



Safeguarding Policy

(DS-CS004)

Policy Owner	
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Version Control:

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1	First draft written 02/07/2017 (v01)	
2	Policy review 09/09/2020 – amends section 3 & 5 (v02)	MP
3	Policy review 21/07/2021 (v03)	IL
4	Signed off by Services Committee 11/08/2021	ST
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Introduction

The Safeguarding of all vulnerable adults, children and young people accessing the services of Dementia Support is of paramount importance to the Board of Trustees and all staff.

This policy applies to all staff, trustees, volunteers, sessional workers, agency staff and students or anyone working on behalf of Dementia Support.

The purpose of this policy is to:

- ✿ Actively promoting the empowerment and wellbeing of vulnerable adults through sensitive and responsive service provision.
- ✿ Supporting the independence and self-determination of the individual, including the recognition that such a right can involve risk, which is understood by all concerned and which is minimised wherever possible.
- ✿ Ensuring the safety of vulnerable adults through strict adherence to the guidelines below, through applying integrated partnership strategies of the local authority and through the provision of training and support to all staff and trustees working for Dementia Support
- ✿ Protect children and young people who support or partake in Dementia Support's services; this includes children of adults who access our services
- ✿ Ensuring that the law and statutory requirements which relate to the vulnerable adults are known and put into practice, when required.
- ✿ Provide staff and volunteers with the overarching principles that guide our approach to safeguarding and child protection

Dementia Support believes that a child, young person, or adult should never experience abuse of any kind. We have a responsibility to promote the welfare of all children, young people, and adults and to keep them safe.

Principles

The guidance given in this policy is based on the following principles:

- ✿ The welfare of the child, young person or adult is paramount
- ✿ All adults, children, and young people, regardless of age, ability or disability, gender, race, religion, ethnic origin, sexual orientation, marital or gender status have the right to be protected from abuse and poor practice and to participate in an enjoyable and safe environment.
- ✿ Dementia Support will seek to ensure that our services are inclusive and make reasonable adjustments for any ability, disability, or impairment. We will also commit to continuous development, monitoring and review.
- ✿ The rights, dignity and worth of all adults, children and young people will always be respected.

- ✿ We all have a shared responsibility to ensure the safety and well-being of all adults, children, and young people, and will act appropriately and report concerns where these arise.
- ✿ All allegations will be taken seriously and responded to quickly.

In addition, Dementia Support recognises:

- ✿ The role and responsibilities of the statutory agencies in safeguarding adults and is committed to complying with the procedures of the Local Safeguarding Adults Boards.
- ✿ That ability and disability can change over time, such that some adults, children, and young people may be additionally vulnerable to abuse, in particular those adults with care and support needs
- ✿ Some children, young people, adults may be additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
- ✿ Working in partnership with children, young people and their parents/carers and adults and their carers and families, and other agencies is essential in promoting that person's welfare

The six principles of adult safeguarding

The Care Act 2014 sets out the following principles that should underpin safeguarding of adults:

- ✿ **Empowerment** - People being supported and encouraged to make their own decisions and informed consent. "I am asked what I want as the outcomes from the safeguarding process, and these directly inform what happens."
- ✿ **Prevention** – It is better to act before harm occurs.
"I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help."
- ✿ **Proportionality** – The least intrusive response appropriate to the risk presented.
"I am sure that the professionals will work in my interest, as I see them, and they will only get involved as much as needed."
- ✿ **Protection** – Support and representation for those in greatest need.
"I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want."
- ✿ **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting, and reporting neglect and abuse. "I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me."
- ✿ **Accountability** – Accountability and transparency in delivering safeguarding.
"I understand the role of everyone involved in my life and so do they."

Responsibilities

Responsibility of The Trustees

- ✿ To familiarise themselves with the Policy for the Protection of Vulnerable Adults, adopt it, and ensure adherence to it and any revisions made thereafter.
- ✿ To ensure that procedures are in place for liaising with and reporting to the local authority.

- ✿ To ensure systems are in place for the proper recruitment, selection and vetting of staff and volunteers, following all current legal requirements and employment policies.
- ✿ To ensure that systems are in place for the proper supervision and training of all staff and volunteers.
- ✿ To ensure that the Policy, and the accompanying procedures, have been made available to all staff and volunteers.
- ✿ To take reasonable steps to ensure the safety of staff and volunteers working in situations where violence towards adults is suspected or known.

Responsibility of the Operational Safeguarding Lead (Head of Sage House)

- ✿ To understand and implement all procedures detailed in the Policy for the Protection of Vulnerable Adults
- ✿ To be fully up to date on all local authority procedures and guidance relating to inter-agency work on the protection of vulnerable adults
- ✿ To ensure all staff are fully trained and updated on all aspects of working with vulnerable adults
- ✿ To ensure staff understand the requirements of the Policy through effective supervision and staff appraisal
- ✿ To ensure the safety of all staff and volunteers through effective risk management procedures, and the implementation of all related policies
- ✿ To inform the Safeguarding Lead Officer (Chair of the Service Development Committee) of any action taken in relation to this Policy, as soon as is feasible, and always observing confidentiality.
- ✿ To establish and maintain effective working relationships with all other agencies involved in the delivery of services for the elderly.

Recruitment, Vetting and Monitoring Procedures

Dementia Support must ensure that abuse is not perpetrated by its own personnel through vigilant vetting at the stage of recruitment and selection, including DBS checks and checks against the Protection of Vulnerable Adults(POVA) list.

Dementia Support will refer any staff member or volunteer reasonably considered guilty of causing harm to a vulnerable person or of placing them at risk of harm to the POVA list.

Trustees need to be able to demonstrate that they are aware of this risk and have taken all reasonable steps to protect the charity and its customers.

Managers should regularly supervise staff, to enable monitoring of relationships and give staff an opportunity to share concerns.

Relevant law generally covers either prevention or protection. However, there is no specific legislation to protect vulnerable adults since legal assumption is based on adult competence. Vulnerable adults may therefore be at risk and remain in dangerous situations because:

- ✿ Staff has no power to gain access to, or remove the adult from a dangerous situation, or investigate further the context of their affairs.

- ✿ The vulnerable adult is deemed to be competent and refuses all assistance.

Training

All staff, volunteers and trustees of Dementia Support must receive and read this policy and its procedures are to be adopted. Staff awareness, where possible should include:

- ✿ Basic induction training for all staff working directly or indirectly with an adult, child or young person receiving a service from Dementia Support. This should include awareness:
 - ✿ that abuse can take place
 - ✿ types of abuse
 - ✿ how to deal with disclosure
 - ✿ the procedures to be followed
 - ✿ record keeping and confidentiality
 - ✿ how to seek support when working in stressful or pressurised circumstances.
- ✿ Follow-up development and support within supervision structures.
- ✿ Annual staff appraisal to ensure up to date competence.
- ✿ Specialist training for organisation managers or coordinators who conduct risk assessment or who recruit or support staff

Receiving and providing training is a continuing responsibility for Dementia Support and it will be a rolling programme with updates when necessary.

Identifying Abuse

All staff working with adults, children or young people has a duty of care to evaluate:

- ✿ Are there concerns following a reported or noticed incident or allegation?
- ✿ Is the person vulnerable?
- ✿ What is the nature and extent of the abuse?
- ✿ What is the impact or likelihood of significant future harm to the individual from this action or the omission to act?
- ✿ Is this person suffering harm or exploitation?
- ✿ Is intervention in the best interest of the vulnerable person and/or in the public interest?

It is important to remember:

- ✿ Adults have the right to make decisions for themselves, unless there are clear grounds to override this due to incapacity or because the wider public interest (such as the protection of others) is involved.
- ✿ Legal intervention is more restricted in relation to adults, and negotiation may be the only way forward.

An adult might therefore refuse access to themselves or have sufficient capacity in law to make their own choices and refuse the support, which staff or others might consider is necessary. In such cases, vigilance in delivering services, careful and continuous monitoring is vital.

Identifying types of Abuse

Abuse is a violation of an individual's human or civil rights by any person or persons. It may fall into one or more of the following categories:

Physical	Such as hitting, biting, misuse of medicines, inappropriate moving and handling techniques, and inappropriate restraint.
Psychological or emotional	Such as using threats, intimidation, humiliation, being blamed for something they have not done, harassment, cyber-bullying, and isolation.
Financial	Such as taking money or possessions, misuse of welfare benefits, and lasting Power of Attorney.
Sexual	Making someone take part in any sexual act they have not consented to or do not understand.
Neglect	Such as a carer not meeting a person's care needs, not providing adequate food, drinks, heating, clothing, and personal care.
Self-neglect	This is where a person is unable, or unwilling, to care for their own essential needs, including their health and surroundings.
Discriminatory	Any abuse based on discrimination such as not providing culturally appropriate meals, inappropriate nicknames, degrading discriminatory comments, denying someone access to sex education.
Modern slavery	Where a person is forced to work for little or no pay, being held against their will, tortured, abused, or treated badly by others.
Domestic violence	This includes psychological, physical, sexual, financial, or emotional abuse by a family member or someone who has been or is in a relationship with the person being abused.
Organisational abuse	Abuse may consist of repeated poor practice throughout an organisation, inflexible services based on needs of staff/managers rather than on the needs of individuals in their care.

Areas and situations where abuse may occur

Caring situations where formal Carers or family/friends:

- ✿ Have not been given adequate knowledge, skills, or equipment to provide adequate care
- ✿ Feel very lonely or isolated
- ✿ Habitually lose their temper
- ✿ Feel unable to cope with the vulnerable adult
- ✿ Experience considerable change in lifestyle
- ✿ Have unsupervised / uninterrupted access to the vulnerable person

Unequal power relationships where one person:

- ✿ Can tell the other what to do
- ✿ Gives intimate personal care
- ✿ Has more status / credibility
- ✿ Provides material goods
- ✿ Has total financial control
- ✿ Issues confidential information

Situations where the vulnerable adult:

- ✿ Has hit out at an individual/carer/family member
- ✿ Cannot converse normally
- ✿ Disturbs individual/carer/family member at night
- ✿ Has stolen from or abused the individual/support worker/family member in the past
- ✿ Is/appears to be rejecting and / or ungrateful
- ✿ Behaves bizarrely or is experiencing personality changes.

Family situations where:

- ✿ Relationships have been poor over years, possibly subject to violence
- ✿ Living conditions are poor
- ✿ Carers are not receiving practical / emotional support from other family members and / or professionals
- ✿ Individuals/carers/family members have other responsibilities
- ✿ Role reversal has been experienced
- ✿ The vulnerable adult is inconsiderate towards other family members
- ✿ The individual/carer/family member is being abused by the dependent person

Raising a Safeguarding Concern

The principles of raising a concern detailed below should be read in conjunction with the 'Raising a Safeguarding' flow charts detailed below. Note: there are separate processes for raising an Adult Safeguarding and raising a Children/Young Person

Remember: It is not your responsibility to decide whether an adult, child or young person has been abused. It is, however, everyone's responsibility to respond to and report concerns.

What to do if you have a concern, or if someone raises concerns with you.

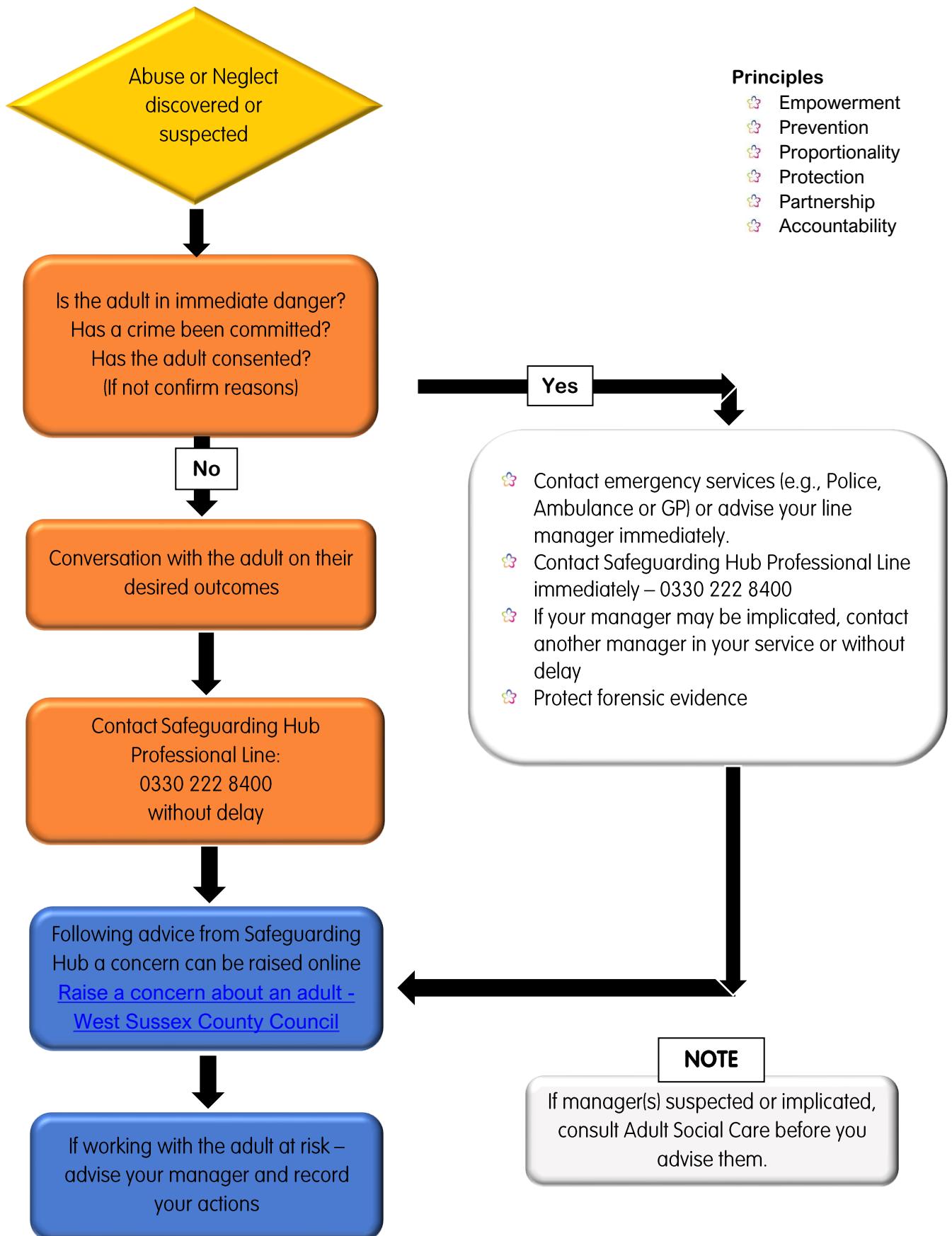
- ✿ You should listen carefully if a vulnerable adult, child, or young person describes or discloses apparent abuse. Prompting should not take place. It must always be explained that the Operational Safeguarding Lead is told.
- ✿ You should never agree to secrecy or indicate you will undertake any investigation.

- ✿ **If you are concerned someone is in immediate danger, contact the police on 999 straight away.** Where you suspect that a crime is being committed, you must involve the police.
- ✿ If you have concerns and/or you are told about possible or alleged abuse, poor practice, or wider welfare issues you must report this to the Operational Safeguarding Lead (Head of Sage House); If they are not available report to your direct line manager or the CEO.
- ✿ Make a note of your concerns as soon as practicable (but within 24 hours), recording the time, place and details given in disclosure.
- ✿ Note what the person has said, using their own words.
- ✿ Describe the circumstances in which the disclosure came about
- ✿ Take care to distinguish between fact, observation, allegation, and opinion. It is important that the information you have is accurate.
- ✿ Complete an Incident Form and submit to your line manager.
- ✿ All notes should be signed and dated by the staff member/volunteer making them, and they should be stored securely and confidentially.
- ✿ Remember to make safeguarding personal. Discuss your safeguarding concerns with the adult, obtain their view of what they would like to happen, but inform them it is your duty to pass on your concerns to your Operational Safeguarding Lead.
- ✿ Be mindful of the need for confidentiality. Information must only be shared with the Operation Safeguarding Lead (or your direct line manager in their absence) and others on a need-to-know basis.
- ✿ Continue to maintain a full record of subsequent events thereafter
- ✿ It is important when considering your concern that you keep the person informed about any decisions and action taken, and always consider their needs and wishes.

Once a concern has been raised with the Operational Safeguarding Lead

- ✿ The Operational Safeguarding Lead (or delegated Manager) should discuss the concerns at the first opportunity with the duty manager of the local Social Services Department, keeping a full record of the conversation with Social Services, requesting confirmation of the phone call, and any actions immediately undertaken by Social Services to be sent in writing to the Manager.
- ✿ All actions undertaken by staff and the Operational Safeguarding Lead should be fully recorded.
- ✿ Staff who have reported alleged abuse or shared concerns, as above, will be fully supported during a period of possible uncertainty or anxiety.

Safeguarding Adults Flow Chart



Safeguarding Children & Young People Flow Chart

