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| Board approval | 22.01.18 |
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Document History:

| Version | Page No(s) | Date | Brief details of amendment(s) to Policy |
|---------|------------|----------|--|
| V2 | 5 | 27.06.18 | 11.1 Link to updated and current version of Sussex Safeguarding Adults Policy and Procedure added. |

Policy Statement

Aspens Charities seeks to ensure positive and safe environments for the people it supports and for all who access its services. Individuals must be safeguarded from all forms of abuse and at all times be protected from the risk of abuse. Every possible action will be taken to prevent abuse and incidents of suspected abuse will be dealt with as effectively and promptly as possible.

1. Purpose of the Policy

1.1 This policy and the procedures within the policy are designed to fully inform and empower staff (including volunteers) in the consistent reporting of potential abuse. After reading this policy, individuals should be able to:

- Recognise forms of abuse.
- Understand the principles and values underlying the organisation’s approach to safeguarding the people it supports and the ways in which the organisation does this.
- Understand the steps taken to avoid abuse taking place.
- Understand their absolute duty to report concerns.
- Understand the action they must take and follow reporting procedures for allegations of abuse.

2. Policy

2.1 Legislation

The organisation seeks to work in line with the various Local Authorities within which it operates and their policies, procedures and guidance relating to safeguarding adults from abuse. Links to the relevant Local Authorities can be found within the procedural section of this document. The procedures must be adhered to when reporting safeguarding concerns.

2.2 The organisation recognises the importance of national guidance such as contained in the Department of Health guidance on protecting vulnerable adults: ‘**No Secrets**’ which can be found using the following link:

<https://www.gov.uk/government/publications/no-secrets-guidance-on-protecting-vulnerable-adults-in-care>

2.3 The organisation seeks to comply in all respects with current safeguarding legislation and regulations including the Care Quality Commission (CQC) regulation 20 relating to “**Duty of Candour**”:
<http://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-20-duty-candour>

2.3 The organisation recognises that supported individuals who might lack mental capacity are particularly vulnerable to abuse and exploitation. It is accordingly mindful of the need to follow the principles and practice guidance that has accompanied the **Mental Capacity Act 2005 and Deprivation of Liberty Safeguards**.

3. Defining Abuse

3.1 The organisation recognises that abuse of individuals may take the following forms. This list is not exhaustive:

- Physical abuse
- Financial or material abuse
- Psychological abuse
- Sexual abuse
- Bullying
- Neglect
- Discriminatory abuse
- Self-harm
- Inhuman or degrading treatment
- Inappropriate or excessive restraint and other forms of institutional abuse
- Exploitation to extremism and radicalisation

Please Note: This policy must be read in conjunction with the "Prevention of Extremism and Radicalisation Policy".

4. Identifying Abusers

4.1 The organisation accepts that abuse may be committed by a range of possible people. It therefore accepts its responsibility to protect supported adults accessing the organisation's services from possible abuse from all sources, including:

- Staff and management of the organisation
- Volunteers working within the organisation
- Visiting health and social care practitioners and other official visitors
- Individuals friends and relatives
- People who have contact with individuals while they are accessing community facilities
- Other individuals that access the service

5. The Role and Accountability of Staff in Relation to Abuse

5.1 The organisation insists that all employees (including volunteers) have responsibility to:

- Provide individuals with a safe environment and with the best possible care and support
- Desist from any abusive action in relation to individuals
- Report anything they witness which is or might be abusive
- Cooperate in every possible way with any investigation into alleged abuse
- Participate in training activities, ensuring regular updates as required, relating to safeguarding adults from abuse

6. The Role and Accountability of Managers

6.1 The Organisation requires its managers to take responsibility for:

- Developing systems and structures within which it is possible to deliver the best possible care and support
- Encouraging a culture and ethos for the organisation which is hostile to any type of abuse
- Producing and regularly revising the policies and procedures to combat abuse
- Operating personnel policies which identify, appropriately deal with and if necessary exclude potential or actual abusers
- Ensuring all employees complete and pass training in 'Safeguarding Adults' during their

induction period with refresher training thereafter as required
ensuring thereafter that training is regular and up-to-date in all aspects of abuse and protection

- Investigating and reporting any evidence of abuse speedily and sympathetically and where appropriate referring to the relevant Local Authority policies, procedures and guidance
- Implementing improvements to procedures if an investigation into abuse reveals deficiencies in the way in which the organisation operates
- Collaborating with all the other relevant agencies in combating abuse and improving the protection of individual

7. Recruitment Practices

7.1 The organisation takes great care in the recruitment of staff, carries out all possible checks on recruits to ensure that they are of a high standard, and cooperates in all initiatives regarding the sharing of information on employees who are found to be unsuitable to work with vulnerable people.

7.2 The organisation ensures stringent procedures are followed which include the **Disclosure and Barring Service** (DBS) checks (as appropriate to the role of the employee).

7.3 Reference checks are carried out on all potential employees.

8. Preventing Abuse from Occurring

8.1 The organisation is committed to taking all possible steps to prevent abuse from occurring including:

- Setting out and making widely known the procedures for responding to suspicions or evidence of abuse
- Operating personnel policies which ensure that all potential employees are rigorously checked
- Incorporating material relevant to abuse into staff training at all levels
- Maintaining vigilance concerning the possibility of abuse of individuals from whatever source
- Encouraging staff, individuals and all other stakeholders to develop a climate of openness and awareness which makes it possible to report concerns about behaviour which might be abusive or might lead to abuse
- Ensuring the organisation's "**Whistleblowing Policy**" is available to all employees
- Devising systems and strategies of support which minimise the risk of abuse of individuals by other supported individuals
- Providing staff training in positive behaviour support and behaviours of concern so that they understand and deal appropriately with any form of aggression between supported individuals
- Maintaining robust procedures for regulating any contact employees need to have with regard to individuals' property, money or financial affairs
- Communicating concerns to the appropriate officers of the relevant Local Safeguarding Authority and CQC, in line with current policies and authoritative professional guidance
- Enabling supported individuals as far as possible to avoid or control situations or relationships which would make them vulnerable to abuse

9. Identifying Actual or Possible Abuse

9.1 The organisation aims to identify any instances of actual or possible abuse involving individuals by all possible means including:

- Fostering an open and trusting communication structure within the organisation so that employees, supported individuals and others feel able to discuss their concerns with someone authorised to take action
- Ensuring that all staff and individuals know to whom they may turn for advice and action if they become aware or suspect that abuse is occurring
- Ensuring employees know and feel confident to use the **Whistleblowing Policy** if they feel

unable to openly voice their concerns

- Encouraging staff to recognise that a commitment to the highest possible standards of care and support must overrule loyalty to colleagues individually or corporately
- Making it clear to staff that not to report incidents or suspicions of abuse is itself abusive and may lead to disciplinary or criminal proceedings
- Operating systems of management, supervision, internal inspection, and quality control which have the potential to reveal abuse where it exists

10. Procedure for Reporting Safeguarding Concerns

10.1 The following organisational procedure must be followed

10.2 If you witness an act of abuse, suspect that an individual has been subject to abuse or is at risk of abuse (whether it is deemed intentional or unintentional), then you must follow this procedure.

10.3 **DO NOT** discuss it with anyone other than the person to whom you are reporting the incident. Such incidences should not be discussed within staff teams at any point as this could affect any safeguarding investigations and/or evidence.

10.4 All Managers and employees, including volunteers must also read the 'relevant Local Authority **"Safeguarding Adults Policy and Procedures"**, which is the main point of reference when managing safeguarding concerns.

10.5 It is essential, when using the Local Authority reporting forms, to **always** refer to the on-line version as this will be updated regularly. **DO NOT** download the policy or forms to save copies as future changes will not be reflected within it.

Members of Staff should immediately carry out the following:

- Ensure any immediate action regarding the safety of the Individual (or individuals) concerned is taken, including any emergency medical treatment
- Immediately report any concerns to the manager of the service you work in, or the on-call manager, as appropriate
- Phone the police on 999 if the individual is in immediate danger

The 'Reporting Manager', usually the manager of the service will then immediately action the following:

- Report the incident to the senior operations manager or nominated individual
- For out-of-hours safeguarding concerns - contact the senior on-Call
- Unless you would be putting the adult concerned at risk, talk to the adult regarding their view of the concern, what they want to happen and agree actions that will be taken
- Raise a safeguarding alert with the relevant Local Authority "Adult Social Care Duty Team" without delay (contact details below)
- All concerns should be raised within 24 hours
- If unsure whether a safeguarding concern should be raised, seek advice from Adult Social Care Team of the relevant Local Authority (contact details below)
- Refer to the police if the suspected abuse is a crime or offence
- Ensure any staff member or volunteer who may be thought to be the cause of risk is not in contact with the adult, or other adults

Please Note: All safeguarding concerns should also be treated as a "Serious Incident". The manager of the service must refer to the **"Reporting of Serious Incidents Policy"** and guidance which can be accessed within the Policies Manual

11. Local Authority Contact Details for Reporting Safeguarding Concerns and further sources of Information

11.1 To access the Sussex Safeguarding Adults Policy and Procedure, use the following link:
<http://sussexsafeguardingadults.procedures.org.uk/>

For services and support carried out in East Sussex

East Sussex –Adult Social Care Direct Tel: **0345 60 80 191** - this is the same number for out of hours and you will be redirected to the out of hours Duty Team

For services and support carried out in West Sussex

West Sussex Adult Services Tel: **01243 642 121** – this is the same number for out of hours

For services and support carried out in Brighton and Hove

Brighton & Hove City Council Adult Social Care Tel: **01273 295555**
On-line Safeguarding Adults report form available on:
www.brighton-hove.gov.uk accesspoint@brighton-hove.gov.uk

For Services and Support carried out in the London Borough of Bexley

<https://carehub.bexley.gov.uk/web/portal/pages/help/safe/adabuse>

On-line Safeguarding Adults report form:
<https://www.bexley.gov.uk/services/adult-social-care/report-adult-safeguarding-concern>

London Borough of Bexley Adult Social Care: 0208 3037777 or
Email: screeners@bexley.gov.uk

For Services and Support carried out in Kent

On-line safeguarding reporting form available at:
<http://www.kent.gov.uk/social-care-and-health/report-abuse>

Office hours Tel: **03000 41 61 61** (text relay 18001 03000 41 61 61) or email
social.services@kent.gov.uk. Out of hours and in an emergency Tel: **03000 41 91 91**.

For Services and Support carried out in Medway

On line safeguarding reporting form available at:
http://www.medway.gov.uk/pdf/SAF_Form_Oct_14_V3.pdf

Medway Adult Social Care Department Tel: **01634 33 44 66** between 8.30am and 5pm
Out-of-hours service in an emergency Tel: **03000 41 91 91**.

For Services and Support carried out in Surrey

Surrey Multi Agency Safeguarding Hub (MASH) Tel: 0300 470 9100 between 9am to 5pm, Monday to Friday Email: mash@surreycc.gov.uk

Out of hours service in an emergency Tel: 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

11.2 The Duty Teams should advise you to inform social workers and families of all the supported individuals involved. If not or you are unsure, then ask.

11.3 All reporting will require you to scan or email any alert forms, including any incident forms to the vulnerable adult's social worker and you must inform them that you have reported the incident to the Adult Safeguarding Team. If they do not have an allocated social worker, the Duty Team will take responsibility.

12. CQC Serious Incident Reporting

The manager of the service or nominated individual will also:

Report to Care Quality Commission (CQC) National Area Office on **03000 616161**

Email or Post 'Notification' forms to HSCA_notification@cqc.org.uk. Notification forms are accessed via the CQC website www.cqc.org.uk **DO NOT** download and save Notification Forms as they may not reflect the most up to date information.

CQC ADDRESS:

Care Quality Commission (CQC)
City Gate
Gallow Gate
Newcastle –Upon- Tyne
NE14PA

13. Associated Policies and Procedures:

Positive Behaviour Support Policy
Whistle-blowing Policy
Mental Capacity and Deprivation of Liberty Safeguards Policy

14. Applicability and scope

- This policy applies to all staff and volunteers working with Service Users. in, or for the organisation
- All staff have responsibility for ensuring that they work within the remit of this policy and in the way they have been trained.

15. Review

This policy should be reviewed annually or if the service is notified of any changes of legislation, guidance, national or local policies.