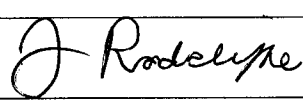




Safeguarding Adults Policy

Policy Review

Date reviewed by Trustees	Amendments
November 2023	
Person responsible for review	Board of Trustees and CEO
Signed: Chair 	CEO 
Date of next review Nov 25	November 2024

What is Safeguarding adults?

'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

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.

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.

Always Bee You CIO 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.

Introduction and aims

Always Bee You CIO exists to meet needs of people with Learning, Physical and Mental Health Disabilities who have moderate to severe disabilities and live in East Hertfordshire and Essex.

Always Bee You CIO run activities offering skills and experiences to negotiate the world of work, travel and self-care and tackle discrimination. Regularly consulting them regarding the programme, the organisation finds specialist professionals, who work alongside staff and volunteers offering

activities including;

A social club with activities including singing, dancing, yoga, arts and crafts, drama, storytelling. Well-attended gatherings providing peer-to-peer support and well-being. Always Bee You CIO offer work experience opportunities, various workshops, day trips, sporting activities and personalised support for individual's needs.

Always Bee You CIO brings people together inspiring and empowering them to enjoy their lives to the full.

Statutory Framework

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 need

Always Bee You CIO adheres to following the six key principles that underpin safeguarding work (See Care Act 2014 guidance).

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

This policy is based on The Care Act 2014 and the Care and Support statutory guidance. 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>

The Policy

This policy outlines the steps Always Bee You CIO will make to safeguard an adult with care and support needs if they are deemed to be at risk. This policy sets out the roles and responsibilities of Always Bee You CIO in working together with other professionals and agencies in promoting the adult's welfare and safeguarding them from abuse and neglect.

Always Bee You CIO will ensure that decisions made will allow adults to make their own choices and include them in any decision making. Always Bee You CIO will also ensure that safe and effective working practices are in place.

This policy is intended to support staff and volunteers working within Always Bee You CIO to understand their role and responsibilities in safeguarding adults. All staff and volunteers are expected to follow this policy.

The key objectives of this policy are for all employees and volunteers of Always Bee You CIO 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

Copies of this policy should be available within Always Bee You CIO and Always Bee You CIO will not tolerate the abuse of adults in the organisation and staff and volunteers will be made aware of how this policy can be accessed.

Always Bee You CIO will not tolerate the abuse of adults. Staff and volunteers must make sure that their work reflects the principles above and ensure that the adult with care and support needs, is involved in their decisions and informed consent is obtained. Always Bee You CIO should make certain 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. Always Bee You CIO should be transparent and accountable in delivering safeguarding actions.

What is Making Safeguarding Personal (MSP)?

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.

Always Bee You CIO 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. Please see below 'Reporting a Safeguarding Concern'.

Who do I go to if I am concerned?

The Designated Safeguarding Lead (DSL) and person responsible for safeguarding duties for Always Bee You CIO is

Jo Radcliffe
jo@alwaysbeeyou.uk
 07850 497052

All staff and volunteers should contact Jo Radcliffe (or Margaret Turner in Jo's absence) for any concerns/queries they have in regards to safeguarding adults. A report of the concern will be kept.

The DSL will be responsible to make decisions about notifying Adult Social Services if required and consider alternative actions, where necessary.

The DSL will also ensure that the Safeguarding Adults' policies and procedures are in place and up to date. The policies will confirm a safe environment is promoted for staff, volunteers and adults accessing the service.

The DSL will ensure all volunteers and support staff members are up to date with IHASCO safeguarding adults training.

What should I do if I am concerned?

Staff and volunteers at Always Bee You CIO who have any adult safeguarding concerns should:

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.

2. Report

- Staff/volunteers must report any potential safeguarding concerns to the Designated Safeguarding Lead, Jo Radcliffe (or Margaret Turner in Jo's absence).

3. Record

- A 'record of the concern' will be kept by Jo Radcliffe (DSL), she alone will have access to these records. Information may include person(s) involved, description of incident or concern, action taken, outcome and will be saved to their care files which are held in a securely locked drawer in the office. (See GDPR policy).
- As far as possible, records should be written contemporaneously, dated and signed.
- The records about safeguarding concerns will be kept 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. (See GDPR policy).

4. Refer

In making a decision whether to refer or not, the Designated Safeguarding Lead should take into account:

- (1) the adult's wishes and preferred outcome
- (2) whether the adult has mental capacity to make an informed decision about their own and others' safety
- (3) the safety or wellbeing of children or other adults with care and support needs
- (4) whether there is a person in a position of trust involved
- (5) whether a crime has been committed

This should inform the decision whether to notify the concern to the following people:

- the police if a crime has been committed and/or
- Hertfordshire's Access & Advice Team (part of adult social services) for possible safeguarding enquiry
- relevant regulatory bodies such as Care Quality Commission, Ofsted, Charities commission
- service commissioning teams
- family/relatives as appropriate (seek advice from adult social services)

The DSL should keep a record of the reasons for referring the concern or reasons for not referring.

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.

As soon as Adult Social Services becomes involved, a 4-stage safeguarding adults process is followed. For more information about this 4-stage safeguarding adults process, refer to the Hertfordshire Safeguarding Adults Procedures. <https://www.hertfordshire.gov.uk/services/adult-social-services/report-a-concern-about-an-adult/hertfordshire-safeguarding-adults-board/hertfordshire-safeguarding-adults-board.aspx#procedure>

What are your roles and responsibilities?

All staff, management, trustees and volunteers at Always Bee You CIO are expected to report any concerns to the DSL. If the allegation is against one of Always Bee You CIO members, volunteers, trustees or directors, seek advice from Always Bee You CIO DSL, Jo Radcliffe. If the allegation is against the DSL, seek advice from Safeguarding Adults Board on 0300 123 4042 (open 24 hours). The local authority will contact the Police if they consider it appropriate. In the case of an emergency such as a serious assault or it is believed that other adults may be at immediate risk of serious harm or abuse, the Police should be contacted immediately via 999.

Safeguarding Adults Board
0300 123 4042 (open 24 hours)

The DSL 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 2018. If the police are involved, they should be consulted prior to giving feedback to the referrer, to ensure any criminal investigation is not affected.

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

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.

Complaints procedure

Always Bee You CIO 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.

Always Bee You CIO 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.

Why is it important to take action?

It may be difficult for adults with care and support needs to protect themselves and to report abuse.

The Mental Capacity Act 2005 is to be used, when decisions on behalf of those adults with care and support needs 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> Always Bee You CIO will need to involve an advocate if the person lacks capacity to make decisions about the safeguarding concern.

Confidentiality and information sharing

Always Bee You CIO expects all staff, volunteers, trustees to maintain confidentiality at all times. In line with Data Protection Act 2018 and UK GDPR, Always Bee You CIO does not share information if not required.

It should however be noted that, information will 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>

Recruitment and selection

Always Bee You CIO 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. These checks will be carried out before employment, including voluntary, is taken up.

Training, awareness raising and supervision

The DSL and DDSL at Always Bee You CIO should undergo formal training specific to their safeguarding role and duties at least every two years.

All staff and volunteers at Always Bee You CIO receive IHASCO training at level 2. This ensures that they;

- have an awareness of adults with care and support needs who may be at risk of abuse.
- Will be equipped with the basic knowledge around safeguarding adults who may report things of concern
- be confident to identify that abuse is taking place and action is required.
- must be clear about the core values of Always Bee You CIO and commitment to safeguarding adults.

Prevent

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.

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.

For more information about Prevent see: <https://www.gov.uk/government/publications/prevent-duty-guidance>

Raising a safeguarding concern

You are informed or become aware of possible abuse or neglect.

1. GATHER INFORMATION

How does the adult wish for the concern to proceed?

What changes/support would they like as a result of this concern being raised?

2. RESPOND

Take action to ensure the immediate safety and welfare of the adult (and any other person/child at risk)

Consider: Does medical attention need to be organised? (dial 999)
Is urgent police presence required? (dial 999)

3. REPORT

Has a crime been committed? If so, does it need to be reported?

Dial 101 unless there is an immediate risk, in which case dial 999.

Preserve forensic evidence (if any).

4. REFER

Decide whether to raise a safeguarding concern, and if so, take action.

Do this: Immediately where the concern is urgent and serious.
Within the same working day for any other concerns.

5. RECORD

Document the incident and any actions or decisions taken.

6. REFER

Ensure key people are informed For example, Responsible safeguarding lead, relatives as appropriate, service commissioning teams.

7. SUPPORT

Provide support or feedback for the person identifying the safeguarding concern.

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

Useful links

- Care act-
<http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>
- Hertfordshire Safeguarding Adults Board-
<https://hertfordshire.gov.uk/services/adult-social-services/report-a-concern-about-an-adult/hertfordshire-safeguarding-adults-board/hertfordshire-safeguarding-adults-board.aspx#procedure>
- Carer and support statutory guidance-
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/506202/23902777_Care_Act_Book.pdf
- Prevent-
<https://www.gov.uk/government/publications/prevent-duty-guidance>
- Information sharing-
<https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp>

Sources of advice and support

Organisation	Contact details
Action on Elder Abuse (AEA) Works to protect and prevent the abuse of vulnerable older adults. It offers a UK-wide helpline, open every weekday from 9am to 5pm.	UK helpline: 080 8808 8141 (free phone) Website: www.elderabuse.org.uk Email: enquiries@elderabuse.org.uk
Public Concern at Work (PCaW) Public Concern at Work is an independent charity working to promote a new approach to 'whistleblowing' in the public interest.	Helpline: 020 7404 6609 Website: www.pcaw.co.uk/help_individ/helpline.html Email: helpline@pcaw.co.uk
The Relatives and Residents Association Gives advice and support to older people in care homes and their relatives and friends.	Website: www.relres.org Advice line: 020 7359 8136 (Mon–Fri 9.30am–4.30pm)
Victim Support	Victim Support line: 0845 30 30 900

Victim Support is the independent charity for victims and witnesses of crime in England and Wales. It has offices across England and Wales, including a National Centre in London.	Typetalk: 18001 0845 30 30 900 Website: www.victimsupport.org.uk
Women's Aid A national charity working to end domestic violence against women and children. Supports a network of over 500 domestic and sexual violence services across the UK.	National Domestic Violence helpline: 0808 2000 247 (Free phone Mon–Sun 24 hours) Website: www.womensaid.org.uk
Ann Craft Trust The trust aims to protect adults and children with learning difficulties from abuse. It offers information and advice, peer group support, training seminars and workshops. It is possible to become a member of the organisation and receive quarterly newsletters.	General Enquiries: 01159 515 400 Email: ann-craft-trust@nottingham.ac.uk Website: www.anncrafttrust.org