

SAFEGUARDING POLICY AND PROCEDURE FOR BURY DROP IN

Introduction

This Policy follows the guidelines set out by Suffolk County Council Safeguarding Adults Policy and Operational Guidance 2015-2017 (and should be read in conjunction with this policy).

Bury Drop-In is committed to supporting the right of adults to be protected from abuse and to making sure all staff and volunteers work together, in line with the Suffolk County Council Safeguarding Adults Policy, and act promptly when dealing with allegations or suspicions of abuse.

We think that:

Safeguarding is everybody's business - Safeguarding is the responsibility of everyone. We will work together to prevent and minimise abuse. If we have concerns that someone is being abused our loyalty to the vulnerable person comes before anything else - our group, other services users, our colleagues and the person's friends and family.

DOING NOTHING IS NOT AN OPTION - If we know or suspect that a vulnerable adult is being abused, we will do something about it and ensure our work is properly recorded. We will work within the boundaries of the Suffolk County Council Safeguarding Adults Policy and Operational Guidance.

What is a vulnerable person?

The definition of a vulnerable adult is a person over the age of 18 years who:

- Is or may be in need of/eligible for Community Care Services by reason of mental other disability, age or illness.
- AND is unable to take care of him/herself
- OR is unable to protect him/herself from significant harm or exploitation.

A vulnerable person may fall into any one of the following groups: older and frail people; people with a mental health need, learning difficulty, physical impairment, a sensory impairment; people who are substance or alcohol dependent; or family carers providing assistance to another vulnerable adult.

Abuse is a violation of an individual's human and civil rights by any other person(s) or group of people. Abuse may be single or repeated acts. It can be:

Physical: for example, hitting, slapping, burning, pushing, restraining or giving the wrong medication.

Psychological and emotional: for example, shouting, swearing, frightening, blaming, ignoring or humiliating a person, threats of harm or abandonment, intimidation, verbal abuse.

Financial: including the illegal or unauthorised use of a person's property, money, pension book or other valuables, pressure in connection with wills, property or inheritance.

Sexual: such as forcing a person to take part in any sexual activity without his or her consent - this can occur in any relationship.

Discriminatory: including racist or sexist remarks or comments based on a person's disability, age or illness, and other forms of harassment, slurs port similar treatment. This also includes stopping someone from being involved in religious or cultural activity, services or support networks.

Institutional: the collective failure of an organisation to provide an appropriate and professional service to vulnerable people. This includes a failure to ensure safeguards are in place to protect vulnerable adults and maintain good standards of care in accordance with individual needs, including training staff, supervision and management, record keeping and liaising with other providers of care.

Neglect and acts of omission: including ignoring medical or physical care needs. These can be deliberate or unintentional, amounting to abuse by a carer or self-neglect by the vulnerable person: for example where a person is deprived of food, heat, clothing, comfort or essential medication, or failing to provide access to appropriate health or social care services.

How might we notice abuse

Concerns about or evidence of abuse can come to us through:

1. A direct disclosure by the vulnerable adult.

2. A complaint or expression of concern by another member of staff, a volunteer, another service user, or carer, a member of the public or relative.
3. An observation of the behaviour of the vulnerable adult by the volunteer, member of staff or carer

Our Commitment

To support vulnerable adults who are experiencing, or at risk from, abuse, BURY DROP IN is committed to:

- Identifying the abuse of vulnerable adults where it is occurring.
- Responding effectively to any circumstances giving grounds for concern, or where formal complaints or expressions of anxiety are expressed.
- Ensuring the active participation of individuals, families, groups and communities wherever possible and appropriate.
- Raising awareness of the extent of abuse on vulnerable adults and its impact on them.
- Promoting and supporting work designed to reduce abuse and the fear of abuse as experienced by vulnerable adults.
- Regularly monitoring and evaluating how our policies, procedures and practices for protecting vulnerable adults are working.
- Making sure our policies, procedures and practices stay up-to-date with good practice and the law in relation to safeguarding vulnerable adults.
- Ensuring our procedures are in line with the Suffolk County Council; Safeguarding Adults Policy and Operational Guidance 2015-2017.

Prevention and Confidentiality

All staff and volunteers will have DBS checks taken out and have two references provided before they will have direct contact with vulnerable adults or their carers.

All staff and volunteers will be requested to read Bury Drop-In's Safeguarding Policy and Procedure, the Suffolk County Council and Safeguarding Adults Policy and Operational Guidance 2015-2017 and will be requested to attend safeguarding training.

Bury Drop In will work with vulnerable adults in a way that meets all the aspects of confidentiality in our different policies, but where abuse to a vulnerable person is alleged, suspected, reported or concerns are raised, the Safeguarding Adults Procedure must be followed. The confidentiality of the vulnerable person will be respected wherever possible, and their consent obtained to share information. The

vulnerable person should be made aware that staff cannot ignore issues around abuse and that steps will be taken to deal with them in as sensitive a manner as possible. The welfare of the individual is paramount.

Useful Contacts

online at <http://www.suffolk.org/referral-form/> or to Customer First on 0808 800 4005

Out of hours will be directed to the Suffolk County Council Emergency Duty Service.

The EDS can be contacted outside office hours on 08708 800 40

1. You think abuse has or may have occurred. Act Immediately.

Make sure the person is safe.

Inform your Team Manager immediately.

Contact the police if it is thought a crime has just been committed.

Record details of the allegation.

2 Bringing the concern to the attention of your Manager who will in turn contact The Lead Safeguarding Officer, Customer First, EDS, or the Police

Your manager discusses the concerns with a senior Manager or Trustee or Safeguarding Officer or contacts the local authority referral agency or the police straight away.

3 Customer First or EDS will co-ordinate an investigation.

If necessary they will hold a strategy discussion or meeting to decide what action to take next.

They might decide to call the police.

You might need to give a statement to Customer First or the police.

Social Services or the police will decide what to do next.

THE PROCEDURE IN DETAIL

1. You think abuse has or may have occurred. Act immediately.

It is the responsibility of the person first becoming aware of a situation where there may be a vulnerable adult subject to, or at risk of, abuse to:

Make safe

Deal with the immediate needs of the person. This may mean taking reasonable steps to ensure the adult is in no immediate danger and seeking medical treatment if required as a matter of urgency.

Do NOT discuss the allegation of abuse with the alleged perpetrator.

Do NOT disturb or destroy articles that could be used in evidence. Where assault of some kind is suspected do not wash or bathe the person unless this is associated with first aid treatment necessary to prevent further harm.

If the allegation is about staff member or volunteer of any organisation, ensure that the allegation is properly managed. This may include suspending the member(s) of staff or volunteer. The staff member or volunteer is also entitled to support at this stage. Please refer to Disciplinary Policy and Procedure.

Inform

Tell your Team Manager immediately or the Trustee if your manager is unavailable or is implicated in the allegation. Contact the police if it is thought a crime has been committed.

Record

Record details of the allegation as soon as possible somewhere that can be kept secure. Include:

- A. The allegation or concerns, including the date and time of the incident, what the vulnerable adult said about the abuse and how it occurred or what has been reported to you.
- B. The appearance and behaviour of the victim
- C. Any injuries.

It is the responsibility of the Team Manager, Trustee or Lead Safeguarding Officer to:

1. Decide without delay on the most appropriate course of action once the allegation or suspicion of abuse has been raised.
2. Deal with any immediate needs:
 - Ensure that the victim of the alleged abuse is safe.
 - Ensure that any necessary emergency medical treatment is arranged
 - Ensure that no forensic evidence is lost
 - If the alleged perpetrator is also a vulnerable adult, ensure that a member of staff is allocated to attend to their needs and ensure that other service users are not put at risk.
3. Clarify the facts stated by the member of staff but do NOT in any circumstances discuss the allegation of abuse with the alleged perpetrator or, if possible, the victim.
4. Check that the circumstances fall within the safeguarding adults procedures i.e. meeting the definition of abuse as defined in this Policy and Procedures. If at all uncertain a referral should be made to Customer First
5. Address issues of consent and confidentiality
6. A formal referral must be made on the same day as the alert is raised wherever:
 - A crime has been, could have been, or yet could be committed.
 - There is suspicion that abuse has taken place.
 - The allegation involved a member of staff or paid carer.
 - Other vulnerable adults are at risk
 - The alleged perpetrator is a vulnerable adult
 - They are unsure if abuse had taken place.
7. Where a decision is made NOT to refer, the alert must be recorded, with the reasons for the decision not to refer. Customer First on 0808 800 4005 must be informed that an alert has been considered.

2. Bringing the concern to the attention of Customer Care

The referral stage involves bringing the concern regarding alleged abuse formally to the attention of Customer Care and other authorities. Any individual who has been alerted to the possibility of abuse having occurred or being likely to occur should make a referral.

Referrals should be made to:

Customer Care on 0808 800 4005

The Police if you think a crime may have been committed Telephone – 101.
Specify it is a safeguarding issue (999 in an emergency).

The Emergency Duty Team - Tel 0808 800 4005.

The person making the referral should ideally have the following information available, however, the lack of any of this information should not delay the referral:

The name of the vulnerable adult

Date of birth and age (if known)

Address and telephone number (if known)

Why the adult is considered vulnerable

Whether consent has been obtained for the referral, and if not the reasons e.g. the vulnerable adult lacks mental capacity or there is an over-riding public interest (e.g. where other vulnerable adults are at risk)

Where there are any concerns or doubts about the mental capacity of the vulnerable adult.

Whether police are aware of the allegation, and whether a police investigation is underway.