

Safeguarding Adults Policy

Last Updated June 2020

This policy will enable Beacon Care and Advice (Beacon) to demonstrate its commitment to keeping safe the vulnerable adults with whom it works. Beacon acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

It is important to have the policy and procedures in place so that staff, volunteers, service users and carers can work to prevent, and know what to do in the event of, abuse.

The policy statement and procedures have been drawn up in order to enable Beacon to:

- promote good practice and work in a way that can prevent harm, abuse and coercion
- to ensure that any allegations or suspicions of abuse are dealt with appropriately and the person experiencing abuse is supported
- and to stop that abuse occurring.

The policy applies to all staff, including directors, senior managers, cooperative members, paid staff, volunteers, sessional workers, agency staff, students and anyone working on behalf of Beacon.

Beacon will not tolerate the abuse of adults in any form and is committed to safeguarding adults with care and support needs from harm.

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

Beacon will ensure that any and all action taken will allow adults to make their own choices and be included in any decision making. Beacon will also ensure that safe and effective working practices are in place.

This policy is intended to support staff and volunteers working within Beacon to understand their roles and responsibilities in safeguarding adults. All staff and volunteers are expected to follow this policy.

The key objectives of this policy are for all Beacon staff 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
- Leicester, Leicestershire and Rutland Safeguarding Adults policy and procedures
- Leicester, Leicestershire and Rutland's Safeguarding Adults Board's local procedures and appendices

Additional reference is to the Human Rights Act 1998, under which every person has the right to live free from abuse and neglect.

Copies of this policy should be available within Beacon and staff and volunteers should be made aware of how this policy can be accessed.

This policy should be read in conjunction with the following policies

- Equal Rights and Diversity
- Child Protection
- Volunteers
- Complaints
- Whistle Blowing
- Confidentiality
- Disciplinary and Grievance
- Data Protection
- Recruitment and Selection
- Any other relevant policies that the organisation has in place (e.g. Challenging Behaviour, Handling Money)

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 for 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 may be unable to do so because of an accident, disability, frailty, addiction or illness.

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

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

Staff and volunteers should ensure that their work reflects the principles above and make sure the adult with care and support needs is involved in decision making and informed consent is obtained. Beacon should ensure that the agreed safeguarding action 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. Beacon 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.

Beacon will ensure that adults are involved in their safeguarding arrangements and each client is dealt with on a case by case basis. Since individuals may have different preferences, histories and lifestyles, 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, or the experience, of abuse or neglect, because of those needs

Who do I go to if I am Concerned?

The lead named responsible person for safeguarding duties for Beacon is:

Sally Flanagan, Contact Telephone 01858 456915.

The person with deputy responsibility is:

Lyn Kirby, Work telephone number: 01858 456915

All staff and volunteers should contact **Sally Flanagan** or **Lyn Kirby** for any concerns or queries they have in relation to safeguarding adults. A log of the concern must be kept. (Direct personal contact details will be given to Beacon staff at induction.)

Sally Flanagan or in her absence Lyn Kirby will be responsible for making decisions about notifying adult social services if required and consider alternative actions where necessary.

The responsible person for safeguarding adults 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. They will also ensure that they are up to date with their safeguarding adults training.

What Should I do if I am Concerned?

Staff and volunteers at Beacon who have any adult safeguarding concerns should:

- Respond
- Take emergency action if someone is at immediate risk of harm/in urgent need of 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.
- Report
 - Contact Sally Flanagan, Safeguarding Lead as soon as possible. (If you cannot get hold of Sally, contact Beacon Directors, Lyn Kirby or Jacky Wilford)
- Record

It is vital that a written record of any incident or allegation of crime is made as soon as possible after the information is obtained. Written records must reflect as accurately as possible what was said and done by the people initially involved in the incident, either as a victim, suspect or potential witness. The notes must be kept safe as it may be necessary to make records available as evidence and to disclose them to a court.

You must make an accurate record at the time, including;

- the date and time of the incident
- the appearance and behaviour of the adult
- any injuries observed
- the adult's exact account of what happened, using their own words, about the abuse and how it occurred, or what exactly and specifically has been reported to you
- the views and wishes of the adult
- any actions and decisions take at this point
- exactly what you saw if you witnessed the incident
- a record of what any witnesses said
- the name and signature of the person making the record

As far as possible, records should be written contemporaneously, dated and signed. Keep records about safeguarding concerns confidential and in a location where the alleged abuser will not have access to the record. Access to confidential information must not be given to any unauthorised person. This includes the sharing of passwords. (See Data Protection/Privacy Policy)

- Refer

In making a decision on whether to refer or not, the designated safeguarding lead should take into account:

- the adult's wishes and preferred outcome
- whether the adult has mental capacity to make an informed decision about their own and others' safety
- the safety or wellbeing of children or other adults with care and support needs
- whether there is a person in a position of trust involved
- whether a crime has been committed

This should inform the decision of whether or not to notify the following people:

- the police if a crime has been committed and/or
- Leicestershire's Adult Social Care Team (part of Adult Social Services) 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 or not referring the concern.

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.

As soon as Adult Social Services becomes involved, a four-stage safeguarding adults process is followed. For more information about this process, refer to the Leicester, Leicestershire and Rutland Safeguarding Adults Board.

What Are Your Roles and Responsibilities?

All staff, management, trustees and volunteers at Beacon are expected to report any concerns to the named person for safeguarding. If the allegation is against one of Beacon's members, volunteers or directors, seek advice from Beacon safeguarding lead Sally Flanagan. If the allegation is against the safeguarding lead, seek advice from Leicester, Leicestershire and Rutland Adult Safeguarding Board and consult Beacon's Whistleblowing Policy.

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. Beacon 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

Beacon 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 member of staff, a volunteer or any other member of the organisation is unhappy with Beacon's decision about the safeguarding concern, refer them to Beacon's Complaints Policy.

Beacon 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. (Please see Beacon Whistleblowing Policy.)

Why is it Important to Take Action?

It may be difficult for adults with care and support needs to protect themselves from, and report, abuse. They may rely on you to help them.

The Mental Capacity Act 2005 is to be used when decisions are made 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. You will need to involve an advocate if the person lacks capacity to make decisions about the safeguarding concern.

Confidentiality and Information Sharing

Beacon expects all staff, volunteers, trustees, directors and members to maintain confidentiality at all times. In line with data protection law, Beacon 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. See the Social Care Institute for Excellence's guidance for further details on information sharing and safeguarding.

Beacon is registered with the Leicestershire and Rutland Safeguarding Adults Board.

Recruitment and Selection

Beacon is committed to safe employment. Safe recruitment practices, such as Disclosure and Barring checks, reference checking and Right to Work in the UK reduce the risk of exposing adults with care and support needs to people unsuitable to working with them.

Training, Awareness Raising and Supervision

Beacon 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 incidences of concern to staff or volunteers, who should be equipped with basic knowledge around safeguarding adults and be confident to identify when abuse is taking place and action is required. All staff and volunteers should be clear about the core values of Beacon and our 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 their practice.

Staff and volunteers may also encounter concerns about the safety and wellbeing of children. For more information about children’s safeguarding, refer to Beacon Children’s Safeguarding Policy.

Prevent

Radicalisation 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 their literature.

Useful Contacts

Organisation/Department	Contact Details
Emergency Duty Team/Out of Hours	For Leicester City, Leicestershire and Rutland: 0116 255 1606
Safeguarding (Referrals)	Leicester City: 0116 454 1004 Leicestershire: 0116 305 0004 Leicestershire Safeguarding Team Duty: 0116 3054933 Rutland: 01572 758 341
Safeguarding Adults Board Managers	Leicester City: 0116 454 6270 Leicestershire and Rutland: 0116 305 7130
Child Protection Referrals	Leicester City: 0116 454 1004 Leicestershire: 0116 305 0005 Rutland: 01572 758 407
Safeguarding Children Boards	Leicester City: 0116 454 6520 Leicestershire and Rutland: 0116 305 7130
Police	101
Care Quality Commission	03000 616 161

Useful Links

Care Act

<http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

Leicestershire and Rutland Adult Safeguarding

<http://lrsb.org.uk/adults>

Carer and Support Statutory Guidance

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/506202/23902777_Care_Act_Book.pdf

Prevent

<https://www.gov.uk/government/publications/prevent-duty-guidance>

Information sharing

https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessage_s.asp

APPENDIX

What is Abuse?

The Care and Support Statutory Guidance sets out the 10 main types of abuse:

• Physical abuse	• Discriminatory
• Neglect	• Organisational
• Sexual abuse	• Domestic violence
• Psychological abuse	• Modern slavery
• Financial abuse	• 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 must 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, particularly around the 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

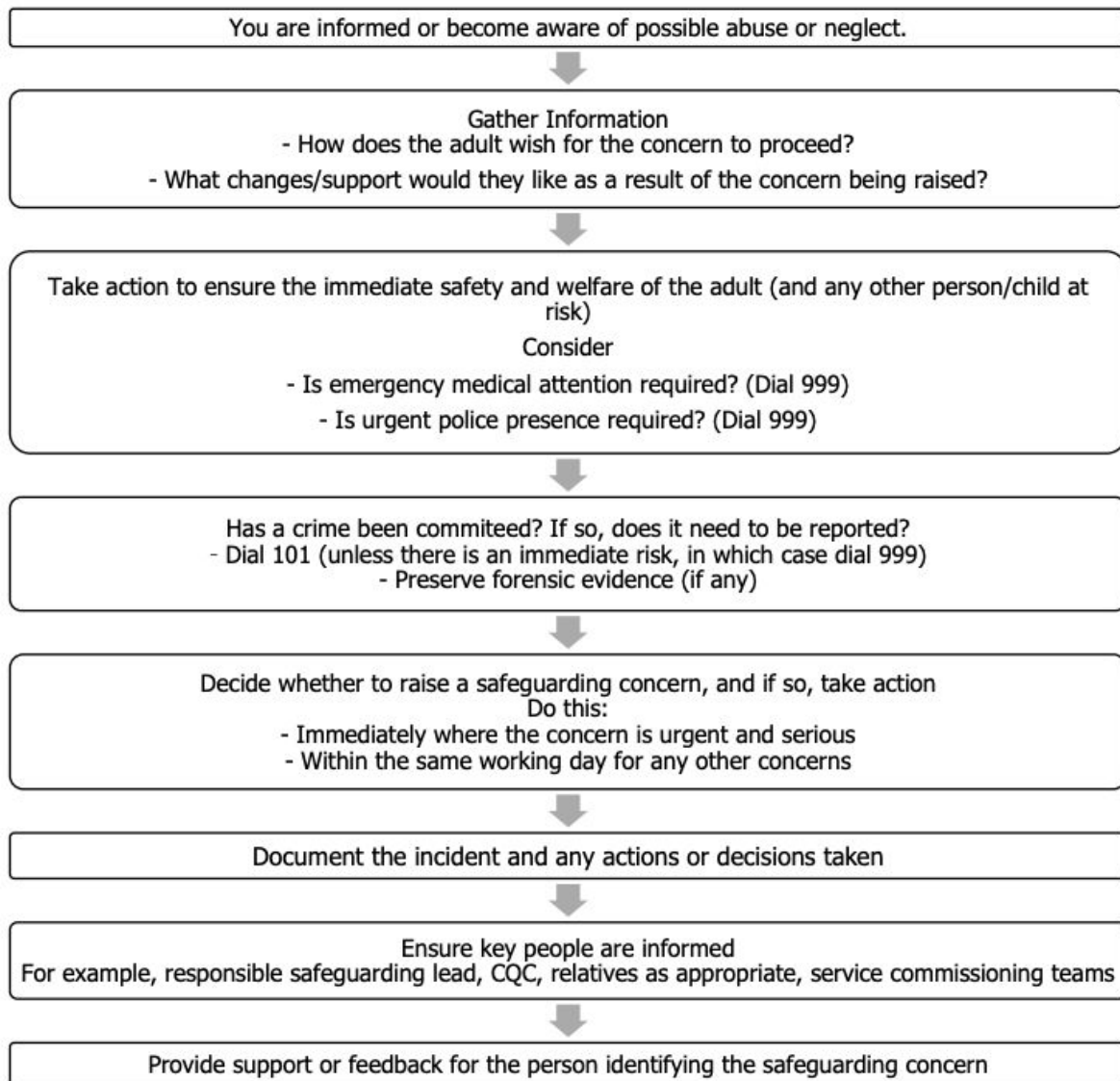
You should ask the person if you are unsure about their well-being as there may be other explanations for the above presentations.

Who Abuses and Neglects Adults?

Abuse can happen anywhere, even in somebody's own home. Most often abuse is committed 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
- strangers

Raising a Safeguarding Concern



Thanks and acknowledgement to [West and North Yorkshire and York regional Multi-Agency Policy and Procedures](#) for this flowchart.