

SAFEGUARDING VULNERABLE ADULTS POLICY

1. AIM

- 1.1 The purpose of this policy is to outline the duty and responsibility of staff, volunteers and trustees working on behalf of Compaid in relation to Safeguarding Vulnerable Adults.
- 1.2 All adults have a right to be safe from harm and must be able to live free from fear of abuse, neglect and exploitation. Compaid will not tolerate the abuse of adults in any of its forms and is committed to safeguarding adults with care and support needs from harm. It is important to remember that such harm and abuse may be experienced online as well as in the real world.
- 1.3. This policy outlines the steps Compaid will make to safeguard an adult with care and support needs if they are deemed to be at risk or at risk. This policy sets out the roles and responsibilities of Compaid's staff volunteers and Trustees in working together with other professionals and agencies in promoting the adult's welfare and safeguarding them from abuse and neglect.
- 1.4 Compaid will ensure that decisions made will allow adults to make their own choices and include them in any decision making. Compaid will also ensure that safe and effective working practices are in place.

2. OBJECTIVES

- 2.1 This policy is intended to support trustees, staff and volunteers working within Compaid, to understand their role and responsibilities in safeguarding adults. All trustees, staff and volunteers are required to follow this policy.
- 2.2 The key objectives of this policy are for all Compaid trustees, staff and volunteers to:
 - have an overview of adult safeguarding
 - be clear about their responsibility to safeguard adults
 - ensure the necessary actions are taken where an adult with care and support needs is deemed to be at risk

3 LEGAL FRAMEWORK

- 3.1 Kent and Medway Safeguarding Adults Board
www.kent.gov.uk/about-the-council/partnerships/kent-and-medway-safeguarding-adults-board
- 3.2 Mental Health Act 2007, General Data Protection Regulations 2016, Freedom of Information Act 2000, Safeguarding Vulnerable Groups Act 2006, Deprivation of Liberty Safeguards, Code of Practice 2008
- 3.3 The Mental Capacity Act 2005, covering England and Wales, provides a statutory framework for people who lack capacity to make decisions for themselves, or who have capacity and want to make preparations for a time when they may lack capacity in the future. It sets out who can take decisions, in which situations, and how they must go about this.

3.4 The Human Rights Act 1998 gives legal effect in the UK to the fundamental rights and freedoms contained in the European Convention on Human Rights (ECHR).

3.5 The Public Interest Disclosure Act 1998 (PIDA) created a framework for whistle blowing across the private, public and voluntary sectors. The Act provides almost every individual in the workplace with protection from victimisation where they raise genuine concerns about malpractice in accordance with the Act's provisions.

4 CONTEXT

4.1 For the purpose of this policy 'adult' means a person aged 18 years or over.

4.2 What is Safeguarding adults?

4.2.1 *'Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.'* Care and Support Statutory Guidance, Department of Health, updated February 2017

4.2.2 All adults should be able to live free from fear and harm. But some may find it hard to get the help and support they need to stop abuse.

4.2.3 An adult may be unable to protect themselves from harm or exploitation due to many reasons, including their mental or physical incapacity, sensory loss or physical or learning disabilities. This could be an adult who is usually able to protect themselves from harm but maybe unable to do so because of an accident, disability, frailty, addiction or illness.

4.2.4 Compaid adheres to following the six key principles that underpin safeguarding work (See Care Act 2014 guidance)

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

4.3 Compaid will not tolerate the abuse of adults and staff and volunteers should ensure that their work reflects the principles above and ensure the adult with care and support needs is involved in their decisions and informed consent is obtained. The safeguarding action agreed must be the least intrusive response to the risk. Partners from the community should be involved in any safeguarding work in preventing, detecting and reporting neglect and abuse. Compaid should be transparent and accountable in delivering safeguarding actions.

4.4 What is Making Safeguarding Personal (MSP)?

4.4.1 MSP means a case should be person-led and outcome-focused. The individual should be involved in identifying how best to respond to their safeguarding situation by giving them more choice and control as well as improving quality of life, wellbeing and safety.

4.4.2 Compaid will not tolerate the abuse of adults Compaid will ensure that adults are involved in their safeguarding arrangements and each individual is dealt with on a case by case basis. As adults may have different preferences, histories and life styles, the same process may not work for all.

4.5 Who do adult safeguarding duties apply to?

4.5.1 The Care Act 2014 sets out that adult safeguarding duties apply to *any* adult who:

- has care and support needs, and
- is experiencing, or is at risk of, abuse and neglect, and
- is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs.

5. PROCEDURE

5.1 Who do I go to if I am concerned?

5.1.1 The named responsible person for safeguarding duties for Compaid is

Judith Williams, 01892 834539, judith.williams@compaid.org.uk. or

Stephen Elsdon Chief Executive, 01892 833664, stephenelsden@compaid.org.uk

5.1.2 All staff and volunteers should contact their Line Manager in the first instance for any concerns/queries they have in regards to safeguarding adults. A log of the concern must be kept.

5.1.3 Judith Williams as the named responsible person will be responsible to make decisions about notifying adult social services if required and consider alternative actions, where necessary.

5.1.4 Judith Williams in consultation with the Chief Executive will also ensure that the safeguarding adults policies and procedures are in place and up to date. They will ensure a safe environment is promoted for staff and volunteers and adults accessing the service.

5.1.5 The line manager for each department together with the responsible person for safeguarding adults will ensure that relevant staff and volunteers are up to date with their safeguarding adults training.

5.2 Why is it important to take action?

5.2.1 It is may be difficult for adults with care and support needs to protect themselves and to report abuse. They rely on you to help them.

5.3 What should I do if I am concerned?

5.3.1 Staff and volunteers at Compaid who have any adult safeguarding concerns should:

5.3.1.1 Respond

- Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention. Dial 999 for emergency services
- Get brief details about what has happened and what the adult would like done about it, but do not probe or conduct a mini-investigation
- Seek consent from the adult to take action and to report the concern. Consider whether the adult may lack capacity to make decisions about their own and other people's safety and wellbeing. If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this.

5.3.1.2 Report

- Name the person to whom staff/volunteers need to report any potential safeguarding concerns. This will usually be the organisation's designated safeguarding lead (see above)

5.3.1.3 Record

- A full record shall be made as soon as possible of the nature of the allegation and any other relevant information.
- This must include information in relation to the date, the time, the place where the alleged abuse happened, your name and the names of others present, the name of the complainant and, where different, the name of the adult who has allegedly been abused, the nature of the alleged abuse, a description of any injuries observed, the account which has been given of the allegation.
- As far as possible, records should be written at the time of the allegation, dated and signed.
- Keep records about safeguarding concerns confidential and in a location where the alleged abuser will not have access to the record. Access should not be given to any unauthorised person for accessing confidential information including the sharing of passwords.

5.3.1.4 Refer

- In making a decision whether to refer or not, the designated safeguarding lead should take into account:
 - (a) the adult's wishes and preferred outcome
 - (b) whether the adult has mental capacity to make an informed decision about their own and others' safety
 - (c) the safety or wellbeing of children or other adults with care and support needs
 - (d) whether there is a person in a position of trust involved
 - (e) whether a crime has been committed
- This should inform the decision whether to notify the concern to the following people:

- (a) the police if a crime has been committed and/or
- (b) KCC Social Services Adults Safeguarding team tel: 03000 41 61 61 or email social.services@kent.gov.uk
- (c) relevant regulatory bodies such as Care Quality Commission, Ofsted, Charities commission
- (d) service commissioning teams
- (e) family/relatives as appropriate (seek advice from adult social services)

5.4 The designated safeguarding lead should keep a record of the reasons for referring the concern or reasons for not referring.

5.5 Incidents of abuse may be one-off or multiple and may affect one person or more. Staff and volunteers should look beyond single incidents to identify patterns of harm. Accurate recording of information will also assist in recognising any patterns.

6 ROLES & RESPONSIBILITIES?

6.1 The designated safeguarding adults lead should be responsible for providing acknowledgement of the referral and brief feedback to the person raising the original concern. Feedback should be given in a way that will not make the situation worse or breach GDPR. If the police are involved, they should be consulted prior to giving feedback to the referrer to ensure any criminal investigation is not affected.

6.2 The local authority will decide on who will lead on a safeguarding enquiry should it progress to that stage. The named organisation should not conduct its own safeguarding enquiry unless instructed to do so by the local authority.

6.3 Staff and volunteers should ensure that the adult with care and support needs is involved at all stages of their safeguarding enquiry ensuring a person-centred approach is adopted.

7 COMPLAINTS & WHISTLE-BLOWING

7.1 Compaid promotes transparency and honesty when things go wrong. All staff and volunteers should apologise and be honest with service users and other relevant people when things go wrong.

7.2 If a staff or volunteer or any other member of the organisation is unhappy with Compaid's decision about the safeguarding concern, refer them to Compaid's Complaints Policy which can be obtained from a member of the Senior Management Team.

7.3 Compaid is committed to ensuring that staff and volunteers who in good faith whistle-blow in the public interest, will be protected from reprisals and victimisation. A copy of Compaid's Whistle-Blowing Policy can be obtained from a member of the Senior Management Team.

8. CONFIDENTIALITY AND INFORMATION SHARING

- 8.1 Compaid expects all staff, volunteers, trustees to maintain confidentiality at all times. In line with General Data Protection Regulations, Compaid does not share information if not required.
- 8.2 It should however be noted that information should be shared with authorities if an adult is deemed to be at risk of immediate harm. Sharing the right information, at the right time, with the right people can make all the difference to preventing harm. For further guidance on information sharing and safeguarding see: Social Care Institute for Excellence www.scie.org.uk/safeguarding/adults/practice/sharing-information

9. RECRUITMENT AND SELECTION

- 9.1 Compaid operates procedures that takes account of the need to safeguard and promote the welfare of vulnerable adults, including arrangements for appropriate checks on new staff, volunteers and trustees where applicable.
- 9.2 Enhanced Disclosure & Barring Services checks are carried out for all roles deemed as a regulated activity by the Disclosure and Barring Service.
- 9.3 DBS disclosures are recorded in Harlequin CSM database.
- 9.4 All new members of staff, volunteers, students on placement and Trustees complete an induction process and are given information about safeguarding procedures.

10 TRAINING, RAISING AWARENESS AND SUPERVISION

- 10.1 Compaid ensures that all staff and volunteers receive basic awareness training on safeguarding adults as they may come across adults with care and support needs who may be at risk of abuse. Those adults may report things of concern to staff or volunteers who should be equipped with the basic knowledge around safeguarding adults and be confident to identify that abuse is taking place and action is required. All staff and volunteers should be clear about the core values of Compaid and the organisation's commitment to safeguarding adults.
- 10.2 It is also useful to discuss training with staff who have attended training sessions to ensure they are embedding this in practice.
- 10.3 Similarly, staff and volunteers may encounter concerns about the safety and wellbeing of children. For more information about children's safeguarding, refer to Compaid's Child Protection & Safeguarding Policy, available from a member of the Senior Management Team.

11 PREVENT

- 11.1 Radicalisation and extremism of adults with care and support needs is a form of emotional/psychological exploitation. Radicalisation can take place through direct personal contact, or indirectly through social media.

- 11.2 If staff are concerned that an adult with care and support needs is at risk of being radicalised and drawn into terrorism, they should treat it in the same way as any other safeguarding concern.
- 11.3 For more information about Prevent see:
www.gov.uk/government/publications/prevent-duty-guidance

12 SOCIAL MEDIA

- 12.1 Compaid staff and volunteers should not ‘friend’, ‘follow’ or otherwise engage with clients on social media, and should decline any requests to do so.
- 12.2 Any instances of social media abuse or bullying involving staff, volunteers or clients should be referred immediately to the Safeguarding Officer.

13 REFERENCES, INTERNET LINKS AND FURTHER SOURCES OF INFORMATION

- 13.1 ‘No Secrets’ report –
<https://www.gov.uk/government/publications/no-secrets-guidance-on-protecting-vulnerable-adults-in-care>
- 13.2 The first national policy developed for the protection of vulnerable adults, for use by all health and social care organisations and the police. It introduced guidance around local multi-agency arrangements and was issued under Section 7 of the Local Authority Social Services Act 1970. Its implementation is led by local authorities with social services responsibilities. <http://www.legislation.gov.uk/ukpga/1970/42/contents>
- 13.3 Action on Elder Abuse (AEA) is a charity working to protect, and prevent the abuse of, vulnerable older adults. <http://www.elderabuse.org.uk>
- 13.3 Care act- <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

14 POLICY REVIEW

- 14.1 This policy will be reviewed every 3 years and amended as necessary, or earlier in accordance with forthcoming legislation.

Appendix 1

TYPES OF SAFEGUARDING ADULTS' ABUSE

The Care and Support statutory guidance sets out the 10 main types of abuse:

- Physical abuse
- Sexual abuse
- Financial abuse
- Discriminatory
- Domestic violence
- Self-neglect
- Neglect
- Psychological
- Financial abuse
- Organisational
- Modern Slavery

RESPONDING APPROPRIATELY TO AN ALLEGATION OF ABUSE

In the event of an incident or disclosure:

DO

- Make sure the individual is safe
- Assess whether emergency services are required and if needed call them
- Listen
- Offer support and reassurance
- Ascertain and establish the basic facts
- Make careful notes and obtain agreement on them
- Ensure notation of dates, time and persons present are correct and agreed
- Take all necessary precautions to preserve forensic evidence
- Follow correct procedure
- Explain areas of confidentiality; immediately speak to your manager for support and guidance
- Explain the procedure to the individual making the allegation
- Remember the need for ongoing support.

DON'T

- Confront the alleged abuser
- Be judgmental or voice your own opinion
- Be dismissive of the concern
- Investigate or interview beyond that which is necessary to establish the basic facts
- Disturb or destroy possible forensic evidence
- Consult with persons not directly involved with the situation
- Ask leading questions
- Assume Information
- Make promises
- Ignore the allegation
- Elaborate in your notes
- Panic

It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. This is a task for the professional adult protection agencies, following a referral from the designated Vulnerable Adult Protection Officer.

Appendix 2 - Raising a safeguarding concern

