#)' for care services to support them when caring for people living with dementia.
- The Social Care Institute for Excellence have produced a [quick guide for carers in care homes supporting residents living with dementia during the coronavirus \(COVID-19\) pandemic](#). It will discuss four clinical situations that may help to illustrate some challenges. Please note information is based on English legislation but may still be useful.
- Alzheimer Scotland has published a guide for people with dementia, families and carers on going into hospital during the pandemic. You can read the guide [here](#).

## COVID-19 safe practice in care homes and key messages in the workplace posters.

- [COVID-19 Safe practice in care homes poster - A4](#)
- [COVID-19 Safe practice in care homes poster - A3](#)
- [COVID-19 Key messages in the workplace poster - A4](#)

**Don't forget – if you've seen something – say something.  
Call the Adult Protection Phone Line on 01383 602200.**