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| **Policy name** | **Safeguarding Adults Policy and Procedure** |
| **Author / reviewer** | Angela Graham / Emily Keller |
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| **Other relevant policies** | Confidentiality PolicyData Protection Policy and ProcedureHealth and Safety PolicyInformation Management PolicyPrivacy PolicySafeguarding Children Policy and ProcedureWhistleblowing Policy |
| **Audience** | All staff | **Yes** |
| PAs & At Home staff | **Yes** |
| Volunteers | **Yes** |
| Clients / Beneficiaries | **Yes** |
| All stakeholders | **Yes** |

Registered Charity No. 1114435. Company No. 05706441. Registered in England and Wales

Full registered company name: Possability People Limited

Registered address: Montague House, Montague Place, Brighton, BN2 1JE

**Safeguarding Adults Policy and Procedure**

1. **PURPOSE**

The purpose of this policy is to:

* protect (and therefore prevent abuse, harm or neglect of) any vulnerable adults that use our services or participate in our activities or otherwise interact with us;
* inform our members, service users, visitors and the general public of our overarching principles in relation to safeguarding;
* provide all staff, trustees, contractors and volunteers with the overarching principles and procedures that guide our approach to safeguarding; and
* comply with the Independent Safeguarding Authority (ISA) and Care Quality Commission (CQC) and Safeguarding Board requirements.
1. **POLICY**

The welfare of vulnerable adults who come in to contact with us by way of using our services or participating in our activities is of paramount importance to us and we will treat any breach of this policy very seriously.

It is everyone’s responsibility to safeguard and promote the welfare of vulnerable adults in order to prevent abuse. This policy sets out the responsibilities of;

(i) those who work for us (including employees, volunteers and consultants);

(ii) trustees;

(iii) those who work with us (including external partners, members and visitors) with regard to the protection and safeguarding of vulnerable adults.

Possability People recommends that all staff and volunteers register themselves with the Local Authority services to ensure they automatically receive any notifications, especially when the Sussex Safeguarding policies or procedures are updated or amended. These can be viewed by visiting <https://sussexsafeguardingadults.procedures.org.uk/>

All concerns and allegations of abuse will be taken seriously, and all members of staff, volunteers, trustees and contractors have a duty to report any suspected abuse.

In all circumstances, we reserve the right to immediately inform the requisite authorities (and to take such action as may be appropriate).

All members of staff, volunteers, trustees and contractors will have to have completed a satisfactory DBS Disclosure check prior to commencement of employment or providing services to the organisation unless they are in receipt of a clear ISA Adult First Check pending DBS Disclosure.

**2.1 Failure to follow this policy and procedures**

For those who work or volunteer for us, failure to follow this policy could lead to disciplinary action, which may ultimately result in your dismissal or termination of your services. For those who work with us, we reserve the right to immediately terminate your contract. For trustees, this could lead to you being required to immediately cease being a trustee. For visitors we reserve the right to escort you from the premises and refuse entry to any of our premises in the future.

**2.2 Mandatory Training**

This policy is in conjunction with the mandatory training that all new employees, volunteers, trustees and contractors must attend, and should be read in conjunction with the [Whistleblowing Policy](file:///S%3A%5Chead%20office%5CPolicies%5CGeneral%5CWhistle%20Blowing%20Policy%20%26%20Procedure.doc), [Health & Safety Policy](file:///S%3A%5Chead%20office%5CPolicies%5CHealth%20%26%20Safety) and any other relevant policies and procedures that may be issued from time to time.

If you do not receive training within one (1) month of you starting work or volunteering with us then please inform your line manager.

1. **HOW TO SPOT SIGNS OF ABUSE, HARM OR NEGLECT:**

Remember, it is better to err on the side of caution and get it wrong than do nothing and then something happens to that vulnerable adult.

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| **Type of abuse** | **Examples of presenting issues/concerns** |
| Physical | Being pushed, shaken, pinched, hit, held down, locked in a room, restrained inappropriately, or knowingly giving an adult too much or not enough medication. |
| Sexual | An adult being made to take part in sexual activity when they do not, or cannot, consent to this. It includes rape, indecent exposure, inappropriate looking or touching, or sexual activity where the other person is in a position of power or authority. |
| Financial | Misusing or stealing an adult’s money or belongings, fraud, postal or internet scams tricking adults out of money, or pressuring an adult into making decisions about their financial affairs, including decisions involving wills and property. |
| Neglect | Not meeting an adult’s physical, medical or emotional needs, either deliberately, or by failing to understand these. It includes ignoring an adult’s needs, or not providing them with essential things to meet their needs, such as medication, food, water, shelter and warmth. |
| Self-neglect | Being unable, or unwilling, to care for their own essential needs, including their health or surroundings (for example, their home may be infested by rats or very unclean, or there may be a fire risk due to their obsessive hoarding). |
| Psychological / emotional | Being shouted at, ridiculed or bullied, threatened, humiliated, blamed for something they haven’t done, or controlled by intimidation or fear. It includes harassment, verbal abuse, cyber-bullying (bullying which takes place online or through a mobile phone) and isolation. |
| Modern slavery | An adult being forced to work for little or no pay (including in the sex trade), being held against their will, tortured, abused or treated badly by others. |
| Domestic violence | Psychological, physical, sexual, financial or emotional abuse by someone who is a family member or is, or has been, in a close relationship with the adult being abused. This may be a one-off incident or a pattern of incidents or threats, violence, controlling or coercive behaviour. It also includes so called ‘honour’ based violence, being forced to marry or undergo genital mutilation. |
| Organisational | Neglect and providing poor care in a care setting such as a hospital or care home, or in an adult’s own home. This may be a one-off incident, repeated incidents or on-going ill-treatment. It could be due to neglect or poor care because of the arrangements, processes and practices in an organisation. |
| Discriminatory | Forms of harassment, ill-treatment, threats or insults because of an adult’s race, age, culture, gender, gender identity, religion, sexuality, physical or learning disability, or mental-health needs. Discriminatory abuse can also be called ‘hate crime’. |

**4. HOW WE SEEK TO KEEP VULNERABLE ADULTS SAFE**

We seek to keep vulnerable adults safe by:

* valuing them, listening to and respecting them;
* keeping them at the centre of everything we do;
* adopting protection of vulnerable adults and safeguarding practices through procedures and policies for staff, volunteers, trustees and contractors;
* providing effective management for staff, volunteers and contractors through supervision, support and training;
* recruiting staff, volunteers and contractors safely, ensuring all necessary checks are made (scrutiny of initial application, interview process, obtaining DBS, obtaining two references);
* having clear sanctions for those people who act outside of these parameters;
* sharing information about protection of vulnerable adults and good practice with staff, volunteers, trustees and contractors; along with children, vulnerable adults, parents and carers (i.e. services users and their friends/families/personal assistants);
* taking seriously and responding appropriately to all concerns and allegations of abuse which may require designated safeguarding leads to share concerns with agencies who need to know and, in an emergency, may require referral to the police.

**4.1 What you should do to safeguard vulnerable adults**

You must:

* be aware of situations which may present risks to vulnerable adults;
* assess, plan and organise your work so as to minimise these risks;
* all staff and volunteers must have a valid DBS if working alone with a vulnerable adult
* attend training as soon as you start working or volunteering with or for us and every 2 years after that (including any other training as required by us);
* ensure that you register with the relevant Safeguarding Board for any updates to safeguarding policies and procedures and ensure you comply with these updates;
	+ [Sussex Safeguarding Board](https://sussexsafeguardingadults.procedures.org.uk/) (https://sussexsafeguardingadults.procedures.org.uk/)
* immediately report any concerns you have to your line manager or the Safeguarding Lead.
	+ 1. **YOUR OBLIGATIONS TO REPORT**

The first priority should always be to ensure the safety and protection of vulnerable adults and if medical attention is required this must be sought immediately.

It is the responsibility of everyone to act on suspicion or evidence of abuse or neglect. Therefore all staff, volunteers, trustees and contractors are required to act in the following way:

* On suspicion of abuse, harm or neglect, immediately ascertain whether the alleged victim is unsafe.
* If you suspect they are unsafe, or at serious risk of physical harm, contact the police\* immediately and report your concerns, and if necessary seek emergency medical assistance. (See consent for reporting a crime below.)
* Report the suspicion to your line manager in accordance with the procedure set out below. If your line manager is unavailable you must report your suspicions to the Safeguarding Lead.
* Ensure you have recorded accurately details of the events, as these documents will provide crucial data for the investigating Local Authority, once a referral has been made.
* Under no circumstances must you conduct your own investigation – this is the responsibility of the investigation lead (usually the Local Authority)
* You may be required to provide information, and assist in an ‘inquiry’ and you will be supported to do so by the Safeguarding Lead.
* In every case where a referral is made, it is necessary to complete an internal [‘Safeguarding Alert Record](file:///S%3A%5CSafeguarding%5CSafeguarding%20Alert%20Record%20TEMPLATE.docx)’ – this will enable concerns, contacts, actions taken, and conclusions to be recorded. This must be sent to the Safeguarding Lead. [S:\Safeguarding](file:///S%3A%5CSafeguarding)
	+ 1. **DESIGNATED SAFEGUARDING ROLES**

The following people have particular responsibilities for safeguarding within Possability People

* Safeguarding Lead: Angela Graham

email: angela@possabilitypeople.org.uk Tel: 07921 453 183

* Deputy Safeguarding Lead: Katharine Russell

email katharine@possabiitypeople.org.uk Tel: 07458 305 258

The Chief Officer is the senior member of the team, involved directly with supporting Safeguarding matters arising. The Board meet annually, to review and discuss referrals, alerts and other matters relating to Safeguarding.

The Safeguarding Lead or, if applicable, the Trustee with Responsibility for Safeguarding will assess the issue reported to them and ensure that when necessary they share concerns with agencies who need to know and, in an emergency, may need to refer such concerns to the police\*.

**6.1 Safeguarding Lead**

The Safeguarding Lead is the person designated as such in this policy. They are the organisation’s lead for any matters relating to safeguarding concerns. You are expected to discuss any concerns you have, no matter how minor, with them in order to establish proportionate level of risk and concern. They will then advise on the appropriate action to take, and support the formal referral process, should this be necessary.

The Safeguarding Lead remains part of the Local Safeguarding Board and will cascade and update staff, volunteers and contractors of any changes to local policy and procedure.

The responsibility of the Safeguarding Lead will be to support staff, volunteers and contractors. They will advise, and make necessary referrals to the appropriate Local Authority team. It is ***not*** the responsibility of the Safeguarding Lead to investigate or implement any actions, unless advised by the Local Authority.

The Safeguarding Lead will ensure full co-operation is given to the Local Authority.

In the event that the Safeguarding Lead is unavailable, please contact the Deputy Safeguarding Lead (details above).

**6.2 Safeguarding Monitoring**

The organisation monitors and discusses safeguarding at the quarterly Project Leads Meeting where Project Leads and relevant members of the Senior Leadership Team meet to discuss relevant information, local and national policy, share case studies and scenarios, reflect on practice, and make suggestions to improve the local support network.

* + 1. **THE REPORTING PROCESS**

Allegations of abuse or significant risk of harm from any source will be taken seriously and will be fully and openly investigated by the organisation. The objectives of the investigation will be to:

* Establish facts;
* Discuss interim concerns with the organisation’s Safeguarding Lead who will support and advise on further action;
* Assess the needs of the vulnerable adult for protection, support and redress;
* Make decisions regarding what follow-up actions should be taken with respect to the perpetrator (and the service or its management if they have been culpable, ineffective or negligent);
* Report issues to appropriate Safeguarding Authority

On an annual basis the Safeguarding Lead will prepare and present a report for the Trustee Board setting out the number of concerns reported, the nature of the concerns, the project area, the outcome and any potential improvements to processes and procedures that can be made.

**7.1 Escalating Concerns**

It is important to note that if you raise a safeguarding concern or pass on an allegation, you have a duty to ensure your concern is addressed to your satisfaction. Therefore, if you feel that your concern has not been addressed (and that the vulnerable adult has not been protected) you should escalate the matter to Chief Officer.

If you are still not satisfied you should escalate the matter to the Trustee with Responsibility for Safeguarding.

**7.2 Involving the Service User/client**

The vulnerable adult should always be involved from the beginning of the enquiry, unless there are exceptional circumstances that would increase the risk of abuse or harm. The right to safety has to be balanced with other rights: such as rights to liberty and autonomy, and the right to family life.

The local authority must ensure that any restriction on the adult’s freedom or rights under the Human Rights Act 1998 is kept to the minimum necessary and is proportionate to the risk of harm. Any restrictions should be carefully considered and frequently reviewed.

**7.3 Confidentiality**

Reporting incidences of alleged abuse, harm or neglect may involve disclosing confidential and/or personal information and as such the Confidentiality and Privacy and Data Protection Policies and Procedure should also be considered.

Employees, volunteers and contractors are reminded of the Whistleblowing Policy and Procedure.

**7.4 Legal issues**

Please be assured that the protection of [children and] vulnerable adults is paramount and must take precedence over other legal rights. As long as information is shared in an appropriate manner and in good faith, the law will protect you. You should ensure that the information you share is (i) necessary for the purpose for which you are sharing it; (ii) is shared only with those individuals who need to have it; (iii) is accurate; and (iv) shared promptly.

For further guidance see <https://sussexsafeguardingadults.procedures.org.uk/>

It is a requirement of the Care Act 2014, which is legislation that covers vulnerable adults, that there are local arrangements in place for information sharing about vulnerable adults. For further information see <https://sussexsafeguardingadults.procedures.org.uk/zkooy/local-policy-guidance-and-toolkits-pan-sussex/sussex-policy-guidance-and-toolkits>

**7.5 Other Resources:**

***The contact details for your local Adult Protection team is as follows:***

Contact Brighton & Hove City Council Adult Social Care on

01273 295555 / AccessPoint@brighton-hove.gov.uk

To report a concern go to <https://www.brighton-hove.gov.uk/report-safeguarding-concern>

Contact East Sussex Adult Social Care Direct on

0345 60 80 191 / hscc@eastsussex.gov.uk

Contact West Sussex Adult Services on

01243 642121

The Sussex Safeguarding Adults guidelines are available online at:

<http://sussexsafeguardingadults.procedures.org.uk>

**7.6 Consent for reporting a crime**

Wherever practicable, the consent of the adult affected should be sought before reporting a suspected crime to the police.

There may of course be circumstances where consent cannot be obtained because the adult lacks the capacity to give it but it is in their best interests to contact the police.

Whether or not the adult has the capacity to give consent, the police will need to be informed if other people are already or would be at risk. The police should also be informed where it is in the public interest due to the seriousness of the alleged criminal offence.

In certain circumstances an adult’s right to confidentiality is overruled. Information about a suspected crime should be shared with the police in the following circumstances:

* If others are, or may be, at risk of abuse or neglect.
* Where there are legal or professional responsibilities of staff who have become aware of the concern, for example, if this relates to a breach of regulation, professional code of conduct, or an offence appears to have been committed.
* Where the [child or] adult to whom the concern relates lacks capacity and in this situation the Mental Capacity Act should be followed.

If the [child or] adult is believed to be subject to undue influence such that they are unable to exercise free will, for example Modern Slavery, controlling and coercive behaviour or domestic violence and abuse.

If an adult is disclosing potential criminal offences, any initial questioning should be intended only to elicit a brief account of what is alleged to have taken place. This brief account should include where and when the alleged incident took place and who was involved, and should be recorded in writing at the time or as soon as possible afterwards. A more detailed account will be obtained by the police at later stage.

Where police are informed and a criminal investigation is started, the [child or] adult’s views will be considered by the police investigating officers even when the adult had not consented to the report being made.

Allegations of misconduct against an individual will normally result in the immediate suspension of that person from duty, pending an investigation of the allegations. On the suspension of an individual, the Registered Manager will carry out a thorough internal investigation. On completion of the investigation a decision will be made by the Registered Provider as to whether it is appropriate to report the matter to the appropriate authority, who should be contacted via Social Services.

Under Regulation 13 (CQC Regulations for Providers and Managers) ‘Safeguard Service Users from abuse and improper treatment’, providers are required to have robust processes and procedures to protect service users from harm, or support them in the event hard is identified.

Allegations of misconduct resulting in actual or potential harm to a Service User will be notified to the CQC within 48 hours, if substantiated by the investigation.

**Safeguarding Alert Process**

**Do not discuss with alleged perpetrator**

**Staff Member**

**SLT Member**

**Chief Officer**

Copy email to Safeguarding Lead

Email alert to Adult Social Care

Call 999 and alert Police

Record details on Safeguarding Alert Form. Email to Chief Officer. Do **NOT** save in shared folders

Yes

No

**Inform client you are making an alert.**

**Does alert involve a Staff Member, SLT Member**

**or Chief Officer?**

Discuss with colleague or Safeguarding Lead, then answer question again

Immediately contact Safeguarding Trustee

Copy email to Safeguarding Trustee

Email alert to Adult Social Care

Copy email to Safeguarding Lead

Email alert to Adult Social Care

Discuss immediately with Chief Officer

Discuss immediately with Safeguarding Lead/Deputy

Safeguarding Lead will discuss with Line Manager immediate action required and alert mode

Email alert to Adult Social Care

Copy email to Safeguarding Lead

Record details on Safeguarding Alert Form. Email to Safeguarding Lead. Do **NOT** save in shared folders

Record details on Safeguarding Alert Form. Email to Trustee. Do **NOT** save in shared folder

Complete Safeguarding Record and email copy to safeguarding lead. Do **NOT** save in shared folders

Yes

Yes

No

**Is there immediate risk?**

Not sure

No further action

No

**Is client at risk of harm? (by self of others)**