

Safeguarding

This is the Safeguarding Adults Policy and Procedure for the Good Neighbours Network



Introduction

The Good Neighbours Network (GNN) Safeguarding policy demonstrates its commitment to keeping safe the people at risk of abuse and neglect (over 18) with whom it works alongside. We acknowledge our 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, trustees and volunteers can work to prevent abuse and know what to do in the event of abuse.

We acknowledge that significant numbers of people at risk of are abused and it is important that The Good Neighbours Network has a Safeguarding Adults Policy and a set of procedures to follow and puts in place preventative measures to try and reduce those numbers.

Safeguarding

Safeguarding is about keeping people at risk safe from harm. It involves identifying adults who may be at risk of abuse, assessing their needs and working with them and with other agencies in order to protect them from avoidable harms.

Adults who may be the focus of safeguarding range from those whose decision-making capacity is severely impaired, to adults with no underlying cognitive impairment but whose physical situation, or a brief period of illness, has temporarily affected their ability to protect their own interests.

The nature of the harms involved can also range from violent physical and psychological abuse through varieties of personal, financial or institutional abuse or neglect to a failure to provide timely access to key services.

Abuse and neglect of people at risk can also take place in a wide variety of contexts, including private homes, nursing or residential care units, hospitals, custodial settings, support groups and in 1-1 volunteering settings.

Perpetrators of abuse can be family members, professionals, paid care workers, volunteers or other service users. This diversity of contexts and relationships reinforces the complex, multi-agency nature of safeguarding and the extent to which opportunities to promote the welfare of adults who may be vulnerable permeate all aspects of health and social care.

Adults Who May Be At Risk Of Abuse And Neglect

The GNN recognises that it is the right of adults who have mental capacity to make their own choices, irrespective of how unwise we may consider certain decisions to be. The GNN adopts the Mental Capacity Act 2005 presumption of mental capacity, unless a person's apparent comprehension of a situation gives rise to doubt.

The mental capacity of the adult concerned to consent to information being shared is a key element in considering any onward disclosure to another agency. This is important in helping us to take appropriate and proportionate action in response to a concern.

The Good Neighbours Network acknowledges that adults lacking capacity to make decisions retain the right to be involved in decision-making as far as possible. They may nevertheless require decisions to be made on their own behalf with the emphasis moving to promoting their best interests.

Whether or not a person is at risk of abuse and neglect will depend upon surrounding circumstances, environment and each case must be judged on its own merits.

Adults at risk of abuse and neglect may therefore be people who have a/are:

- Substantial learning or physical disability
- Sensory disability
- Mental illness or mental disorder (including dementia) chronic or otherwise
- Significant reduction in physical or mental capacity
- Dependency upon others in the performance of basic physical functions
- Severe impairment in the ability to communicate with others
- Lack of capability in recognising abuse
- Impaired in their ability to protect themselves from assault, abuse or neglect
- Failing in faculties due to old age
- Addicted to alcohol or drugs
- Reduction in physical, mental, or emotional capacity brought about by life events
- Isolated
- Living in a care setting
- Long term disability or deterioration in health
- Recently bereaved
- Affected by domestic and/or sexual abuse

This is not an exhaustive list and the GNN recognises the wide range of circumstances in which safeguarding issues can arise and that a person-centred approach that is mindful of an individual's dignity and independence is likely to be most effective.

Remember that:

- Abuse can happen anywhere and at any time
- The elderly and people who have a learning disability tend to be the most common victims of abuse
- Most allegations concern female victims
- There will always be some sign that abuse and/or neglect is taking place, but some indicators may be more subtle than others

Recognising The Signs And Symptoms Of Abuse

The Good Neighbours Network is committed to ensuring that all staff/volunteers undertake safeguarding training to gain a basic awareness of signs and symptoms of abuse.

Abuse is anything that harms another person and includes:

Physical abuse:

- Hitting/slapping/punching
- Burning/scalding
- Misuse of medication
- Inappropriate restraint
- Locking someone in a room
- Denial of food and/or water/force feeding
- Not being able to use the toilet when needed
- Making someone uncomfortable – taking away blankets, opening a window

Verbal abuse

- Swearing
- Shouting
- Name calling

Sexual abuse

- Rape
- Indecent assault
- Indecent exposure
- Inappropriate touching
- Exposure to pornographic material
- Forcing someone to take part in a sexual act against their will
- Sharing naked photos of someone who does not want them to be shared
- Sexual teasing/inappropriate jokes

Psychological or emotional abuse

- Belittling/name calling/taunting
- Threats of harm/intimidation
- Isolation/stopping someone seeing others
- Bullying/cyber bullying
- Unreasonably/unjustifiably taking away support or services
- Threats of being physically hurt, left alone or abandoned

Financial abuse

- Stealing
- Spending someone's money inappropriately when looking after it on their behalf
- Forcing someone to spend money on something they do not want
- Internet, email, telephone, postal and doorstep scams

Another example of financial abuse is when someone makes "friends" with an individual and then persuades them to give or lend them their money. This kind of abuse can be hard to spot if the individual believes they're just helping the "friend".

Neglect and acts of omission

- Withholding the necessities of life such as medication, food or warmth
- Not giving enough food or the right food
- Ignoring medical or physical care needs

Domestic abuse

Usually abuse by someone in the home - a family member/partner/house mate/carer

- Controlling
- Coercion
- Threatening physical violence
- Destroying property
- Hurting or killing pets
- Degrading
- Manipulation

Discriminatory abuse

This is abuse because of someone's disability, race, gender, age, sexual orientation, or religion

- Harassment
- Name-calling
- Unfair treatment

Institutional or organisational

- Regimented routines and cultures
- Unsafe practices
- Lack of person-centred care or treatment

Modern slavery

- Slavery
- Human trafficking
- Forced labour
- Domestic servitude

Trafficking and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Self-neglect

- Lack of self-care to an extent that it threatens personal health and safety
- Neglecting to care for one's personal hygiene, health or surroundings
- Inability to avoid self-harm
- Failure to seek help or access services to meet health and social care needs
- Inability or unwillingness to manage one's personal affairs

Honour based violence

Honour based violence is a violent crime or incident which may have been committed to protect or defend the honour of the family or community. It is often linked to family members or acquaintances who mistakenly believe someone has brought shame to their family or community by doing something that is not in keeping with the traditional beliefs of their culture.

Women and girls are the most common victims of honour based violence however it can also affect men and boys. Crimes of 'honour' do not always include violence.

Crimes committed in the name of 'honour' might include:

- Domestic abuse
- Threats of violence
- Sexual or psychological abuse
- Forced marriage
- Being held against your will or taken somewhere you don't want to go
- Assault

Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts. People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

Safeguarding Foundations

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnerships
- Accountability

Safeguarding Principles

- A person at risk should feel in control and decide what should happen to them
- A person at risk should have clear information on what to do and who to ask for help
- Safety plans have been discussed/agreed with the person involved wherever possible
- Individuals can get involved in the safeguarding process as much/as little as they want
- Personal information is safe/only shared when this helps to keep an individual safe
- The importance of professionals working in partnership with the person at risk and others involved, will be recognised throughout the process
- An individual needs the same care and sensitivity whoever the alleged abuser
- Think about the risks when deciding what to do
- Don't interfere more than necessary
- Support and speak up for those that are most at risk
- Work with local people to stop/find out about abuse/tell services what is happening
- That everyone knows how safeguarding is actioned and how to keep people safe
- Stop the abuse before it happens

All GNN services will be provided in a manner that respects the rights, dignity, privacy and beliefs of all the individuals concerned and does not discriminate on the basis of race, culture, religion, language, gender, disability, age or sexual orientation.

Safeguarding Implementation

The GN Network will work towards the aim of providing services that ensure:

- Services are managed in a way which promotes safety and prevents abuse
- People at risk have a safe environment and are protected
- Decisions of people at risk are respected even if that decision involves risk
- All risks that people at risk encounter are carefully assessed, minimised and managed
- People at risk are treated with sensitivity at all times

- Any allegations of abuse or suspicions are dealt with appropriately
- The person experiencing abuse is supported by an advocate if they wish
- The freedom & dignity of any person has experienced abuse
- The rights of all people to live free from abuse and coercion
- People who do not have the capacity to decide how they want to respond to abuse that they are experiencing feel safe
- Recruitment of staff/volunteers is safe with all necessary checks made
- Effective management of staff/volunteers through supervision/support/training
- Staff/volunteers are familiar with this policy and procedures
- We share information with other services so we can all protect people from abuse
- We work towards everyone knowing how to stop abuse & keep people safe
- We act within our Confidentiality Policy usually gaining permission from individuals before sharing information about them with another agency
- We inform an individual that where a person is in danger, an adult is at risk or a crime has been committed then a decision may be taken to pass information to another agency without their consent
- We keep up to date with national developments relating to preventing abuse and welfare of adults

Safeguarding Procedure

Introduction

The Good Neighbours Network is committed to the belief that the protection of people at risk from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all staff/volunteers act appropriately in response to any concern around adult abuse.

The procedures recognise that adult abuse can be a difficult subject for workers to deal with.

Procedures provide a framework to ensure that agencies work together for the protection of adults at risk. They are not a substitute for professional judgement and sensitivity.

Preventing Abuse

The Good Neighbours Network is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within The Good Neighbours Network will be treated with respect.

Therefore this policy needs to be read in conjunction with the following policies:

- Equality and Diversity
- Complaints

- Confidentiality
- Disciplinary and Grievance
- Data Protection
- Recruitment and Selection
- Any other policies which are relevant that the organisation has in place (e.g. Challenging Behaviour, Handling Money)

The Good Neighbours Network is committed to safer recruitment policies and practices for paid staff, trustees and volunteers. This may include Enhanced DBS disclosures for staff and volunteers, ensuring references are taken up and adequate training on Safeguarding Adults is provided for staff and volunteers. All staff and volunteers will be required to provide two references and have an enhanced DBS disclosure.

The organisation will work within the current legal framework for reporting staff or volunteers that are abusers. Information will be available about abuse and the Complaints Policy and Safeguarding Adults Policy will be available to staff and volunteers.

Responding To People Who Have Experienced/Are Experiencing Abuse

The Good Neighbours Network recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action in cases of adult abuse is never easy.

How to respond if you receive an allegation:

- Remain calm and accept what is being said
- Don't judge or show shock or disbelief
- Listen carefully without interrupting
- Reassure them that they are right to tell and acknowledge their courage in telling
- Reassure them that the abuse is not their fault
- Don't agree to keep information secret
- Inform the person that you have duty to refer
- Inform them that the information will be taken seriously
- Don't start to investigate or ask leading, detailed or probing questions
- If you have to question ask open, non-leading questions
- Tell him or her, if you can, what you will do next
- Check you have got their details
- Carefully record the conversation as soon as possible
- Write factual and objective notes using the persons ' words wherever possible
- Keep records in a secure place
- Reassure them that they will be involved in decisions about what will happen
- Provide support and information in a way that is most appropriate for people with specific communication needs

- Do not confront the person alleged to have caused the harm *

When an individual discloses abuse it is important to remember that a referral to the Diocesan Safeguarding Adviser is the next step/any investigations are their responsibility.

** As this could place someone at risk, or provide an opportunity for the alleged person to destroy evidence, or intimidate the person alleged to have been harmed or potential witnesses*

Protecting Someone Who May Be Being Abused

- Protecting people at risk is everyone's responsibility
- Do not assume that someone else is doing something about the situation
- If you believe that a person is at immediate risk of harm when they leave you, make a referral directly to the appropriate agency – Police or Social Services
- If anyone is injured, call a doctor or ambulance
- If you think a crime has been committed, contact the police **101** straight away
- Report to the Diocesan Safeguarding Adviser
- No concern is too small
- Act on all disclosures, issues or concerns seen or that you are made aware of ASAP
- Do not investigate yourself
- **Never make assumptions**

If you witness abuse or abuse has just taken place the priorities will be:

- To call an ambulance if required
- To call the police if a crime has been committed
- To preserve evidence
- To keep yourself, staff, volunteers and others safe
- To record what happened with factual objective notes
- To report to the Diocesan Safeguarding Adviser

Managing An Allegation Made Against A Member Of Staff

The GNN will ensure that any allegations made against a member of staff will be dealt with swiftly. Where a member of staff is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all individuals posed by the alleged perpetrator.

This will include whether it is safe for them to continue in their role or any other role within the whilst the investigation is undertaken. The Diocesan Safeguarding Adviser will liaise with Adult Social Care to discuss the best course of action and to ensure that any disciplinary procedures

are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

If a member of the management committee, a trustee, staff member or volunteer feels unable to raise this concern with the Diocesan Safeguarding Adviser then concerns can be raised directly with Adult Social Care. The alleged victim will be told that this will happen.

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral will be made to Adult Social Care team.

If the individual experiencing abuse does not have capacity to consent a referral will be made without that person's consent, in their best interests.

The Diocesan Safeguarding Adviser may take advice at the above stage from Adult Social Care and/or other advice giving organisations such as Police.

Recording And Managing Information Around Safeguarding Issues

The GNN is committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know. For further information, please see The GNN Confidentiality Policy.

The GNN recognises that people may not make a formal complaint about abuse until many years after the event. It is therefore important in all circumstances where it has been considered that abuse might have taken place to make careful, factual records.

- Record keeping is essential in safeguarding
- All records should be made as soon as possible after the event
- These records must be kept securely and indefinitely
- An allegation or subsequent action may not happen for many years

Disseminating/Reviewing Policy And Procedures

This Safeguarding Adults Policy and Procedure will be clearly communicated to all staff. The GN Team Leader will be responsible for ensuring that this is done.

The Safeguarding Adults Policy and Procedures will be reviewed annually and the Diocesan Safeguarding Representative will be involved in this process and can recommend any changes.

Personal Code Of Conduct

- Treat everyone with respect, setting positive examples for others
- Develop appropriate relationship based on mutual trust and respect
- Ensure any actions cannot be misinterpreted by someone else
- Challenge unacceptable behaviour and language
- Do not put anyone, including yourself in a compromising position
- Never keep allegations or suspected abuse secret

Who To Contact

Diocesan Safeguarding Team 023 9289 9677/665 07544566850

Hampshire Adult Services 0300 555 1386

Portsmouth Adult Services 023 9268 0810

GNN Office 023 9289 9671

In an emergency call 999

Policy adopted on (date).....

Signed

Date for review.....