Safeguarding Adults Policy

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| **Compiled by:** | **Louise Balmer** | **Approved by:** | | **Fiamma Pather** |
| **Signature:** |  | **Signature:** | |  |
| **Date of Issue** | **September 2015** | | | |
| **Last reviewed** | **March 2025** | |  | |
| **Next review date** | **March 2026** | |  | |
| Purpose:  To set out the approach of Your Sanctuary in relation to safeguarding adults who have care and/or support needs.  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.  Scope: All staff and volunteers  Related documents:   * Statement of Terms and Conditions of Employment * All Your Sanctuary Policies | | | | |

Aims and Principles

1. The aim of this policy is to outline the practice and procedures for paid staff and volunteers of Your Sanctuary to contribute to the prevention of abuse of vulnerable adults, through raising awareness and providing a clear framework for action when abuse is suspected.
2. It is aimed at protecting the vulnerable adult and the worker, recognizing the risks involved in lone working.

**Our Legal Duties**

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 service users 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 as a whole, 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

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| **The Six Key principles of Adult Safeguarding**     * **Empowerment** - Presumption of person led decisions and informed consent. * **Protection** - Support and representation for those in greatest need. * **Prevention** - It is better to take action before harm occurs * **Proportionality** – Proportionate and least intrusive response appropriate to the risk presented. * **Partnership** - Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse. * **Accountability** - Accountability and transparency in delivering safeguarding. |

**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**

1. **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 adequately trained.
* To ensure all staff and volunteers receive DBS checks and that all references are taken up, when appropriate. Failure by personnel to disclose convictions as required 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.
* Nominate a member of the Management Committee and a member of staff with responsibility for safeguarding adults.

1. **Responsibilities of Your Sanctuary employees and volunteers:**

* To be aware of the Surrey Safeguarding Adults policy and procedures and the Your Sanctuary Safeguarding Adults Policy.
* To take appropriate action in line with Your Sanctuary policy.

1. **The Vulnerable Adult has the right to:**
   1. Have alleged incidents recognized and taken seriously.
   2. Receive fair and respectful treatment throughout.
   3. 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.
   4. Be told who will be informed and why.
   5. Be involved in any process as appropriate.
   6. Receive information about the outcome.
   7. Have a right to be full participants in decisions being made about their lives if able.
2. **Support for those who report abuse:**

All those making a complaint or allegation, or expressing concern, whether they be staff, volunteers, service users, carers or members of the general public should be reassured that:

* They will be taken seriously.
* Their comments will usually be treated confidentially, but their concerns may be shared if they or others are at significant risk
* If service users, they will be given immediate protection from the risk of reprisals or intimidation.
* If staff or volunteers they will be given support and appropriate protection.
* All allegations or suspicions are to be treated seriously. No abuse is acceptable and some abuse is a criminal offence and must be reported to the Police as soon as possible. The employee or volunteer’s primary responsibility is to protect the vulnerable adult if they are at risk and each has a duty to take action. Volunteers and employees will not be expected to deal with the matter alone.

**Volunteers:**

* If a volunteer has concerns that a vulnerable adult is being abused they must report those concerns to the Volunteer co-ordinator or team lead. 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 CEO
* If an adult is at immediate risk of serious harm the volunteer should contact the Police.
* 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 Employees:**

* If an employee has concerns that an adult at risk is being abused they must report these immediately to the DSL.
* If the employee is not satisfied or comfortable with the action plan suggested by the DSL the matter should be taken up with the CEO.
* If an adult is at immediate risk of serious harm the employee should contact the Surrey Police and Adult Social Care.
* All employees are responsible for maintaining signed, dated, accurate and up to date notes on any conversations they have with regard to concern for a vulnerable adult. These notes will be kept securely on our case management system.
* Employees should be mindful of the issue of confidentiality and ensure that they only discuss concerns with relevant Your Sanctuary personnel and the appropriate authorities.

1. **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.

1. **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 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 <https://www.gov.uk/dbs-check-applicant-criminal-record>.

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.

1. **Supervision, training and safeguarding.**

Thorough induction 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 supervision and have their training needs assessed.

Regular case checking will take place and any unusual or excessive contact with an adult at risk will be investigated.

Appropriate safeguarding training is available to all staff and volunteers. This may be in the form of:

* policy awareness sessions delivered internally
* briefing sessions by a local authority or other relevant authority
* attendance at training arranged through partner agencies

1. **Safeguarding concerns around 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).

1. **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

1. **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

**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

**Staff member of volunteer should not:**

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

**DSL Information**

DSL Adult Community Service Lead – Louise B[**loub@yoursanctuary.org.uk**](mailto:loub@yoursanctuary.org.uk)

DSL Refuge Service Lead – Dawn S [Dawn@yoursanctuary.org.uk](mailto:Dawn@yoursanctuary.org.uk)

**Consider the following and be prepared to discuss with DSL:**

* Ascertain whether the situation might fall within the definitions of abuse outlined in this policy.
* Consider the Adult at risks’ capacity to make decisions.
* Ascertain whether an advocate or appropriate adult might be necessary.
* Ascertain whether an investigation is necessary in accordance with internal personnel policies and procedures.
* The level of risk to others.
* The effect of the abuse on others.
* Whether or criminal offence has been committed.
* Whether other statutory obligations have been breached.
* The need for others to know.
* The ability of others (e.g Police, Adults Social Care) to make a positive contribution to the situation
* The wishes of the vulnerable adult, & their right to self- determination
* Known indicators of the abuse
* Is there consent from the adult for referral, where possible

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

* Details of alleged 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:** [**0300 470 9100**](tel:%200300%20470%209100)
* **Online:** [**Adult Safeguarding Referral online form**](https://customer.surreycc.gov.uk/adult-safeguarding-referral). Found on Surrey Adult Social Care and Support website
* **Email:** [**ascmash@surreycc.gov.uk**](mailto:ascmash@surreycc.gov.uk) (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 saved on YS Team Site – Policies and Staff Handbook**

**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>

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| 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:   * 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:   * 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  rape, any inappropriate  touching, indecent exposure,  sexual acts to which the adult  has not consented or lacks the  capacity to consent, sexual  photography or forced use of  pornography or the witnessing  of sexual acts | It may be more difficult to pick up on indicators for this  type of abuse as they can include physical symptoms  such as bruising or bleeding in places covered by clothing. However, the following may be noticeable:   * bruising to the upper arms and marks on the * neck * unusual difficulty in walking or sitting * self- harming |
| **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 | The indicators of this type of abuse can include the following:   * 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 |
| **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 | These could include the following:   * 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 |
| **Modern slavery**:  This type of abuse  encompasses slavery, human  trafficking, forced labour and  domestic servitude | These could include the following:   * signs of physical or emotional abuse * 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 |
| **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 | * 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 |
| **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 | These could include the following:   * 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 |
| **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 that is neglecting to  care for one’s personal hygiene,  health or surroundings and  includes behaviour such as  hoarding | These could include the following:   * 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  These could include the following:   * very poor personal hygiene * unkempt appearance * lack of essential food, clothing, or shelter * malnutrition and/or dehydration * living in squalid or unsanitary conditions * neglecting household maintenance |
| **Coercive Controlling behaviour:** 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. | These could include the following:   * 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*](https://www.legislation.gov.uk/ukpga/2014/23/contents/enacted)
* *Sexual offences Act 2003* [*https://www.legislation.gov.uk/ukpga/2003/42/contents*](https://www.legislation.gov.uk/ukpga/2003/42/contents)
* *Mental Capacity Act 2005 updated 2007*

[*https://www.legislation.gov.uk/ukpga/2005/9/contents*](https://www.legislation.gov.uk/ukpga/2005/9/contents)

* *Equality Act 2010*

[*https://www.legislation.gov.uk/ukpga/2010/15/contents*](https://www.legislation.gov.uk/ukpga/2010/15/contents)

* *Data protection Act 2008*

[*https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted*](https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted)

* *Human rights Act 1998*

[*https://www.legislation.gov.uk/ukpga/1998/42/contents*](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*](https://www.legislation.gov.uk/anaw/2014/4/contents)

A diagram of a process

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