

Safeguarding Adults Policy

ABC to read

Safeguarding Lead : Mike Edwards

Review Date : May 2020 or As and when change occurs

File Located : Office

Agreed by ABC to read board of trustees May 2019

1. Aims

- 1.1. This document describes how ABC to read, intends to fulfil its responsibilities with regard to Safeguarding Vulnerable Adults should our work require us to be in the presence of adults who may be considered as vulnerable adults
- 1.2. ABC to read 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.
- 1.3. This policy outlines the steps ABC to read 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 ABC to read in working together with other professionals and agencies in promoting the adult's welfare and safeguarding them from abuse and neglect.
- 1.4. ABC to read will ensure that decisions made will allow adults to make their own choices and include them in any decision making. ABC to read will also ensure that safe and effective working practices are in place.
- 1.5. This policy is intended to support staff and volunteers working within ABC to read to understand their role and responsibilities in safeguarding adults. All staff and volunteers are expected to follow this policy.
- 1.6. The key objectives of this policy are for all employees and volunteers of ABC to read who will be working with or presenting vulnerable adults 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
- 1.7. Under the Human Rights Act 1998, everyone has the right to live free from abuse and neglect. <https://www.equalityhumanrights.com/en/human-rights/human-rights-act>
- 1.8. Copies of this policy should be available within ABC to read and ABC to read will not tolerate the abuse of adults in the organisation and staff and volunteers **should** be made aware of how this policy can be accessed.

2. What is Safeguarding adults and an 'Adult at Risk'?

- 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
- 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.
- 2.3. Safeguarding Duties apply to anyone who is an '**Adult at Risk**', who is defined in the Care Act 2014 as *any* adult who:
- has care and support needs, i.e. a physical or mental impairment (whether or not these are being met by the local authority), 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.
- 2.4. 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.
- 2.5. ABC to read adheres to following the six key principles that underpin safeguarding work (See Care Act guidance)
- Empowerment
 - Prevention
 - Proportionality
 - Protection
 - Partnership
 - Accountability

- 2.6. ABC to read 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. ABC to read **should** ensure that the safeguarding action agreed is 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. ABC to read **should** be transparent and accountable in delivering safeguarding actions.

3. What constitutes Abuse and Neglect?

- 3.1. The following are examples of different types of abuse and neglect. Abuse and neglect are not limited to these examples and it often includes more than one category. Individual volunteers and staff should report any incident where they are concerned, regardless of how small, that an adult at risk may be experiencing abuse. Individual staff and volunteers should not investigate themselves but simply report in line with section 5 below.
- 3.2. **Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- 3.3. **Domestic violence** – including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.
- 3.4. **Sexual abuse** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- 3.5. **Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- 3.6. **Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- 3.7. **Modern slavery** – slavery, human trafficking, forced labour and domestic servitude. People are bought and sold for sexual exploitation, forced labour, street crime, cannabis cultivation, grooming and pimping, domestic servitude, forced marriage or even the sale of organs and human sacrifice. [How to report Modern Slavery.](#)
- 3.8. **Discriminatory abuse** – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
- 3.9. **Organisational abuse** – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-

treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

- 3.10. **Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating
- 3.11. **Self-neglect** – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. It involves no other perpetrator.

4. What is Making Safeguarding Personal (MSP)?

- 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.
- 4.2. ABC to read will not tolerate the abuse of adults. ABC to read 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.

5. Who do I go to if I am concerned?

- 5.1. The named responsible person for safeguarding duties for ABC to read is **Mike Edwards 01189 511336/ 07958 557587**
- 5.2. All staff and volunteers should contact **Mike Edwards or Marcia Rowlinson CEO** for any concerns/queries they have in regards to safeguarding adults. A written log of the concern must be kept.
- 5.3. Mike Edwards or Marcia Rowlinson will be responsible to make decisions about notifying adult social services if required and consider alternative actions, where necessary.
- 5.4. Mike Edwards and Marcia Rowlinson CEO will also ensure that the safeguarding adults policies and procedures are in place and up to date.

6. What should I do if I am concerned? Your roles and responsibilities

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. Staff and volunteers at ABC to read, who have any adult safeguarding concerns should:

- 6.1. Respond**

- a) Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention. Dial 999 for emergency services and also notify the Safeguarding Lead or CEO named in section 5.
- b) If it not an emergency, 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.
- c) 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.
- d) 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.

6.2. Report

- a) Pass the details from 6.1.a above to the Safeguarding Lead or the CEO named above in section 5.
- b) All staff, management, trustees and volunteers at ABC to read are expected to report any concerns to the Safeguarding Lead or CEO. If the allegation is against one of ABC to read's members, volunteers or trustees, seek advice from ABC to read Safeguarding Lead Mike Edwards or another designated Trustee.

6.3. Record

- a) *A safeguarding record log is stored in a locked cabinet and stored in the office and marked Safeguarding File*
- b) As far as possible, records should be written contemporaneously, dated and signed.
- c) 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 personal for accessing confidential information including the sharing of passwords.

6.4. Refer – this step should be taken by the Safeguarding Lead or CEO

- a) If the Safeguarding Lead or CEO is concerned that there an adult may be being abused or neglected or at risk, they should contact Adult Social Care in the area in which the person lives, on the numbers below:

Reading - call 0118 937 3747 or email safeguarding.adults@reading.gov.uk

West Berkshire - call 01635 519056 or
email safeguardingadults@westberks.gov.uk

Wokingham call 0118 974 6772 or
email ASCmailboxdutyadultsafeguarding@wokingham.gov.uk

- b) In making a decision whether to refer or not, the designated safeguarding lead should take into account:
 - o the adult's wishes and preferred outcome

- whether the adult has mental capacity to make an informed decision about their own and others' safety
 - the safety or wellbeing of children or other adults with care and support needs
 - whether there is a person in a position of trust involved
 - whether a crime has been committed
- c) This should inform the decision whether to notify the concern to the following people:
- the police if a crime has been committed and/or
 - relevant regulatory bodies such as Care Quality Commission, Ofsted, Charities commission
 - service commissioning teams
 - family/relatives as appropriate (seek advice from adult social services)
- d) The designated safeguarding lead should keep a record of the reasons for referring the concern or reasons for not referring.
- e) Incidents of abuse may be one-off or multiple and may affect one person or more. The Designated Safeguarding Lead should look beyond single incidents to identify patterns of harm. Accurate recording of information will also assist in recognising any patterns.
- f) The Designated Safeguarding 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 the Data Protection Act. If the police are involved, they should be consulted prior to giving feedback to the referrer to ensure any criminal investigation is not affected.
- g) 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.
- h) The Mental Capacity Act 2005 is to be used when decisions on behalf of those adults with care and support needs who are unable to make some decisions for themselves. Refer to the Mental Capacity Act Code of Practice, <https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice>. You will need to involve an advocate if the person lacks capacity to make decisions about the safeguarding concern.

7. Complaints

- 7.1. ABC to read promotes transparency and honesty when things go wrong.
- 7.2. If a staff or volunteer or any other member of the organisation is unhappy with ABC to read's decision about the safeguarding concern, refer to ABC to read's Complaint Policy.
- 7.3. ABC to read 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. If you are concerned, please refer to ABC to read's Whistleblowing Policy.

8. Confidentiality and information sharing

- 8.1. ABC to read expects all staff, volunteers, trustees to maintain confidentiality at all times. In line with Data Protection law, ABC to read does not share information if not required. Please refer to the ABC Data Protection Procedure for more information.
- 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: <https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp>

9. Recruitment and selection

- 9.1. ABC to read is committed to safe employment. Safe recruitment practices, such as Disclosure and Barring checks reduce the risk of exposing adults with care and support needs to people unsuitable to work with them.
- 9.2. All posts that work with vulnerable adults will be assessed to determine whether a DBS check is required and at which level. At present we do not have any posts in regulated activity in relation to adults. More information on regulated activity and adults can be found in the links in section 12.

10. Training, awareness raising and supervision?

- 10.1. ABC to read ensures that staff and volunteers working with adults 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. The staff and volunteers should be clear about the core values of ABC to read and 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. Voluntary organisations (including volunteers) who support adults with care and support needs can access the basic awareness Safeguarding Adults Level 1 training provided by Reading Voluntary Action, Reading, Wokingham and West Berkshire Councils.
- 10.4. Similarly, staff and volunteers may encounter concerns about the safety and wellbeing of children. For more information about children's safeguarding, refer to ABC to read's Children's safeguarding policy

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:
<https://www.gov.uk/government/publications/prevent-duty-guidance>

12. Useful links

13. [The Care Act 2014](#) introduces new responsibilities for local authorities and has major implications for adult care and support providers, people who use services, carers and advocates
14. [Care Quality Commission](#) provides information for professionals to work with others to help safeguard people from abuse.
15. [Disclosure Barring Service \(DBS\)](#) (formerly CRB) supports safer recruitment protecting the vulnerable by identifying candidates who may be unsuitable to work with them.
16. [Female Genital Mutilation \(FGM\)](#) is illegal in the UK. It is also illegal to take a British national or permanent resident abroad for FGM or to help someone trying to do this. The link to the Berkshire Procedures online for FGM is below. This provides clear pathways of what to do if you are worried. http://www.proceduresonline.com/berks/reading/p_fem_gen_mutil.html?zoom_highlight=FGM
17. A [forced marriage](#) is where one or both people do not (or in cases of people with learning disabilities, cannot) consent to the marriage and pressure or abuse is used.
18. [Healthwatch England](#) is the national consumer champion in health and care. It has significant statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services. Each local Healthwatch is part of its local community and works in partnership with other local organisations: [Reading](#), [West Berkshire](#), [Wokingham](#).
19. Honour Based Violence (HBV) is a collection of practices which are used to control behaviour within families or other social groups to protect perceived cultural and religious beliefs and/or honour. [See CPS guidance on identifying and flagging cases](#) and the [Karma Nirvana](#) website.
20. [Office of the Public Guardian](#) supports and promotes decision-making for those who lack capacity or would like to plan for their future.

21. [Mental Capacity Act and DoLs](#) local guidance and practice
22. [Police and Crime Commissioner](#) - the official website for the Police and Crime Commissioner for the Thames Valley.
23. [Public Concern at Work](#), the whistleblowing charity, aims to protect society by encouraging workplace whistleblowing.
24. [Information Sharing Protocol](#) covers all of the agencies that form the West of Berkshire Safeguarding Adults Board in the three local authority areas of Reading, West Berkshire and Wokingham. It provides a framework for making decisions about sharing information in order to help protect vulnerable adults who may be at risk of abuse or neglect. The Protocol offers guidance to front-line staff in assessing possible risk to adults, and in balancing the risk against the rights to confidentiality and privacy. See also the Government's [Seven Golden Rules for Information Sharing](#).

Appendix 1

What are the types of safeguarding adults abuse?

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

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

However, you should keep an open mind about what constitutes abuse or neglect as it can take many forms and the circumstances of the individual case should always be considered.

For more information, read section 14.17 of the Care and Support Statutory Guidance.

What are the possible signs of abuse?

Abuse and neglect can be difficult to spot. You should be alert to the following possible signs of abuse and neglect:

- Depression, self-harm or suicide attempts
- Difficulty making friends
- Fear or anxiety
- The person looks dirty or is not dressed properly,
- The person never seems to have money,
- The person has an injury that is difficult to explain (such as bruises, finger marks, 'non-accidental' injury, neck, shoulders, chest and arms),
- The person has signs of a pressure ulcer,
- The person is experiencing insomnia
- The person seems frightened, or frightened of physical contact.
- Inappropriate sexual awareness or sexually explicit behaviour
- The person is withdrawn, changes in behaviour

You should ask the person if you are unsure about their well-being as there may be other explanations to the above presentation.

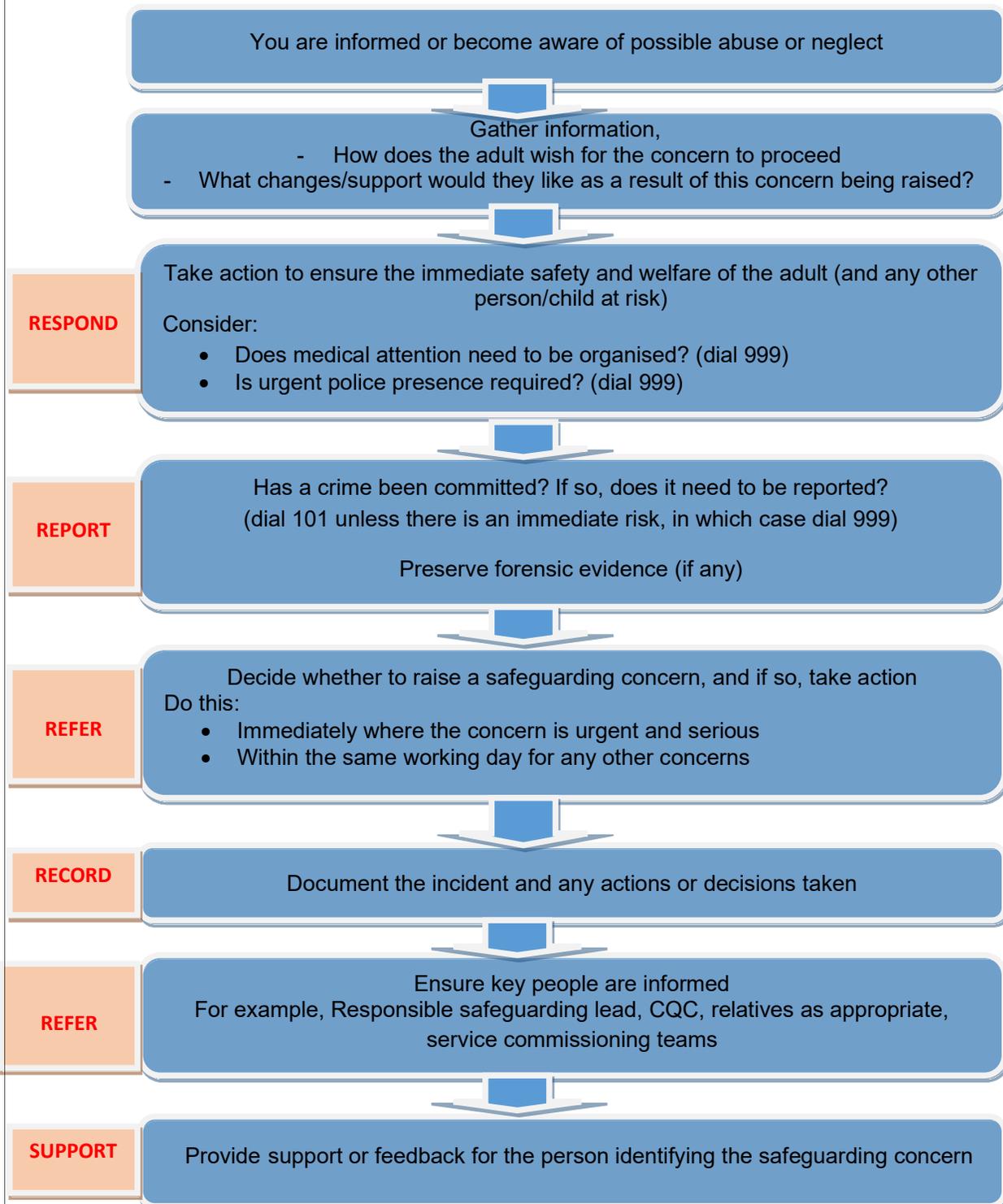
Who abuses and neglects adults?

Abuse can happen anywhere, even in somebody's own home. Most often abuse takes place by others who are in a position of trust and power. It can take place whether an adult lives alone or with others. Anyone can carry out abuse or neglect, including:

- partners;
- other family members;
- neighbours;
- friends;
- acquaintances;
- local residents;
- people who deliberately exploit adults they perceive as vulnerable to abuse;
- paid staff or professionals; and

- volunteers and strangers

Raising a safeguarding concern



With thanks and acknowledgements to West and North Yorkshire and York regional Multi-Agency Policy and Procedures from which

this flowchart has been adopted.
<http://www.wakefield.gov.uk/Documents/health-care-advice/adult-services/safeguarding/safeguarding-adults-from-abuse/summary-guide-policy-procedures.pdf>