



Safeguarding Adults Policy & Procedure

1. Policy Statement

Safeguarding is everybody's responsibility.

A vulnerable adult is any person aged 18 years or over who is, or may be, unable to take care of him or herself or who is unable to protect him or herself against significant harm or exploitation. This may be because he or she has a mental health problem, a disability, a sensory impairment, is old and frail, or has some form of illness.

The rights of vulnerable adults to live a life free from neglect, exploitation and abuse are protected by the Human Rights Act 1998. Specifically, a vulnerable adult's right to life is protected (under Article 2); their right to be protected from inhuman and degrading treatment (under Article 3); and their right to liberty and security (under Article 5).

Our Commitment to Safeguarding

Abuse is a violation of an individual's human and civil rights; it can take many forms. The Board of Trustees, Staff and Volunteers of Rotherham are committed to a practice which promotes the welfare of vulnerable adults and safeguards them from harm.

Staff and volunteers at Headway Rotherham accept and recognise our responsibilities to develop awareness of the issues that cause vulnerable adults harm, and to establish and maintain a safe environment for them. We will not tolerate any form of abuse wherever it occurs or whoever is responsible.

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 endeavour to safeguard adults by:

- Adhering to our safeguarding 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 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 for all involved with the organisation, including visitors.
- Headway Rotherham appoints staff and volunteers with great care to ensure as far as possible, that we do not employ anyone with improper motives for caring and working with service users.

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

1. Policy Statement

Headway Rotherham strives to provide the best possible service and a high degree of security from danger for its service users.

Abuse can occur either when service users are within the Headway Centre setting and when they are outside of such settings, either alone or escorted by staff, volunteers and/or others. Headway Rotherham accepts a responsibility to try to protect its service users from abuse at all times when under Headway's care, but recognises that it can be difficult to ensure service users' safety when they are away from the Headway Centre.

Definitions of abuse

Headway Rotherham recognises and seeks to prevent all form of abuse including but not limited to:

- Physical abuse, which includes hitting, pushing, kicking, deliberate infliction of pain, rough, or inconsiderate handling, and the misuse of medication.
- Sexual abuse, which includes rape, sexual assault, any sexual act to which the member (if capable of doing so) did not give full informed consent, unnecessary touching of private areas of the body, failure to provide privacy for personal activities such as toileting, and laughing at a member who is displaying themselves inappropriately.
- Inappropriate restraint, which includes tying to a chair, wheelchair or lavatory, locking into a confined space, holding longer than is

necessary for safety, and the use of medication to keep a member quiet.

- Psychological abuse, which includes using any form of intimidation, speaking rudely or without consideration for a member's feelings, talking disrespectfully about a member, threatening, ridiculing, deprivation of contact or isolation, shouting, talking in a way deliberately not to be heard or understood, and ignoring a member.
- Financial or material abuse, which includes theft, fraud, misuse or misappropriation of member's property, possessions or benefits, and exerting pressure by coercion or persuasion in connection with gifts, inheritance or financial transactions.
- Neglect, which includes not giving adequate and appropriate food and drink, failure to provide timely help with physical care needs, denying access to health promotion advice, ignoring a member's social needs, and not taking action to accommodate a member's disability.
- Discrimination, which includes using insulting descriptions, making unfavourable remarks or jokes about a member's race, ethnic or national origins, marital status, religion or belief, sex, sexual orientation, disability or appearance, using unwelcome nick names, failing to provide facilities for a member to practice their religion, and a lack of respect for deeply held or spiritual beliefs.
- Bullying and harassment, which includes but is not limited to ageism, sexual, racial, religious banter; the display of material with ageist, sexual, racial or religious overtones; sarcastic personal remarks about others.
- Institutional - repeated poor practice throughout an organisation, inflexible services based on the needs of the staff/managers rather than the needs of the individuals in their care

This list is not exhaustive and there could be other forms of abuse which staff may become aware of.

Signs of Abuse

Below are some examples of what abuse may present as in a client / family member. This list is not exhaustive.

Physical Abuse:

Signs may include the individual:

- Showing obvious physical signs of abuse – bruising, cuts, abrasions, restricted movement and wincing in pain.
- Covering up: Long sleeves, long trousers, polo necks, long skirts, scarves, sunglasses, heavy make-up
- Giving excuses like: 'walked into a door', 'tripped over'
- Flinching: Avoidance of contact (physical) with others
- Acting withdrawn: Mood swings – could be time related i.e. pub closing time, when abuser finishes work, due to visit.
- Having very low self esteem, may believe they've 'asked for it'.

Psychological Abuse:

Signs may include the individual:

- Acting withdrawn
- Being anxious/stressed
- Having mood swings – highs and lows/manic behaviour
- Exhibiting erratic behaviour
- Having no self confidence/self doubt
- Exhibiting an unwillingness to engage
- Covering up – making excuses/tall stories
- Exhibiting signs of depression
- Exhibiting signs of self harm
- Unable to function properly in day to day life
- Looking to abuser for praise/approval

Neglect:

Signs may include the individual:

- Having an unkempt appearance/not clean
- Being hungry on numerous occasions
- Being very quiet/withdrawn
- Having poor surroundings
- Having low self esteem
- Changing behaviour when carer, or certain other people are present

Discriminatory Abuse:

- Name calling
- Favouritism
- Discrimination based on an individual's religious beliefs
- Sexual abuse
- Age discrimination
- Racial discrimination
- Illness or disability discrimination
- Discrimination based on an individual's gender

Financial Abuse:

- Stealing money (carer, family member – their lifestyle improves for the better)
- Red Letters – bills not paid
- No food in cupboards and poor appearance
- Lack of basic facilities
- May occur when the individual has no understanding of own money
- Misuse of Power of Attorney

Sexual Abuse:

Individual may:

- Become withdrawn

- Not want physical contact
- Be uncomfortable being near to people
- Use inappropriate behaviour towards others
- Become unexpectedly pregnant
- Contract a sexually transmitted infections
- Change his/her behaviour when certain people are present

Institutional Abuse:

Examples include:

- Where there are policies or practices are introduced that take away people's rights (e.g. refusing toilet requests)
- Inadequate facilities – e.g. toilets in care homes
- Acceptable behaviour –E.g. patients/residents left unattended, welfare ignored
- Set times – bed, meals, visiting, toilets
- Internal cultures – employer bullying, taking jokes to far
- Double funding – charity grant and then make extra claims
- Separation of spouses when they can reasonably be kept together
- Not booking interpreters when appropriate
- Correct processes not being adhered to, e.g. moving and handling

2. Related Headway Rotherham policies and procedures

You should also be aware of and adhere to the following policies:

- Complaints Policy and Procedure
- Disciplinary Policy and Procedure
- Whistle-blowing Policy and Procedure
- Bullying and Harassment Policy and Procedure
- Confidentiality Policy and Procedure
- Record keeping Policy
- Sexuality and Relationships Policy

General principles

Headway Rotherham appoints staff and volunteers with great care to ensure as far as possible, that we do not employ anyone with improper motives for caring and working with members. Headway Rotherham selects staff fairly but rigorously, requiring DBS disclosure, two references and will welcome the introduction of a register for social care workers.

Our induction and training include material intended to alert staff to the possibility of abuse by themselves or others and to guide them in anti-abuse practice.

Our complaints procedure, which is contained within Headway Rotherham's Complaints Policy and Procedure; and Disciplinary Policy and Procedure, is

designed to make it easy for members, relatives, advocates and others to bring to the attention of management any feelings of concerns or unease they have about the treatment of members, to investigate all criticisms or suggestions for changes in practice speedily, thoroughly, and to take appropriate corrective and disciplinary action.

We will welcome the involvement of a representative in cases where a member feels the need for such support in putting their point of view, and of the relevant authority responsible for inspecting the service in any situation where it is thought that investigating alleged abuse would be better carried out by someone independent of the service.

Headway Rotherham hopes to maintain an atmosphere of openness in the Centre and within the service generally, which enables anyone to express concerns and for them to be taken and investigated seriously. We intend in this way to identify and deal with any possible abuse or shortfall from our standard of excellence at an early stage.

In particular, we aim to encourage staff and volunteers to observe and bring to the attention of management anything in the running of the service or the conduct of colleagues, which causes them concern.

We regard this sort of mutual criticism not as disloyalty or malicious whistle blowing but as a healthy defence against poor practice and occasionally against serious abuse. Management undertakes to take such criticism seriously, to investigate all of the points made and to protect staff and volunteers that speak out in this way.

If however if you make a malicious allegation which is found later to be untrue, we may decide to take disciplinary action against you.

It is important that staff and volunteers explain clearly to members that if they divulge any information that relates to suspected abuse that they have a duty to report this to their senior manager, as there may be other issues relating to this member that are known to other agencies or there may be others at risk.

3. Staff Responsibilities

Everyone has a responsibility to report abuse or concerns of abuse.

3.1 Manager / senior person

- To ensure that all staff and volunteers have access to this policy and therefore know what to do in the event of a breach of this policy.
- To ensure that safeguards are in place to protect the interests of the member.
- To ensure that the Independent Safeguarding Authority (ISA) board is informed if there are any concerns about a member of staff/volunteer regarding vulnerable adults.

3.2 All staff / volunteers

All staff will;

Attend mandatory Safeguarding of Vulnerable Adult training. However the level of training that a staff member has received (or not) will not negate their responsibility to report abuse.

Read and, be aware of the contents of and adhere to this policy at all times.

A failure to comply with this policy may be deemed as a disciplinary offence.

4. Audit Plan

The Manager will:

- Monitor adherence of the policy and report findings to the Board of Trustees
- Report any concerns as required under the Vetting and Barring Scheme.

5. Scope

This policy applies within all Headway Rotherham Services and includes all members of staff and/or volunteers.and Board of Trustees

6. Guidelines for dealing with concerns about suspected Abuse

Headway Rotherham has a duty to ensure that our members are protected and we need to ensure that we respond in the 'best interest of' our members. Depending on the circumstance this might or might not be with the consent of the member. Guidance should be sought from your senior manager. Staff should ensure that all concerns are dealt with sensitively and in the strictest confidence.

Staff should be aware it might not always be appropriate to take concerns forward formally and therefore all suspected concerns of abuse should be reported to the Manager or senior person. It is the responsibility of the Manager or another senior person to decide the course of action to be taken.

All relevant documentation i.e. personal files and Headway Rotherham Incident Form should be completed. Confidentiality should be respected at all times and information should only be shared with those 'on a need to know only basis'.

The severity of the suspected abuse may require the matter to be referred to appropriate agencies e.g. care/ case manager, social services, or the police.

Before making a referral, we may consult adult social services, if appropriate.

It is a legal requirement to contact the ISA board if there are any concerns about any member of staff/volunteer working with vulnerable adults and therefore you must speak to your manager if you have any concerns about any member of staff/volunteer, who will decide on the appropriate course of action to take.

Headway Rotherham should ensure that all reports are accurate and written by the relevant members of staff involved only.

7. Procedure:

This procedure describes the actions that should be followed by an individual who is concerned about abuse and details how they should raise an alert.

Anyone may become aware of or concerned about abuse in several ways.

Observed Abuse: the abuse has been directly witnessed.

Disclosed Abuse: an adult says they are being or have been abused

Suspected Abuse: there are indicators that abuse is happening, but it has not been witnessed or disclosed.

Safeguarding immediate risk:

The first action is to ensure the immediate safety of the adult at risk. If there is an immediate risk of harm or need for treatment the police and/or the ambulance service should be contacted on 999.

If a crime is suspected or alleged the police should be informed:

- in the case of an emergency via the 999 number,
- in non-emergency situations via the 101 number.

*If the client is **not in immediate danger** follow the procedure below:*

An alert **must be reported within 24 hours** or sooner depending on urgency and risk. The alert *must* be made *in writing* using the Safeguarding Adult

Your local Safeguarding Board

Advise Headway Rotherham Service Manager of suspected abuse.

If the Service Manager is suspected of abuse contact the Chair of Headway Rotherham and Headway UK Network Support Team - 0115 924 0800.

Advise the service user that we are required to contact the Safeguarding Team, even if they do not wish for us to do so.

Do not question the service user further, investigate further or request any written statements or reports.

Do not speak to the alleged abuser.

Keep the matter confidential and only discuss with your line manager.

Advise the service user that they have the option to decline further intervention if they wish, once Social Services have been informed.

If you require further guidance, you can contact the Adult Social Care Safeguarding team prior to completing forms -your local Safeguarding Board
Monitoring and Review

This Safeguarding Adults Policy and Procedure will be monitored and reviewed as required in response to national guidance and Law and at least 2 yearly.