



ADULTS SAFEGUARDING POLICY & PROCEDURES

The Care Act 2014 details the statutory framework for adult safeguarding setting out the responsibilities of local partners to protect vulnerable Adults.

Safeguarding is a key priority that reflects both our focus on human rights and the requirement within the Care Act 2014 to have regard to the need to protect and promote the rights of people who use health and social care services.

The Health and Community Services Adult Safeguarding Procedure aims to ensure that organisations work together to prevent abuse occurring and when abuse does occur, adults at risk are protected from further harm. It makes sure that:

- the needs and interests of adults at risk are always respected and upheld
- the human rights of adults at risk are respected and upheld
- a proportionate, timely, professional and ethical response is made to any adult at risk who may be experiencing abuse
- all decisions and actions are taken in line with the Mental Capacity Act 2005 Each adult at risk maintains:
 - choice and control
 - safety
 - health
 - quality of life
 - dignity and respect

Adult safeguarding is part of a legal framework in the Care Act 2014, and places a legal duty of care onto Local Authorities to make, or ask others to make, enquiries if they believe an adult is, or is at risk of, being abused or neglected. Any Adult safeguarding observations by staff at KWS are to be reported to our Safeguarding lead Sarah Lopez or we can report to our local council via

Concerns for an adult in an Emergency or out of KWS hours

- Telephone: 0300 200 1005.
- Online: Adult Safeguarding Referral online form.
- Textphone (via Text Relay): 18001 0300 200 1005.

- SMS: 07527 182 861 (for the deaf or hard of hearing)
- VRS: Sign Language Video Relay Service.
- Out of hours: Emergency Duty Team 01483 517 898.

KWS puts in place procedures to ensure that appropriate checks are made prior to appointment of staff, volunteers and external/agency personnel, in order to prevent, as far as is possible, anyone from using their position to abuse adults who need care and support. A structured programme of induction is provided for all new staff that takes account of their level of knowledge about adults at risk. Induction will ensure that employees know what behaviour is and is not acceptable, understand what might constitute abuse and who should be informed if abuse is suspected. KWS supports staff and volunteers to deliver safe services by providing regular supervision, training and development. All KWS services will ensure that every service user, or others on their behalf, are actively encouraged to provide feedback on the service they receive, and take any comments or complaints seriously. All staff that come into regular contact with service users will be made aware of the vulnerability of our service users and will be taught to recognise and appropriately respond to suspicions or allegations of abuse. Abusive staff or practices will not be accepted or tolerated and action will be taken.

The Directors will create and review policy annually

- To authorise variations in policy in local circumstances
- To authorise and monitor any actions resulting from an investigation
- To decide upon what information should be shared with individuals and agencies during the course of and following an investigation into abuse
- To deploy staff in a way that deters collusive relationships and opens up opportunities for disclosure
- To enforce the policy and procedures
- To report any alerted allegation or suspicion of abuse to the registering authority
- To carry out an initial assessment of any allegation or suspicion of abuse
- To report any allegation or suspicion of abuse to the Directors, Police where appropriate, Social Services and service user's family or 'significant other'
- To know the KWS procedures for reporting and investigating allegations or suspicions of abuse for each service within their responsibility or they come into contact with.
- To assess the 'safety' of services by observing and listening to service users and looking for positive and negative indicators of performance as part of their visits to services
- To produce a written report following an investigation for the Directors or setting together with any recommendations for action

All Employees, Contractors and volunteers

- To personally uphold KWS Statement of Values
- To be aware of abuse as an issue and to alert their or another Manager of any concerns, suspicions or allegations of abuse

- To maintain a service user's safety and wellbeing at all times. They should secure the service user's immediate safety where possible and ensure immediate medical attention if required.
- To ensure their duty to alert overrides any desire to keep a confidence.
- To make clear and detailed written records when abuse is disclosed, witnessed or alleged.

What is adult safeguarding?

Safeguarding is a term that refers to our duty to protect 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.

An Adult at Risk is a term that refers to any adult aged 18 years or over who:

- has needs for care and support (whether or not the authority is meeting any of those needs)
- is experiencing, or is at risk of, abuse or neglect
- as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

An adult at risk may therefore be a person who, for example:

- is an older person who is frail due to ill health, physical disability or cognitive impairment
- has a learning disability
- has a physical disability and/or a sensory impairment
- has mental health needs including dementia or a personality disorder
- has a long-term illness/condition
- misuses substances or alcohol
- is an unpaid carer such as a family member/friend who provides personal assistance and care to adults and is subject to abuse
- lacks mental capacity to make particular decisions and is in need of care and support

All KWS staff need to recognise that safeguarding is everyone's responsibility, irrespective of the role they undertake within the organisation.

There are two key parts to this process:

Preventing abuse from happening.

This includes safe recruitment, to ensure that unsuitable people are not employed, and an organisational culture in which all staff and volunteers are empowered to play a part in preventing and ending abuse.

Protecting people who may be experiencing, or at risk of, abuse. This includes empowering people to know their rights and to access the right support to enable

The main forms of abuse set out in the Care Act 2014 are as follows):

Physical abuse – including assault, hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions Domestic violence – including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence

Sexual abuse – including rape and sexual assault or sexual acts to which the adult at risk has not consented, or could not consent or was pressured into consenting, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography, witnessing sexual acts or indecent exposure

Psychological abuse – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber abuse, isolation or unreasonable and unjustified withdrawal of services or supportive networks
Financial or material abuse – including theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits

Modern slavery – encompasses slavery, human trafficking, forced labour and domestic servitude
Discriminatory abuse – including forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion

Organisational abuse - including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or in relation to care provided in one’s own home Neglect and acts of omission – including ignoring medical or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Self-neglect – a wide range of behaviour including neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding.

Duty to Report

However difficult it may seem, all staff have a duty to make known their suspicions of abuse. Failure to do so is a failure in our duty of care. Remember, an individual may not be able to alert anyone themselves, perhaps through failure to understand that the activity is abusive or through poor communication skills or through fear. Reporting is not easy and often takes a great deal of personal strength and courage. Staff who have reported incidents have already been exposed to disturbing information that could leave them feeling a range of emotions from sadness to anger and even guilt that they could not prevent the alleged abuse. Directors must be aware of these issues when receiving a report and ensure that staff are appropriately supported according to their individual needs.

All reporting is to be received by Sarah Lopez DSL Safeguarding officer via email info@kingswoodshetlands.org.