

C&C

LONDON HOMES SINCE 1926

SAFEGUARDING POLICY

Approver	Board
Policy	Safeguarding Adults at Risk
Date Last Revised	July 2019
Revised by	Head of Care
Next Revision Date	July 2020
Related Documents	C&C Safeguarding Procedure Protecting Adults at Risk: London Multi – Agency Policy and Procedures to Safeguard Adults from Abuse Published Jan 2011. Mental Capacity Act 2005

Signed:

Chief Executive:
Julia Ashley
On Behalf of the C&C Board

1. Introduction

- 1.1** C&C is committed to protecting those who could be described as being at risk, including older people, people who are socially isolated, people with a physical disability, learning disability, mental health problem, frailty, confusion and especially those living with dementia.
- 1.2** C&C is responsible for ensuring all staff and visitors to our care homes, sheltered housing schemes, and supported living settings are made aware and kept updated with any issues surrounding adults at risk.
- 1.3** As an organisation, we value our staff, supporters and residents. We aim to empower those reliant upon care and support services and improve the quality of their lives.

2. Purpose

- 2.1** The purpose of our policy is to:
- 2.2** Ensure all C&C staff have a full understanding of what constitutes an Adult at Risk, what is and how to recognise potential abuse, and what the process is in order to protect residents from harm.
- 2.3** Ensure people who use any C&C service will know that C&C guards against any abuse, how to report that abuse and has assurance that any allegation will be dealt with in accordance with our policy.

3. Scope

This Policy applies to all employees, volunteers and Board and Committee members. It also applies to those employed by agencies under agreements with C&C. All of these will be referred to as “worker” in this Policy.

4. Responsibility

- 4.1** The Board have strategic responsibility for safeguarding at C&C, and for setting the policy.
- 4.2** The Director of Service has responsibility for the implementation of the policy.
- 4.3** The Head of Care and Head of Residents Services have day to day responsibility of implementation of the Policy. They also hold responsibility for ensuring the maintenance, regular review and updating of the policy.
- 4.4** Individual Line Managers are responsible for ensuring that our policy is applied within their own area and for ensuring all staff receive training and are updated regularly. Any queries on the application or interpretation of this policy must be discussed with the Head of Care or Head of Resident Services prior to any action being taken

4.5 All employees and associates as defined in section 3 of this policy have responsibility for implementation of this policy. All staff will receive training on Prevention of Abuse, which includes Safeguarding Adults at Risk.

5. **Policy**

5.1 Our policy is based on the principals of the Out Not In Care Strategy and our belief that every adult at risk receiving a C&C service has the right to live free from abuse.

5.2 The policy is aimed at preventing and avoiding harm, especially to adults at risk who need help to protect themselves. All C&C staff have an absolute responsibility to follow policies and procedures and to report any concerns they have.

5.3 The key principles of this policy which apply across all C&C services are:

5.3.1 Staff have a duty to report in a timely way any concerns or suspicions that an adult at risk is being or is at risk of being abused

5.3.2 Actions to protect an adult from abuse should always be given high priority by all organisations involved. Concerns or allegations should be reported without delay and given high priority

5.3.3 The dignity, safety and well-being of the individual is always a priority in their actions

5.3.4 As far as possible C&C will respect the rights of the person causing harm. If that person is also an adult at risk they must receive support and their needs must be addressed

5.3.5 Staff should understand their role and responsibilities in regard to this policy and procedures. C&C will ensure that all staff and volunteers are familiar with policies relating to Safeguarding Adults, know how to recognise abuse and how to report and respond to it.

5.3.6 Every effort should be made to ensure that adults at risk are afforded appropriate protection under the law

5.4 Collaboration with other agencies

5.4.1 Staff assessment and actions on abuse should always be in cooperation and collaboration with other agencies, such as Social Services, Doctors, Safeguarding Teams, Police and the Regulators.

5.4.2 Where there is doubt about safeguarding concerns, C&C will take the lead from the Local Authority Safeguarding team.

5.4.3 C&C are committed to multi-disciplinary working with other agencies, and locally developed additions to these national policies are positively encouraged.

5.4.4 Local staff should;

5.4.4.1 Establish available local guidance and work within this and also be aware of the existence of and make contact with any lead link abuse officer employed by Social Services, the police and in their localities,

5.4.4.2 Access multi-agency training opportunities.

5.4.4.3 Work with other agencies to uphold the rights of adults at risk to protect them from harm and exploitation, making constructive use of the law.

5.5 Confidentiality

5.5.1 Staff must respect confidentiality and not divulge information given to them in confidence unless justified by assessed risk to the adult at risk or by the responsibility of candour.

5.5.2 When an incident of abuse is suspected, or reported, all staff have a duty to ensure that information is not given to anyone unless they have a need to know. Managers should pay particular attention to protecting alleged victims, perpetrators and witnesses from identification to colleagues and other service users.

5.5.3 All staff have a duty to report any concerns they have in relation to harm of any individual to a line manager at their earliest opportunity.

5.5.4 Difficulties in working within the principles of maintaining confidentiality of an adult at risk should not lead to a failure to take action to protect an individual from harm, confidentiality should not be confused with secrecy.

5.6 Risk and rights

5.6.1 C&C acknowledges individuals' rights to independent lives. This sometimes involves a degree of risk. Where an individual chooses to accept this risk, their wishes should be respected within the context of their mental capacity to anticipate, weigh up and understand the risk.

5.6.2 Risks should be proportionate and staff able to identify possible areas of risk within the abuse remit in that the health and safety of the individual and of those who may be affected by their actions must be maintained so far as is reasonably practicable.

5.6.3 If there is any risk that a resident could be harmed or abused, C&C will take immediate action to separate the alleged perpetrator from potential victims.

5.7 Equal Opportunities

5.7.1 The policy and the way it is implemented by staff should take into account the diversity and individuality of our residents, as detailed in our Diversity policy.

5.8 Privacy, Dignity, Independence, Choice

5.8.1 All adults who are at risk for whatever reason should always be respected with regards to privacy, dignity, independence and choice

5.9 Recording

5.9.1 C&C will ensure that all recordings of safeguarding concerns are factual, identifying non-compliance and choice, incidents, any assessments, referrals and case conferences are all sufficient, accurate, concise, up-to-date, legible, dated and factual.

5.9.2 These records must be stored in an individual file and stored securely in a manner that safeguards the individual's rights to privacy, security, and confidentiality. These records are available to individuals on request (not third-party information) and may be used as evidence in civil or criminal protection or in disciplinary proceedings.

5.9.3 A central log of all safeguards will be recorded at C&C Central Office and reported through to the executive team.

5.10 Staff, Volunteer Support and Residents

5.10.1 Staff, volunteers and residents who witness and/or report serious abuse may need considerable support other staff may also be affected when service users and families they know are victims of abuse.

5.10.2 Where residential homes make use of volunteers who have significant and regular contact with adults at risk, they should undertake the same checks as they would when employing paid staff.

5.11 Training

5.11.1 All staff involved in delivery of service to Adults at Risk will receive training in Safeguarding Adults at Risk, the content of which should be clearly stated and the frequency of updates identified.

5.11.2 This can be provided in-house or in collaboration with the Local Authority. All Managers will also be trained in carrying out investigations, following C&C's established practices.

5.12 Whistle-blowing (public interest disclosure)

5.12.1 Staff and volunteers are encouraged to take action when suspicious that abuse is occurring at work no matter what the setting, who the perpetrator is or who the victim is. C&C will respect and not persecute those who stand up for anyone who is suspected of being abused.

5.12.2 C&C will ensure that all staff and residents have access to the disclosure procedure detailed in the whistle-blowing policy.

5.13 Dementia

5.13.1 C&C works in many settings with people with dementia. Our Principles of Care described in the Out Not In care strategy are key to providing a safe and dignified service which respects individuality.

5.13.2 People with dementia are amongst the most vulnerable in society. If they have impaired memory, confusion and dis-inhibition, this can increase their vulnerability and ability to alert people to this.

5.13.3 Our dementia care training focuses on the skills and techniques of communication and recognising ill-being, and these will allow staff to be alert to discomfort, pain and disturbance, which can be signs of abuse. Residents who have a type dementia should not be readily dismissed if they make an allegation of abuse. Careful consideration and time should be given with clear records kept.

5.13.4 An alleged abuse of someone with dementia requires very special handling. Families and advocates may be used to help to gather information and provide support.

5.14 Adults at Risk as Abusers

5.14.1 In some cases, another resident may be the person reported or suspected of abuse.

5.14.2 In these circumstances "Best interest Meeting" should be discussed with the Local Authority Safeguarding team and the service user's social worker.