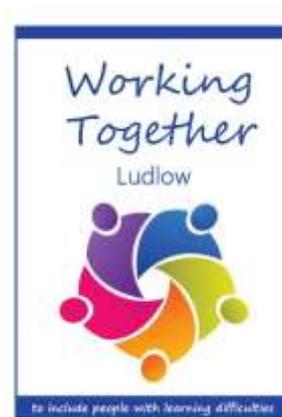


Safeguarding Adults Policy



| Version 1 | Date |
|-------------------------|---|
| Named Safeguarding Lead | Nicola North |
| Review Date | 23/10/2018 |
| | Governance files – hard copy Documents/WT Safeguarding/ |
| Signed | |

Working Together is a registered charitable company based in Ludlow. Working Together was founded in 2002 and provides support and opportunities for people with learning disabilities, adults and young people from age 11+ and their families in south Shropshire and north Herefordshire. We offer long term support, training, work opportunities and recreational activities firmly rooted in the local community.

Working Together 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.

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

Working Together will ensure that where appropriate decisions made will allow adults to make their own choices and include them in any decision making. Working Together will also ensure that safe and effective working practices are in place.

This policy is intended to support staff and volunteers working within Working Together 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 Working Together 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

This policy is based on:

- The Care Act 2014 and the Care and Support statutory guidance
- Keeping Adults Safe in Shropshire Board (KASiSB) 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>

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

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.

Working Together adheres to following the six key principles that underpin safeguarding work (See Care Act guidance)

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

Working Together will not tolerate the abuse of adults in staff and volunteers should ensure that their work reflects the principles above and ensure the adult with care and support needs is involved in their decisions and informed consent is obtained. Working Together should ensure 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. Working Together 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.

Working Together will not tolerate the abuse of adults Working Together 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.

Who do adult safeguarding duties apply to?

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 needs.

What should I do if I am concerned?

Staff and volunteers at Working Together 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.
- Alternatively, if you have an urgent concern or need want to talk to someone about an adult who is or might be being abused, call **Shropshire Council First Point of Contact: 0345 678 9044**

2. Report

- Name the person to whom staff/volunteers need to report any potential safeguarding concerns. This will usually be the organisation's designated safeguarding lead (see below)

3. Record

Make notes as soon as possible after/during the incident or conversation to ensure accuracy.

- Use the form available for reporting concerns about an adult. The relevant sections of the form should be completed and signed at each stage of the procedure. It can be used to forward information to the statutory authorities (Keeping Adults Safe in Shropshire Board (KASiSB) if a referral to them is needed. The form should be signed and dated by all those involved in its completion and kept confidentially on the persons file. The name of the person making the notes should be written alongside each entry.
- As far as possible, records should be written contemporaneously, dated and signed.

4. Keep records about safeguarding concerns confidential and in a location where the alleged abuser will not have access to the record. Access should not be given to any unauthorised personal for accessing confidential information including the sharing of passwords.

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
- Keeping Adults Safe in Shropshire Board (KASiSB) 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 designated safeguarding lead 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.

Who do I go to if I am concerned?

The named responsible person for safeguarding duties for Working Together is

Nicola North

01584 318 925

nicola@workingtogetherludlow.co.uk.

All staff and volunteers should contact Nicola North for any concerns/queries they have regarding safeguarding adults. Should Nicola be on leave or unwell contact

Fiona Calderwell

01584 318925, Fiona@workingtogetherludlow.co.uk.

A log of the concern must be kept.

The designated officer for safeguarding will be responsible to make decisions about notifying adult social services if required and consider alternative actions, where necessary.

The designated officer will also ensure that the safeguarding adults policies and procedures are in place and up to date. They will ensure a safe environment is promoted for staff and volunteers and

adults accessing the service. The designated officer for safeguarding adults will ensure they are up to date with their safeguarding adults training.

What are your roles and responsibilities?

All staff, management, trustees and volunteers at Working Together are expected to report any concerns to the named person for safeguarding. If the allegation is against one of Working Together members, volunteers, trustees or directors, seek advice from Working Together safeguarding lead Nicola North. If the allegation is against the safeguarding lead, seek advice from Keeping Adults Safe in Shropshire Board.

The designated safeguarding adults lead 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. 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. The named organisation should 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

Working Together 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.

If a staff or volunteer or any other member of the organisation is unhappy with the Working Together decision about the safeguarding concern, refer them to The Working Together Complaints Policy.

Working Together 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.

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

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. They rely on you to help them.

Confidentiality and information sharing

Working Together expects all staff, volunteers, trustees to maintain confidentiality at all times. In line with Data Protection law, Working Together does not share information if not required.

It should however be noted that information should 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.

Working Together is signed up to the Keeping Adults Safe in Shropshire Board information sharing agreement.

Recruitment and selection

Working Together 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.

Training, awareness raising and supervision?

Working Together ensures that all staff and volunteers receive basic awareness training on safeguarding adults as they may come across adults with care and support needs who may be at risk of abuse. Those adults may report things of concern to staff or volunteers who should be equipped with the basic knowledge around safeguarding adults and be confident to identify that abuse is taking place and action is required. All staff and volunteers should be clear about the core values of Working Together and commitment to safeguarding adults.

It is also useful to discuss training with staff who have attended training sessions to ensure they are embedding this in practice.

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>

Useful contacts

Nicola North
Designated Safeguarding Officer
01584 318 925
nicola@workingtogetherludlow.co.uk

Keep Adults Safe in Shropshire Board
First Point of Contact Team
03456789044

Contact numbers

In a life-saving situation call the police on [999](#).

For non-urgent contact with the police call [101](#).

To report a safeguarding concern by phone ring our [First Point of Contact team](#) on **03456 789044** Monday to Thursday, 9am to 5pm, and Friday 9am to 4pm.

If you have urgent adult safeguarding concerns **outside of these hours**, please phone the [Emergency Social Work Duty Team](#) on **0345 678 9040**

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

Raising a safeguarding concern

You are informed or become aware of possible abuse or neglect

- 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?

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)

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)

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

RECORD

Document the incident and any actions or decisions taken

REFER

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

SUPPORT

Provide support or feedback for the person identifying the safeguarding concern

Safeguarding Adult Review Referral Form

The Executive Board of the Keeping Adults Safe in Shropshire Board (KASISB) considers every referral based on whether it meets the criteria for a Safeguarding Adult Review. As much information as possible is needed to enable members to make a proportionate decision as to how to respond to a referral, ensuring if the case is accepted for a review, that maximum learning is achieved. Please complete as much information on this form as possible and submit to the local authority Designated Adult Safeguarding Manager (sarah.hollinshead-bland@shropshire.gov.uk).

| | |
|--|--|
| Referrer Name: | |
| Role: | |
| Agency (where applicable): | |
| Address: | |
| Telephone number: | |
| E-mail: | |
| Senior Manager Authorisation Name: | |
| Role: | |
| Telephone number: | |
| Address: | |
| Email address: | |
| Date referral authorised: | |
| Adult with care and support needs Name: | |
| Address: | |
| Date of birth: | |
| Summary of care and support needs (include both physical and mental health needs (where applicable): | |
| Date of Adult Safeguarding concern (where applicable): | |

| | |
|--|--|
| Summary of the Adult Safeguarding concern (where applicable): | |
| Date of death/serious injury (where applicable): | |
| Name and contact details of adult's representative and/or advocate: | |
| Details of GP: | |
| | |
| | |
| Agencies involved: | |
| | |
| | |
| Reason for Referral | |
| About this referral Please state why you think this person should be considered for a Safeguarding Adults Referral? Please give detail of any form of learning/incident review in relation to this case including recommendations from those processes (e.g. Serious Incident Investigation, Root Cause Analysis, Complaint investigation etc.) This should also include the impact (both actual and anticipated) arising from these recommendations | |
| Please detail any other relevant information that will enable the KASiSB Executive Board to reach a decision about how to respond to this referral | |