

**Safeguarding Adults Policy
(Adult social care/ care and support needs)**

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<p>Purpose: To set out the approach of Your Sanctuary in relation to safeguarding adults who have care and/or support needs.</p> <p>Definition of vulnerable adult to which the policy applies: A vulnerable adult is someone aged 18 or above who may need community care services for reasons like mental health issues, disability, age or illness. They are considered more 'vulnerable' because they may not be able to protect themselves from harm or exploitation.</p> <p>Scope: All staff, volunteers, clients</p> <p>Related documents:</p> <ul style="list-style-type: none">– Statement of Terms and Conditions of Employment– All Your Sanctuary Policies			

Legal requirements

It is a requirement that we act within the relevant laws and regulations to safeguard service users from harm and abuse. Please see appendix five for a list of legalisations relevant to this policy.

Legislation does not place a statutory duty on us to report safeguarding concerns about an adult, except in specific circumstances relating to contracts or

agreements (this is explored in more detail in the section ‘Working with local authority commissioners’). However, this does not mean we do not have a responsibility and duty to safeguard the wellbeing of adults using our services. Safeguarding is the responsibility of everyone within this organisation.

The legislation covering safeguarding is the Care Act 2014 (England) and the Social Services and Wellbeing (Wales) Act 2014. These acts put duties on local authorities in relation to adult safeguarding. We will take these duties into account in our work with clients and support the local authorities to fulfil their statutory duties where possible.

They include:

- Stopping abuse or neglect wherever possible
- Preventing harm and reducing the risk of abuse or neglect to adults with care and support needs
- Safeguarding adults in a way that supports them in making choices and having control about how they want to live
- Promoting an approach that concentrates on improving life for the adults concerned
- Raising public awareness so that communities, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect.
- Providing 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 wellbeing of an adult
- Addressing what has caused the abuse or neglect

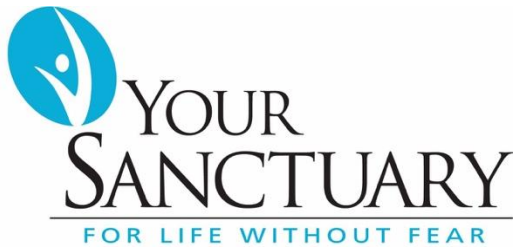
Definition of Abuse

Abuse is a violation of an individual’s human and civil rights by any other person or persons or organisation. Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological; it may be an act of neglect or omission to act, or it may occur where a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented or cannot consent. Please refer to Appendix Two for further information on Types of Abuse.

Context

Abuse of vulnerable adults can occur in any setting or any situation and can be a complex area of work. Abuse may occur in domestic, institutional and public settings including:

Domestic settings which may be their own home or another person’s home



Institutional settings such as day care, residential care, nursing homes and hospitals

Public settings including in the street, any public area or social or work environment.

Abuse occurs in all cultures, all religions and all levels of society.

The abuser may be anyone, including a family member, friend, neighbour, partner, carer, stranger, care or health worker, manager, volunteer, another service user or any other person who comes into contact with the vulnerable adult.

Rights and Responsibilities

Responsibilities of Your Sanctuary:

- To ensure staff and volunteers are aware of the Safeguarding Adults Policy, the Surrey Safeguarding Adults Multi-Agency Procedures and are trained.
- To ensure all staff and volunteers receive DBS checks and that all references are taken up, when appropriate. Failure by staff and volunteers to disclose convictions as required, constitutes gross misconduct.
- To notify the appropriate agencies at the earliest opportunity if abuse is identified or suspected.
- To support and where possible secure the safety of individuals and ensure that referrals to other services have known information in relation to identified risk and vulnerability.
- To ensure senior leaders and team leads hold responsibility for safeguarding adults.

Responsibilities of Your Sanctuary staff and volunteers:

- To read, understand and follow Your Sanctuary Safeguarding Adults Policy.
- To take appropriate action in line with Your Sanctuary policy.
- To undertake mandatory adult safeguarding training every 3 years.

The Vulnerable Adult has the right to:

- Have alleged incidents recognised and taken seriously.
- Receive fair and respectful treatment throughout.
- Understand that confidentiality is not absolute and may be overridden where there is concern or evidence that the individual or others may be at risk of harm or that a crime may have occurred.
- Be told who will be informed and why.
- Be involved in any process as appropriate.
- Receive information about the outcome.
- Have a right to be full participants in decisions being made about their lives if able.

Volunteers:

If a volunteer has concerns that a vulnerable adult is being abused they must report those concerns to the Volunteer co-ordinator or DDSL. If they are not available and the matter is urgent, they should report to the DSL.

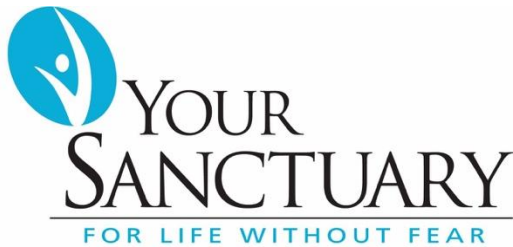
If the volunteer is not satisfied or comfortable with the action plan suggested by the DSL the matter should be taken up with the Operations Lead.

If an adult is at immediate risk of serious harm the volunteer should contact the Police and inform a DDSL or DSL who will complete a Adult Social Care referral. Volunteers should be mindful of the issue of confidentiality and ensure that they only discuss their concerns with Your Sanctuary personnel or other appropriate authorities.

Your Sanctuary staff:

If a staff member has concerns that an adult at risk is being abused, they must report these immediately to a DDSL or DSL.

If the staff member is not satisfied or comfortable with the action plan suggested by the DSL the matter should be taken up with the Operations Lead.



If an adult is at immediate risk of serious harm the employee should contact the Surrey Police and Adult Social Care.

All staff members are responsible for recording dated, accurate and up to date notes on any conversations they have regarding concern for a vulnerable adult. This must be recorded on Oasis - our case management system.

Staff should be mindful of the issue of confidentiality and ensure that they only discuss concerns with relevant Your Sanctuary personnel and the appropriate authorities.

Roles and Responsibilities of DDSL

DDSL's have responsibility to support staff and volunteers with safeguarding concerns and referrals to external agencies. They must ensure they escalate any concerns to DSL's for oversight of practices and procedures.

Roles and Responsibilities of DSL

DSL's have a responsibility for dealing with safeguarding issues, providing advice and support to staff, liaising with the Local Authority, and working with a range of other agencies. DSL information to be found in Appendix one.

DSL and DDSL information in appendix 4 flowchart.

Safer recruitment practices

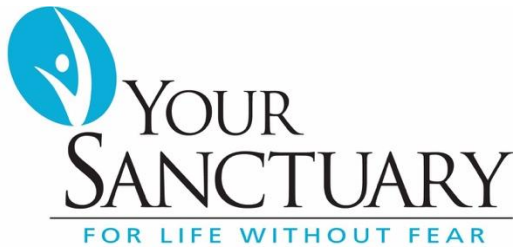
Your Sanctuary ensures that all staff and volunteers who work in roles which are legally entitled to get a DBS check are screened.

A full job description/person specification/advertisement is reviewed and agreed by a member of the Leadership Team prior to advertising taking place.

The initial screening of applications is undertaken by two competent individuals (or one individual if agreed by the Operations Lead/CEO).

The recruitment process includes two interview stages (at least one of which is in person) and includes a mix of competency, values and scenario based questions to assess a candidate's skills, knowledge and experience.

Interviews are carried out by experienced employees and a member of the leadership team is required to give approval before an offer of employment is made.



Offers of employment are conditional and subject to receipt of an appropriate DBS Certificate (see below) and two satisfactory references provided by the two most recent previous employers (unless otherwise agreed on an exceptional basis).

Your Sanctuary ensures that all staff (and volunteers) who work in roles which are legally entitled to get a DBS check are screened. Further information can be obtained from the Government website .

Relevant qualifications (if required for the role) are checked and copies kept on file.

All new employees are subject to a probationary period and undergo a full induction programme to ensure they are safe and competent to fulfil the role for which they have been recruited.

Supervision and Training

Thorough mandatory safeguarding training will be provided to ensure that staff and volunteers (including Trustees) are aware of good safeguarding practice alongside the organisation's core values and confidentiality.

Staff and volunteers will be given regular management supervision and have their training needs assessed.

Safeguarding concerns about staff or volunteers

Your Sanctuary is fully committed to the safeguarding of the women, men and children that we support. Suspected abuse or harm against a child or adult is likely to be deemed gross misconduct and, following appropriate investigation, may lead to disciplinary action and a referral to the DBS. (Please refer to staff handbook for more information).

Working with local statutory agencies

- Safeguarding Boards may carry out reviews or investigations and may require us to supply information. The boards are made up of representatives from local authorities and other statutory bodies and partner agencies.
- We will supply information requested by a safeguarding board under the following circumstances:
- the information must be requested for the purpose of enabling the board to perform its functions.
- the person or body requested to supply the information must have functions or engage in activities such that the board considers it likely to have information.
- relevant to a function of the board

Working with local authority commissioners

Commissioners at local authority level sometimes want to see their own safeguarding protocols reflected in our policy. Some key actions we will consider taking are:

- Before commissioning, ensuring that we are aware of the local authority designated safeguarding lead and the functions of their team, and the local Safeguarding Adults Board (England) or area-based Safeguarding Board (Wales)
- Where possible before commissioning, participating in local authority safeguarding training or briefings
- Before commissioning or early in commissioning, reviewing local authority
- Safeguarding protocols to make sure our policy reflects local arrangements
- If local authority policies appear to be in conflict with our policies or
- principles

Procedure

Safeguarding Disclosures

If someone makes a disclosure to a staff member or volunteer they should:

- Stay Calm

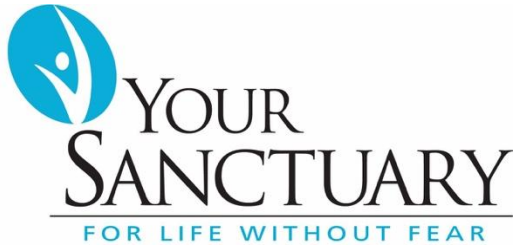
- Listen patiently
- Reassure the person they are doing the right thing by telling you
- Explain what you are going to do
- Report to DSL
- Write a factual account of what you have seen or heard immediately
- Ascertain any immediate action required - which could include an adult safeguarding referral or police action

Staff member or volunteer should not:

- Appear shocked, horrified, disgusted or angry
- Press the individual for details (unless requested to do so)
- Make comments or pass judgment other than to show concern
- Promise to keep secrets
- Confront the abuser
- Risk contaminating evidence

Information, if known, which will be required when you make a referral or report your concerns:

- Details of Survivor – name, address, age, gender, ethnic background including primary language spoken, any details of disabilities
- Details of GP or medication if known
- Whether the individual is aware of and had consented to the referral/reporting
- The mental capacity of the individual if there are any doubt about this
- Also any relevant information, for example:
- Reasons for concerns and therefore this referral
- Details of any arrangements which have already been made for the protection of the vulnerable adult or any immediate action taken
- Details of anyone else to whom this referral has also been made
- Details of alleged perpetrator
- Details of any other background information
- An impression of how serious the situation might be
- Details of any other professional involved
- Details of carers and any significant family members, neighbours, friends



All information passed on must be relevant, necessary and up to date. Confirm in writing any information given verbally.

How to make a referral to Adult Social Care:

If the individual is at immediate risk of harm call police on 999

Telephone:

Online: . Found on Surrey Adult Social Care and Support website

Email: (available 9am to 5pm, Monday to Friday)

Emergency out of hours Surrey Social Services

Number: 01483 517898

Email: edt.ssd@surreycc.gov.uk

Textphone (via Text Relay): 18001 01483 517898

SMS: 07800000388 (for the deaf or hard of hearing)

Fax: 01483 517895

For a quick reference on referral information, please see Adult Safeguarding Flowchart below.

Appendix One

Types of Abuse

The indicators provided below are not an exhaustive list of signs and symptoms of someone suffering abuse and neglect. Further information about possible signs and symptoms can be found online by visiting the NHS webpage on safeguarding <https://www.england.nhs.uk/safeguarding/> or the Social Care Institute of Excellence webpages on safeguarding <https://www.scie.org.uk/safeguarding/adults>

Type of abuse	Indicators of abuse
Physical abuse: This type of abuse involves hitting, kicking, spitting and biting. It can also involve restraining someone, making someone intentionally uncomfortable or withholding food, water or medication	These could include if someone has physical injuries such as bruising, cuts or burns and is unable to provide a consistent explanation of the injuries they have
Domestic violence or abuse: This type of abuse not only applies to physical abuse but also includes the following: <ul style="list-style-type: none"> • psychological • sexual • financial • emotional It includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been, intimate partners or family members regardless of gender or sexuality. It also includes so called 'honour'-based violence, female genital mutilation and forced marriage	These could include the following: <ul style="list-style-type: none"> • low self esteem • feeling that the abuse is their fault when it is not • physical evidence of violence such as bruising, cuts, broken bones • verbal abuse and humiliation in front of others • fear of outside intervention • damage to home or property • isolation – not seeing friends and family • limited access to money
Sexual abuse: This type of abuse includes	It may be more difficult to pick up on indicators for this type of abuse as they can include physical symptoms

<p>rape, any inappropriate touching, indecent exposure, sexual acts to which the adult</p> <p>has not consented or lacks the capacity to consent, sexual photography or forced use of pornography or the witnessing of sexual acts</p>	<p>such as bruising or bleeding in places covered by clothing. However, the following may be noticeable:</p> <ul style="list-style-type: none"> • bruising to the upper arms and marks on the neck • unusual difficulty in walking or sitting • self-harming
<p>Psychological and emotional abuse: This type of abuse includes 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</p>	<p>The indicators of this type of abuse can include the following:</p> <ul style="list-style-type: none"> • an air of silence when a particular person is present • withdrawal or change in the psychological state of the person • insomnia • low self-esteem • uncooperative and aggressive behaviour • a change of appetite, weight loss/gain • signs of distress: tearfulness, anger • apparent false claims, by someone involved with the person, to attract unnecessary treatment
<p>Financial or material abuse: This type of abuse can involve withholding finance, 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</p>	<p>These could include the following:</p> <ul style="list-style-type: none"> • unexplained lack of money or inability to maintain lifestyle • unexplained withdrawal of funds from accounts • power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity • the person allocated to manage financial affairs is evasive or uncooperative • the family or others show unusual interest in the assets of the person • signs of financial hardship in cases where the person's financial affairs are being managed by a court-appointed deputy, attorney or LPA • recent changes in deeds or title to property • rent arrears and eviction notices • disparity between the person's living conditions and their financial resources, e.g. insufficient food in the house • unnecessary property repairs
<p>Modern slavery: This type of abuse</p>	<p>These could include the following:</p> <ul style="list-style-type: none"> • signs of physical or emotional abuse

<p>encompasses slavery, human trafficking, forced labour and domestic servitude</p>	<ul style="list-style-type: none"> • appearing to be malnourished, unkempt or withdrawn isolation from the community, seeming under • the control or influence of others • living in dirty, cramped or overcrowded accommodation and/or living and working at the same address • lack of personal effects or identification documents • always wearing the same clothes • avoidance of eye contact, appearing frightened or hesitant to talk to strangers
<p>Discriminatory abuse: Including forms of harassment, slurs or similar treatment because of age, race, religion or belief, sex, sexual orientation, gender reassignment, disability, marriage and civil partnership, pregnancy and maternity</p>	<ul style="list-style-type: none"> • the person appears withdrawn and isolated • expressions of anger, frustration, fear or anxiety • the support on offer does not take account of the person's individual needs in terms of a protected characteristic
<p>Organisational or institutional 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 ongoing ill-treatment</p>	<p>These could include the following:</p> <ul style="list-style-type: none"> • inadequate staffing levels • people being hungry or dehydrated • poor standards of care • lack of personal clothing and possessions and communal use of personal items • lack of adequate procedures • poor record-keeping and missing documents • absence of individual care plans • lack of management overview and support
<p>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</p> <p>Self- neglect: This covers a wide range of behaviour that is neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as</p>	<p>These could include the following:</p> <ul style="list-style-type: none"> • failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care • providing care in a way that the person dislikes • failure to administer medication as prescribed • refusal of access to visitors • not taking account of the person's cultural, religious or ethnic needs <p>These could include the following:</p> <ul style="list-style-type: none"> • very poor personal hygiene • unkempt appearance • lack of essential food, clothing, or shelter • malnutrition and/or dehydration

hoarding	<ul style="list-style-type: none"> • living in squalid or unsanitary conditions • neglecting household maintenance
<p>Coercive Controlling behaviour:</p> <p>Coercive control is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.</p>	<p>These could include the following:</p> <ul style="list-style-type: none"> • Isolating from friends and family • Depriving of basic needs, such as food • Monitoring time • Monitoring via online communication tools or spyware • Taking control over aspects of everyday life, such as where you can go, who you can see, what you can wear and when you can sleep • Depriving access to support services, such as medical services • Repeatedly putting down, such as saying you're worthless • Humiliating, degrading or dehumanising • Controlling finances • Making threats or being intimidating

Appendix Two

Legislation and guidance relating to safeguarding adults.

- *The Care Act 2014*
<https://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>
- *Sexual offences Act 2003*
<https://www.legislation.gov.uk/ukpga/2003/42/contents>
- *Mental Capacity Act 2005 updated 2007*
<https://www.legislation.gov.uk/ukpga/2005/9/contents>
- *Equality Act 2010*
<https://www.legislation.gov.uk/ukpga/2010/15/contents>
- *Data protection Act 2008*
<https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>
- *Human rights Act 1998*
<https://www.legislation.gov.uk/ukpga/1998/42/contents>
- *Social Services and Wellbeing (Wales) Act 2014*
<https://www.legislation.gov.uk/anaw/2014/4/contents>

Appendix 3

Mental Capacity

Mental capacity refers to a person's ability to understand, retain, and use information to make their own decisions. While our role is not to assess someone's capacity, we must remain alert to situations where an individual appears unable to make a specific decision or manage aspects of daily life. If we have concerns that someone may be lacking capacity, we must escalate these concerns to the Designated Safeguarding Lead (DSL) and make a referral to Adult Social Care. Consent is not required to share safeguarding concerns when a person's welfare or safety may be at risk.

Appendix 4

DSL and DDSL information

