

### Scenario 1

Two girls in school uniform, approach the pharmacy and one of them requests the 'morning after pill'. The second girl then tells the counter-assistant, they have been invited on holiday over half- term, know they will be partying and wonder if she too can also buy emergency contraception to have "just in case". The first girl takes out a bundle of money from her pocket and says, "I have money, I can afford them".

The staff member approaches you, the pharmacist, asking you to speak to the girls – and informs you the girls are 15 years old, as they are in her daughter's school year at the local secondary school.

*Prior to the CbD, please consider:*

- What are the safeguarding risks in this situation and how would you respond?
- What areas for further discussion may arise from this scenario?

#### Scenario 1. Useful links and resources

SBNI- Safeguarding Board NI: <https://www.safeguardingni.org/children-and-young-people/advice-professionals-and-volunteers/child-sexual-exploitation-cse>

Harmful sexual behaviour- info for health sector workers:

<https://learning.nspcc.org.uk/health-safeguarding-child-protection>

Sexual offenses legislation: <https://www.legislation.gov.uk/ukpga/2003/42/contents>

Frazer guidelines and Gillick competency: <https://learning.nspcc.org.uk/child-protection-system/gillick-competence-fraser-guidelines>

Sexual health information: <https://www.nhs.uk/live-well/sexual-health/where-can-i-get-sexual-health-advice-now/>

DoH guide for children and young people re consent:

[https://ethics.grad.ucl.ac.uk/forms/DH\\_GuideForChildrenAndYoungPeople.pdf](https://ethics.grad.ucl.ac.uk/forms/DH_GuideForChildrenAndYoungPeople.pdf)

Recognising and responding to abuse: <https://learning.nspcc.org.uk/child-abuse-and-neglect/recognising-and-responding-to-abuse>

Childline 08001111- for free help and advice or ChildLine online:

<https://www.childline.org.uk/>

Gateway service team contact details:

<https://www.nidirect.gov.uk/publications/gateway-service-teams-contact-details>

Supply of POP: <https://www.hana.co.uk/> or <https://www lovima.com/>

## Scenario 2

You are the regular pharmacist for Mrs Coles, an 80-year-old woman, living alone with a package of care at home. You provide her medication in a dosette box monthly, which is normally collected by her daughter, Angela. Angela asks to speak to you when in collecting her Mum's dosette box, and requests you take her sleeping tablets (Zopiclone®) and analgesic (Co-codamol 15/500mg®) out of the box, as she prefers to give these to her Mum, rather than the carers supplying the doses.

Her GP has no objections and has provided a new prescription for a month's supply. However, two weeks later Angela is in collecting another month's supply, as she advises her handbag was stolen and her Mum's tablets were in it. The GP has supplied a further new prescription. Two weeks later she is in collecting the monthly dosette supply and buys some Co-codamol for herself and asks you what would help her sleep, as she has a bad cough at night.

At the next contact, Angela is giving you a voucher for a commode which came from Occupational Therapy as her Mum's mobility has deteriorated. The following month when collecting the medication, she asks for medicine for constipation for her Mum. She reports "Mum is off her feet now and is frailer, her swallow is not as good and it is harder to be sure she is taking her tablets, so I need to stay with her now". She then asks if there stronger sleeping tablets she could get. She also buys Co-codamol for herself and another cough bottle.

*Prior to the CbD, please consider:*

- What are the safeguarding risks in this scenario?
- Who might you contact?

### Scenario 2. Useful links and resources

Safeguarding adults: <https://hscboard.hscni.net/download/PUBLICATIONS/safeguard-vulnerable-adults/niasp-publications/Adult-Safeguarding-Operational-Procedures.pdf>

Elder care advice: [https://www.webmd.com/healthy-aging/caregiving\\_elder\\_care\\_directory](https://www.webmd.com/healthy-aging/caregiving_elder_care_directory)

Sourcing additional care for elderly: <https://www.ageuk.org.uk/information-advice/care/arranging-care/>

All the individual health trusts in NI have info on their own websites giving information on the services for elderly population in that specific area.

### Scenario 3

A regular customer from the area attends the pharmacy accompanied by her two children, one school age and the other in a pushchair.

She asks to get a dressing and some cream for a burn she has on her forearm. While waiting to see you she seems stressed, one child is pulling at her and asking for something whilst the baby is crying. When you get to her, she seems on the verge of tears. On talking to her you recall a previous injury she presented with.

She shows you the burn and you notice some small bruises further up her arm. Also, a healing area on her chin which looks like a bruise and abrasion.

As you are looking at the burn her partner comes in telling her to hurry up, that he will be late for an appointment. He says to you "She is so clumsy, always injuring herself". He's also criticising her because the children are being noisy. The school-age child says, "Daddy don't shout at mummy, her arm is sore". The mother looks scared now and says, "Don't worry about it, I have some cream at home and a plaster, that will sort it out". You tell her it's quite a bad burn and she should consider going to her practice nurse with it.

#### *Prior to the Cbd, please consider:*

- What are the safeguarding risks in this scenario?
- What questions would you ask this patient before her partner comes in and how would you respond in this situation given his behaviour?
- What resources could you give to her to signpost her to support?

#### *Scenario 3. Useful links and resources*

Gateway service team contact details:

<https://www.nidirect.gov.uk/publications/gateway-service-teams-contact-details>

Domestic abuse: <https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>

Ask for ANI training materials and promotional materials:

<https://www.gov.uk/government/collections/ask-for-ani-domestic-abuse-codeword-scheme-pharmacy-materials>

Pharmacy forum: <https://www.pfni.org.uk/ni-pharmacies-be-a-safe-place-of-support/>

24hour domestic abuse helpline freephone 08088021414 or email [help@dsahelpline.org](mailto:help@dsahelpline.org) or [website www.dsahelpline.org](http://www.dsahelpline.org)

PSNI - within Northern Ireland Police service there are designated Domestic Abuse officers:

<https://www.psni.police.uk/crime/domestic-abuse/who-can-help-me/>

Women's Aid support forum: <https://www.womensaid.org.uk/information-support/>