

Safeguarding Adults Policy

1. Introduction

‘Safeguarding adults’ means protecting an adult’s right to live in safety, free from abuse and neglect. Safeguarding adults is about trying to make sure that adults at risk do not get harmed, and knowing what to do if anyone in the Company is worried about an adult. This policy sets out the safeguards that protect adults at risk from harm and abuse.

2. Safeguarding Adults Policy Statement

2.1 This policy will enable the Company to demonstrate its commitment to keeping safe adults at risk with whom it works alongside. The Company acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

2.2 It is important to have policy and procedures in place so that all managers, staff, workers, volunteers, service users and carers can work to prevent abuse and know what to do should a concern arise.

2.3 The policy and procedures have been drawn up in order to enable the Company to:

- Promote good practice and work in a way that can prevent harm and abuse occurring;
- Ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported; and
- Stop abuse occurring.

2.4 The policy and procedures relate to the safeguarding of **adults at risk**. Adults at risk are defined as individuals aged over 18 who:

- Have needs for care and support and;
- Is experiencing, or at risk of, abuse or neglect, and;
- As a result of those care and support needs are unable to protect themselves from either the risk of, or the experience of abuse or neglect (Care Act 2014).

2.5 The policy applies to all managers, staff, workers, volunteers, service users and carers and anyone working on behalf of the Company.

In order to implement the policy and procedure, the Company will work to:

- Stop abuse or neglect wherever possible;
- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs;
- Promote the wellbeing of the adult(s) at risk in safeguarding adults arrangements;
- Safeguard adults in a way that supports them in making choices and having control about how they want to live;
- Promote an approach that concentrates on improving life for the adults concerned;
- Raise awareness of safeguarding adults to ensure that everyone can play their part in preventing, identifying and responding to abuse and neglect;
- Provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult; and

- Address what caused the abuse or neglect.

3. The Company will:

- 3.1 Ensure that all managers, staff, workers, volunteers, service users and carers are familiar with this policy and associated procedures;
- 3.2 Work with other agencies within the framework of the Nottingham and Nottinghamshire Multi Agency Adult Safeguarding Procedure
- 3.3 Act within its Confidentiality Policy and will usually gain permission from service users before sharing information about them with another agency.
- 3.4 Inform service users that where a person is in danger or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent
- 3.5 Make a safeguarding adults referral to the Local Authority as appropriate;
- 3.6 Endeavor to keep up to date with national developments relating to preventing abuse and welfare of adults;

This policy should be read in conjunction with the *Nottingham and Nottinghamshire Multi Agency Adult Safeguarding Procedure for Raising a Concern and Referring*.

<http://www.nottinghamshire.gov.uk/media/117053/referrerproceduresv24.pdf>

4. Procedures

- 4.1 Preventing abuse
 - 4.1.1 The Company is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within the Company will be treated with respect.
 - 4.1.2 Therefore this policy needs to be read in conjunction with other Company policies.
 - 4.1.3 The Company is committed to safer recruitment policies and practices for paid staff and volunteers. This may include Disclosure and Barring Service (DBS) checks for staff, workers and volunteers, ensuring references are taken up and provision of adequate training on safeguarding adults.
 - 4.1.4 The organisation will work within the current legal framework for referring staff or volunteers to the DBS who have harmed or pose a risk to vulnerable adults and/or children.
 - 4.1.5 Information about safeguarding adults and the complaints policy will be available to service users and their carers/families.
- 4.2 Recognising the signs and symptoms of abuse

4.2.1 The Company is committed to ensuring that all managers, staff and volunteers undertake training to gain a basic awareness of the signs and symptoms of abuse.

4.2.2 The Company may not be limited in their view of what constitutes abuse or neglect, as they can take many forms and the circumstances of an individual case will always be considered.

Abuse includes:

- **Discriminatory**

Including forms of harassment, bullying, slurs, isolation, neglect, denial of access to services or similar treatment; because of race, gender and gender identity, age, disability, religion or because someone is lesbian, gay, bisexual or transgender. This includes racism, sexism, ageism, homophobia or any other form of hate incident or crime.

- **Domestic abuse or violence**

Including an incident, or a pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse, by someone who is, or has been, an intimate partner or family member regardless of gender or sexual orientation. This includes psychological/emotional, physical, sexual, financial abuse; so called 'honour' based violence, forced marriage or Female Genital Mutilation (FGM).

- **Financial or material**

Including theft, fraud, internet scamming, exploitation, 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.

- **Modern slavery**

Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

- **Neglect and acts of omission**

Including ignoring medical, emotional or physical care needs, failure to access appropriate health, care and support or educational services. The withholding of the necessities of life, such as medication, adequate nutrition and heating.

- **Organisational (sometimes referred to as institutional)**

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 a person'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.

- **Physical**

Including assault, hitting, slapping, pushing, burning, misuse of medication, restraint or inappropriate physical sanctions.

- **Psychological (sometimes referred to as emotional)**

Including 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 support networks.

- **Sexual**

Including rape, indecent exposure, sexual assault, sexual acts, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts to which the adult has not consented or was pressured into consenting. It also includes sexual exploitation which is exploitative situations, contexts and relationships where the person receives "something" (e.g. food, accommodation, drugs, alcohol, mobile phones, cigarettes, gifts, money) or perceived friendship/relationship as a result of them performing, and/or another or others performing sexual acts.

- **Self-neglect**

Includes a person neglecting to care for their personal hygiene, health or surroundings; or an inability to provide essential food, clothing, shelter or medical care necessary to maintain their physical and mental health, emotional wellbeing and general safety. It includes behaviour such as hoarding.

4.2.3 Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

5. Designated Named Person for safeguarding adults

The Company has appointed individuals who are responsible for leading on this policy. These are the Designated Safeguarding Leads and are named on the Safeguarding Reporting Procedure.

6. Responding to people who have experienced or are experiencing abuse

6.1 The Company recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action in cases of adult abuse are never easy.

6.2 How to respond if you receive an allegation:

- Reassure the person concerned.
- Listen to what they are saying.
- Record what you have been told/witnessed as soon as possible.
- Remain calm and do not show shock or disbelief.
- Tell them that the information will be treated seriously.
- Do not start to investigate or ask detailed or probing questions.
- Do not promise to keep it a secret.

6.3 If you witness abuse, or abuse has just taken place, the priorities will be:

- To inform the Designated Safeguarding Lead.
- To call an ambulance if required.
- To call the Police if a crime has been committed.
- To preserve evidence.
- To keep yourself and others safe.
- To record what happened by following the Company Safeguarding procedures.