

SAFEGUARDING VULNERABLE ADULTS - POLICY & PROCEDURE

At Creating Adventures, we endeavor to provide an environment in which adults can feel secure, their viewpoints are valued, and they feel encouraged and listened to. Staff and volunteers from both Creating Adventures and visiting organisations/families are reminded of their responsibilities in ensuring the welfare of the service users.

As a Charitable Incorporated Organisation we aim to be vigilant in our approach to suspected abuse, recognizing the signs and symptoms and having established a clear procedure whereby staff report such cases to the designated member(s) of staff. Through training and regular updates, we will be aware of local procedures so that information can be effectively passed on to visiting organisations, families and professionals.

We will provide a safe and secure environment where adults who are using the activities, have been identified as being at risk will be monitored and records kept, whilst confidentiality is assured.

Purpose

- To ensure that abuse of Supported Person rights is avoided
- To comply with the Disclosure Barring Service (DBS) requirements
- To comply with the guidelines contained in the publication “No Secrets”
- To comply with Regulation 18 of the CQC (Registration) Regulations 2009
- To comply with the Protection of Freedoms Act 2012
- To comply with the Mental Capacity Act 2005
- To comply with the Safeguarding Vulnerable Groups Act 2006
- To ensure awareness of wider safeguarding powers

Scope

- All workers & All volunteers



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Designated Lead Officer

Creating Adventures has a Safeguarding Manager who has the designated responsibility for Safeguarding Vulnerable Adults.

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Creating Adventures advises all visiting organisations to appoint a designated person responsible for Safeguarding. All those appointed should ensure they are familiar with this policy and their own internal safeguarding processes and local authority safeguarding requirements. This includes how to report suspected abuse and where to access Adults at Risk Social Care duty points should they be required to do so.

Responsibilities include:

- Disseminating the safeguarding policy information to relevant organisations
- Acting as a key point of contact and support when allegations against staff or other safeguarding issues arise
- Signposting and updating organisations to appropriate safeguarding resources and training

POLICY STATEMENT

“We at Creating Adventures are committed to protecting adults from harm. Staff and volunteers in this organisation accept and recognise our responsibilities to develop awareness of the issues which cause vulnerable adults harm.”

We are committed to promoting an atmosphere of inclusion, transparency and openness and are open to feedback from the people who use our services, carers, advocates, our staff and our volunteers with a view to how we may continuously improve our services/activities.

We will endeavor to safeguard vulnerable adults by:

- Adhering to our safeguarding vulnerable adult’s policy and ensuring that it is supported by robust procedures;
- Carefully following the procedures laid down for the recruitment and selection of staff and volunteers;
- Providing effective management for staff and volunteers through supervision, support and training;
- Implementing effective management for staff and volunteers through supervision, support and training;
- Implementing clear procedures for raising awareness of and responding to abuse within the organisation and for reporting concerns to statutory agencies that need to know, while involving carers and vulnerable adults appropriately.
- Ensuring general safety and risk management procedures are adhered to;
- Promoting full participation and having clear procedures for dealing with concerns and complaints;
- Managing personal information, confidentiality and information sharing; and
- Safeguarding vulnerable adults by implementing a code of behaviour and practice at regular intervals, at least once every three years.

We will review our policy, procedures, code of behaviour and practice at regular intervals, at least once every three years.

CODE OF BEHAVIOUR

A Code of Behaviour minimizes the opportunity for vulnerable adults to suffer harm and also helps to protect staff/volunteer by ensuring that they are clear about the behaviour that is expected from them and the boundaries within which they should operate.

Behaviours which staff/volunteers may slip into through lack of experience or training which **should be avoided** include: (Staff/volunteers should not...)

- Spend excessive amounts of time alone with vulnerable adults away from others
- Take a vulnerable adult to his or her home
- Take a vulnerable adult alone on a car journey, unless this forms part of the organisation's core activities

If it is unavoidable or unnecessary, these kinds of behaviours should only occur with the full knowledge and consent of a manager and an appropriate record maintained.

Unacceptable behaviours are those that should always be avoided in the interests of the safety of vulnerable adults, staff and volunteers. For example:

A staff member/volunteer should never:

- Abuse, neglect or harm or place at risk of harm vulnerable adults whether by omission or commission;
- Engage in rough physical games with vulnerable adults, including horseplay;
- Engage in sexually provocative games with vulnerable adults e.g. spin the bottle, strip poker;
- Make sexually suggestive comments to a vulnerable adult;
- Form inappropriate relationships with vulnerable adults;

- Gossip about personal details of vulnerable adults and their families; or
- Make/accept loans or gifts of money from vulnerable adults.

Physical Contact and Intimate Care

- Physical contact is person-centered and appropriate to the task required;
- They are trained to understand and implement a vulnerable adult's care plan, where required;
- We do not provide intimate care so if this situation arises, their carer member of staff should be informed.

Physical Intervention and Restraint

- Seek to defuse a situation, thereby avoiding the need to use any form of restraint;
- Only use restraint where it is absolutely necessary and only if you are qualified/trained to do so to protect the vulnerable adult or others from harm;
- Ensure that any restraint used is proportionate to the risk of harm;
- Only use form of restraint for which they have received training for and which follow current best practice;
- Record and report any use of restraint;
- Review any situation that led to the need for restraint with their Line Manager, with a view to avoiding the need for restraint in the future.

Diversity and Additional Care and Support Needs

Staff and volunteers should:

- Be open and aware of diversity in the beliefs and practices of vulnerable adults and their families;
- Ask how a vulnerable adult's care should be delivered, having regard to the cultural needs of others;
- Be aware of the difficulties posed by language barriers and other communication difficulties;
- Not discriminate against vulnerable adults and their families who have different cultural backgrounds and beliefs from their own;
- Use the procedures outlined in this policy to report any discrimination against vulnerable adults and their families by other staff members/volunteers.

The use of Technology, including Photography

New technologies, such as social networking websites and mobile phones, can be misused by those who are intent on harming or exploiting vulnerable adults.

Staff and volunteers should:

- Not photograph/video a vulnerable adult, even by mobile phone, without the vulnerable adult's valid consent;
- Ensure that any photographs/videos taken of a vulnerable adult are appropriate and taken using the Creating Adventures camera or with consent from Jenny Allcock;
- Report any inappropriate use of images of a vulnerable adult;
- Report any inappropriate or dangerous behaviour on the internet that involves a vulnerable adult.

It is important that vulnerable adults are made aware of the dangers associated with new technology, such as social networking sites and the internet, and know to tell someone if they encounter anything that makes them feel unsafe or threatened.

Breaching the Code

Staff members and volunteers should understand that:

- Breaching the Code is a serious issue that will be investigated;
- Breaching the Code may result in disciplinary action and ultimately dismissal and if it constitutes harm/risk referral to the police and regulatory bodies as appropriate.

WHAT IS A SAFEGUARDING CONCERN?

A safeguarding concern is something that you see, hear about, or suspect that may put an adult at risk. Any adult, including disabled adults may be at risk, they can come from any background, ethnicity, age, culture, faith, gender and sexuality. Adults at risk are often hurt most by those who are trusted with their care or know them well.

Some indicators are:

- Observing a service user being shouted at or bullied
- Another service user telling you about their abuse or that of their friend
- A leader/volunteer who is building very close relationships with a service user that makes you feel uncomfortable
- Seeing or being told about inappropriate or abusive comments or pictures between people on any social media networks
- Seeing a service user with bruises or unexplained injuries that look suspicious
- Seeing a service user sitting in urine stained clothes or not having intimate care needs attended to
- A service user who goes missing from an activity
- A service user who is self-harming
- Lack of appropriate supervision by staff, lack of food/water or provision of suitable clothing

This list is not exhaustive but one or more of these concerns should prompt action. It is not the role of Creating Adventures to investigate these concerns but to record immediately and report it to Local Safeguarding Adults Board at the local Social Services department. Please see the contacts list at the end of this policy.

TYPES OF ABUSE

- Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- Domestic violence and abuse – including psychological, physical, sexual, financial, emotional abuse; forced marriage, female genital mutilation and so called ‘honour’ based violence.
- 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.
- 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.
- 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.
- Modern slavery encompasses slavery, human trafficking, forced labour, sham marriage 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.
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- Discriminatory abuse – including hate crime or other forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
- Organisational abuse – including neglect and poor care practice within an institution or specific care setting. 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.
- 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.
- 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.
- Radicalisation – this is the process by which a person comes to support terrorism and forms of extremism that lead to terrorism. Adults at risk can be exploited by people who seek to involve them in terrorism or activity in support of terrorism.

Incidents of abuse may be one-off or multiple and may affect one person or several. Patterns of harm may become evident over time. Repeated instances of poor care maybe an indication of more serious problems and of organisational abuse. In order to see these patterns, it is important that information is recorded and appropriately shared.

RESPONDING TO ANY SAFEGUARDING CONCERN

Safeguarding service users is the responsibility of everyone and it is never acceptable to ignore it or leave anyone at risk.

All activities must have clear procedures in place, all Creating Adventures staff and volunteers must be clear and confident when dealing with a safeguarding incident.

Concerns about suspected abuse:

There are three simple things you need to ensure that any staff, volunteer, helper or carer knows what to do. These are:

Take Action

- Listen carefully
- Take it seriously
- Don't promise to keep secrets
- Thank who is giving the information and give reassurance that they were right to tell
- Keep questions to a minimum
- Ensure immediate safety of the adult at risk if they require medical attention, and pass on your concerns about abuse to make medical staff aware
- Not to approach alleged abusers or try and sort things out themselves without seeking help and guidance from the designated person

Tell Someone

- Without delay, report the concern to the safeguarding lead at Creating Adventures and the equivalent designated safeguarding lead within your activity. If you are not sure who this or the safeguarding lead at an activity is then you should contact the Activity Coordinator.

Take a Note

- Always take a note of what you have seen or heard and sign and date it. The note should be an accurate record of any details of the allegation, nature of the injury, or any observations. Be clear in it what is fact, opinion or rumour
- Try and collate as much information you have about the vulnerable adult and their name, gender, address, ethnicity, first language, and any additional information about their specific impairment, method of communication and the contact details for who they live with so that you can pass this on
- Any other information you have received or been told (time location, dates)
- Any information you have about an alleged abuser or who the complaint is against, their name, role, address, gender and relationship to the adult concerned.



RECORDING ABUSE

It is vital that a written record of any incident or allegation of crime is made within 24 hours of the information being obtained by any professional who raises an alert. The notes must be kept safe as it may be necessary to make records available as evidence and to disclose them to a court.

You should make an accurate record, including:

- date and time of the incident;
- exactly what the person at risk said, using their own words (their account) about the abuse;
- and how it occurred or exactly what has been reported to you;
- appearance and behaviour of the person at risk;
- any injuries observed;
- name and details of any witnesses;
- if you witnessed the incident, write down exactly what you saw;
- the record should be factual, but if it does contain your opinion or an assessment, it should be clearly stated as such and be backed up by factual evidence.

Records should not include unnecessary abbreviations, unfounded opinions or jargon.

- Information from another person should be clearly attributed to them. Hand written records should be legible;

- Include the name and signature of the person making the record, along with their job title;
- You should record the date and time that the information is being documented.

IMMEDIATE ACTIONS

- Make an immediate evaluation of the risks and take appropriate steps to ensure that the adult is in no immediate danger. This may involve removal of the alleged victim to a place of safety, or actions to prevent further contact with the person who is the alleged source of risk;
- In an organisation, consideration needs to be made to the wider safety of any other adults who may also be at risk;
- **Contact the police** where there is a need for **immediate emergency protection**;
- **Call an ambulance** if there is need for **emergency medical treatment**; otherwise contact appropriate medical services such as a General Practitioner or walk-in centre;
- In cases of physical abuse, it may be unclear whether injuries have been caused by abuse or some other means (for example, accidentally). Medical or specialist advice should be sought from the person's GP or doctor if they are in hospital;
- Where the person does not have capacity to consent to medical examination or referral, a decision should be made on the basis of whether this should be done in the person's best interests.

CONFIDENTIALITY

Maintaining confidentiality is really important for keeping adults at risk safe. Information should only be shared with specific people on a need-to-know basis. The Creating Adventures Safeguarding Manager and/ or Local Authority Designated Officer (LADO) will advise on how this is best handled.

However, the interests of participant should be seen as paramount and fears about sharing information should never stop you passing on concerns.

For advice and information on Safeguarding please contact the Safeguarding Strategy Manager, Warrington Adult Social Care Team on 01925 444169.

Date for policy review: 24th June 2021