

Safeguarding



OVER DAY CENTRE

Contents

6. Safeguarding..... 3

6.1 Safeguarding and Protection of Vulnerable Adults Policy..... 3

6.2 Procedure for Dealing with the Abuse of Vulnerable Adults 6

6. Safeguarding

6.1 Safeguarding and Protection of Vulnerable Adults Policy

The Day Centre recognises its duty of care to clients while they are in attendance and its responsibilities for the protection of vulnerable adult clients from abuse.

We are fully committed to safeguarding the welfare of vulnerable adults by taking all reasonable steps to protect them from neglect, psychological, physical, sexual or emotional harm. All staff will at all times show respect and understanding for the rights, safety and welfare of our clients and conduct themselves in a way that reflects our principles.

Every client should be able to participate in an enjoyable and safe environment and be protected from harm. We recognise that abuse can be an emotive subject. It is important to understand the feelings involved and not to allow that to interfere with judgment about any action that needs to be taken. We also recognise our responsibility to safeguard and promote the welfare of all clients by protecting them from physical, sexual, psychological or emotional abuse, neglect and bullying.

The characteristics of adult abuse can take a number of forms and cause victims to suffer pain, fear and distress reaching well beyond the time of the actual incident(s). Victims may be too afraid or embarrassed to raise any complaint. They may be reluctant to discuss their concerns with other people or unsure who to trust or approach with their worries.

There may be some situations where victims are unaware that they are being abused or have difficulty in communicating this information to others.

You must remain vigilant at all times of the risk of abusive behaviour from different sources including members of their family, guardians/carers, other clients and employees. If you believe that any clients have been subjected to abuse, you should refer the circumstances to the Centre Manager for full investigation. If the alleged perpetrator of abuse is another employee, the circumstances will be investigated fully under our Disciplinary Procedure. If necessary, we will refer details of the circumstances to the relevant body.

What is abuse?

Abuse is a violation of an individual's human and civil rights by any other person or persons.

It can take a number of forms:

- Physical abuse e.g., hitting, pushing, shaking, inappropriate restraint, force-feeding, forcible administration of medication, neglect, or abandonment
- Sexual abuse e.g., involvement in any sexual activity against their will, exposure to pornography, voyeurism, and exhibitionism
- Emotional/psychological abuse e.g., intimidation or humiliation
- Financial abuse e.g., theft or exerting improper pressure to sign over money from pensions or savings etc.
- Neglect or acts of omission e.g., being left in wet or soiled clothing, or malnutrition
- Discriminatory abuse e.g., racial, sexual, or religious harassment

- Personal exploitation – involves denying an individual their rights or forcing them to perform tasks that are against their will
- Violation of rights e.g., preventing an individual speaking his/her thoughts and opinions
- Institutional abuse e.g., failure to provide a choice of meals or failure to ensure privacy or dignity

What is a vulnerable adult?

A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited.

This may include a person who:

- Is elderly and frail
- Has a mental illness including dementia
- Has a physical or sensory disability
- Has a learning disability
- Has a severe physical illness
- Is a substance misuser
- Is homeless

Responsibilities

All members of staff have a responsibility to:

- provide the best care;
- be aware of this policy and to report any suspicions that they might have about adult abuse to the Centre Manager; and
- avoid abusive actions.

The Board of Trustees and Centre Manager will ensure:

- policies and robust procedures are in place relating to abuse and protection which identify, deal with and exclude potential abusers;
- that every member of staff, volunteer and Trustee shall know the name of the designated person and his/her role;
- that every member of staff has training to enable them to respond appropriately and sensibly to vulnerable adult protection concerns during induction and yearly updates;
- that every member of staff knows that he/she has individual responsibility for referring concerns about the protection of vulnerable clients; and
- staff are aware of the consequences of failing to report abuse, if known, which could result in possible disciplinary or criminal proceedings.

Rights of vulnerable adults

Vulnerable adults have the right to:

- be made aware of this policy;
- to have alleged incidents recognised and taken seriously;
- to receive fair and respectful treatment throughout;
- to be involved in any process as appropriate; and
- to receive information about the outcome.

Support

We will endeavour to support vulnerable clients:

- through the development of a responsive and knowledgeable staff trained to respond appropriately with situations involving vulnerable adults;
- by providing appropriate support to staff to whom a disclosure has been made;
- by positively involving and working with other people relevant to the case;
- by being guided by Cambridgeshire County Council procedures when providing support to a member of staff against whom an allegation of abuse has been made; and
- by being transparent and accountable when dealing with abuse.

Confidentiality

While acknowledging the need to create an environment conducive to speaking freely, staff should make it clear to clients or their carers who approach them, asking for complete confidentiality, that in some circumstances staff are bound to pass on what they are told. Staff must never give undertakings of absolute confidentiality. The client should be assured that the matter will be disclosed only to people who need to know about it and that this in the first instance will be the designated person.

6.2 Procedure for Dealing with the Abuse of Vulnerable Adults

All those making a complaint, allegation, or expression of concern, whether staff, clients, carers or members of the public should be reassured that they will:

- be taken seriously;
- their comments will be treated confidentially as far as possible, but their concerns may be shared if they or others are at significant risk;
- as a client, be protected from the risk of reprisals or intimidation; and
- if staff, be given support and protection.

Procedure for when an Allegation of Abuse is Made or Abuse Occurs

1. If an allegation is made to a member of staff or there is a suspicion of abuse then the member of staff should inform the Centre Manager, as Designated Person, as soon as possible.
2. A staff member who witnessed a situation in which a client is at risk of abuse or is being abused, must take reasonable action to stop what is happening, without putting themselves or others at risk of harm.
3. The staff member must call for help if needed and report immediately and to the Centre Manager or staff member in charge.
4. The Centre Manager or staff member in charge will support the client and take any further action to protect them.
5. The Centre Manager or staff member in charge will take steps to protect the client from further contact with the alleged abuser and provide any special care or health checks needed.
6. Should the abuser be a member of staff, the alleged abuser will be suspended from duty immediately, or be continually supervised, (according to the seriousness of the incident) while the incident is being investigated.
7. The account will be taken seriously and treated confidentially at all times.
8. The possible victim of abuse will be interviewed to establish their account of the incident and their views and preferences will be considered at all times.
9. Support from family members of other representatives will be made available upon request.
10. A full investigation will be carried out, staff interviewed, evidence recorded, and expert assistance accessed where required.
11. The Centre Manager should make a written record of the allegation or suspicion of abuse and contact the Chair of Trustees or another appropriate Trustee and Cambridgeshire County Council.
12. If a staff member has been told about the allegation of abuse in confidence, they should attempt to gain the consent of the person to make a referral to another agency. However, the gaining of the consent is not essential for information to be passed on. Consideration needs to be given to:
 - a) The scale of the abuse
 - b) The risk of harm to others
 - c) The capacity of the victim to understand the issues of abuse and consent
13. If there is any doubt about whether or not to report an issue to Cambridgeshire County Council (CCC) then it should be reported.

14. In emergency situations (e.g. where there is the risk or occurrence or severe physical injury), where immediate action is needed to safeguard the health or safety of the individual or anyone else who may be at risk, the emergency services must be contacted.
15. Where a crime is taking place, has just occurred, or is suspected, the police must be contacted immediately.
16. If a client wishes no further action be taken the investigating officer will need to consider if others may be at risk or not.
17. A decision will be made following the outcomes of the assessment and the clients kept informed on an ongoing basis.
18. All staff will be treated in a fair manner respecting their legal right.
19. All findings will be presented to the Chair of Trustees who will decide what action to take.
20. If the abuser is proven to be a staff member the Chair of Trustees and the Centre Manager will initiate the appropriate action which might include disciplinary action or retraining.
21. The client will then be informed of the outcomes and consulted on any other action or redress that may help to support them.
22. A full and complete record will be kept paying particular attention to the sensitivity of the abused person.
23. All clients will be supported in taking decisions regarding an abuse, considering their ability to make any or some decisions for themselves. We will undertake to access an independent mental capacity advocacy if needed.

Disclosure and barring service checks

As part of the recruitment procedure, all newly appointed staff that have contact with vulnerable adults will be required to undertake an enhanced Disclosure and Barring Service (DBS) check.

If you are added to a barred list under the Disclosure and Barring Service (DBS) during your employment, we may be legally obliged not to allow you to continue to engage in regulated activity. If we receive notification that you have been barred, we will investigate whether you can continue to be employed in activities that are not regulated activities, but in these circumstances, we reserve the right to dismiss you without notice. Please refer to the Recruitment of Ex-Offenders Policy.

Contact numbers

Customer Services at Cambridgeshire County Council - 0345 045 5202

referral.centre-adults@cambridgeshire.gov.uk

Peterborough Emergency Duty Team - 01733 234724

If the person is in immediate danger or needs medical treatment, please contact the police and/or call the emergency services on 999.