



**Moor Allerton
Elderly Care**

Safeguarding Adults Policy and Procedure

Agreed by Management Committee on 14/1/2020
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Safeguarding Adults Policy and Procedure

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1. Safeguarding Policy

1.1 Policy Statements

MAECare will not tolerate the abuse of adults at risk in any of its forms.

MAECare is committed to:

- Managing its services is a way which minimises the risk of abuse occurring
- Supporting adults at risk who are at risk, experiencing or have experienced abuse
- Working with adults at risk and other agencies to end any abuse that is taking place

In achieving these aims MAECare will:

- Ensure that all staff and volunteers have access to and are familiar with this safeguarding adult policy and procedure and their responsibilities within it
- Ensure concerns or allegations of abuse are always taken seriously
- Ensure all staff receive training in relation to safeguarding adults at a level commensurate with their role.
- Ensure that service users, their relatives or informal carers have access to information about how to report concerns or allegations of abuse.
- Ensure there is a named lead person to promote safeguarding awareness and practice within the organisation

1.2 Policy Definitions

1.2.1 Who is an 'Adult At Risk'?

For the purposes of this policy, an adult at risk an adult who:

- is aged 18 years or more, and
- has needs for care and support (whether or not these are currently being met),
- is experiencing, or is at risk of, abuse or neglect, and
- as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

Such a definition includes adults with physical, sensory and mental impairments and learning disabilities, howsoever those impairments have arisen e.g. whether present from birth or due to advancing age, chronic illness or injury.

Also included are people with a mental illness, dementia or other memory impairments, people who misuse substances or alcohol.

The definition includes unpaid carers (family and friends who provide personal assistance and care to adults on an unpaid basis).

1.2.2 What is abuse?

Abuse can take many forms and the circumstances of the individual should always be considered. It may consist of a single act or repeated acts. The following are examples of issues that would be considered as a safeguarding concern.

Physical abuse - includes hitting, slapping, pushing, kicking, misuse of medication, unlawful or inappropriate restraint, or inappropriate physical sanctions.

Domestic abuse – is “an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse... by someone who is or has been an intimate partner or family member regardless of gender or sexuality” (Home Office, 2013).

Sexual abuse - includes 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.

Psychological abuse - includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal from services or supportive networks.

Financial and material abuse – includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Modern slavery - includes human trafficking, forced labour and domestic servitude. Traffickers and slave masters use the means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhuman treatment.

Neglect and acts of omission - includes ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Discriminatory abuse - includes abuse based on a person’s race, sex, disability, faith, sexual orientation, or age; other forms of harassment, slurs or similar treatment or hate crime/hate incident.

Organisational abuse – includes neglect and poor practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Self-neglect - covers a wide range of behaviours, such as neglecting to care for one's personal hygiene, health or surroundings and includes behaviours such as hoarding.

1.3 Key Roles

Every member of staff and volunteer has a responsibility to act on concerns of possible abuse and must inform the organisation's Safeguarding Concerns Manager.

The Manager is the Organisational lead for safeguarding adults and the Safeguarding Concerns Manager at MAECare.

Safeguarding Concerns Manager: The Safeguarding Concerns Manager has the responsibility to decide whether it is appropriate to Raise a Safeguarding Concern required or respond to the concerns in an alternative manner.

1.4 Safe Employment

- MAECare is committed to achieving best practice in respect to the safe recruitment of employees and volunteers; all applicants will be required to provide two references; in the case of employees, one of those references should be the current or most recent employer.
- MAECare is committed to working within best practice as established by the Disclosure and Barring Scheme (DBS). All employees and volunteers working directly with older people will need a DBS check. Rechecks or updates will be carried out every 3 years for employees and every 5 years for volunteers.

1.5 Training and Supervision

- Awareness of this safeguarding policy/procedure is covered within the induction programme of all new employees and volunteers.
- All staff will receive training on safeguarding adults at a level commensurate with their roles.
- Some staff may receive training on the requirements and provisions of the Mental Capacity Act at a level commensurate with their roles.

1.6 Prevention

The following MAECare Policies and Procedures are designed to support a preventative approach to safeguarding and should be referred to for additional guidance in determining whether abuse has occurred and how to respond.

1. Employee Handbook (Whistle Blowers)
2. Complaints
3. Equal Opportunities
4. Confidentiality/Data Protection
5. Recruitment and Selection
6. Disciplinary and Grievance
7. Health and Safety
8. Volunteer

2. Safeguarding Adult Procedures

2.1 Responding to an allegation/concern:

2.1.1 Responsibilities of all employees and volunteers

If any member of staff or volunteer has reason to believe that abuse is or may be taking place you have a responsibility to act on this information. It does not matter what your role is, doing nothing is not an option.

If a person discloses abuse to you directly, use the following principles to respond to them:

- Assure them that you are taking the concerns seriously
- Do not be judgemental or jump to conclusions
- Listen carefully to what they are telling you, stay calm, get as clear a picture as you can. Use open ended questions
- Do not start to investigate or ask detailed or probing questions
- Explain that you have a duty to tell the Manager or member of staff
- Reassure the person that they will be involved in decisions about them

Your responsibilities are:

1. To take action to keep the person safe if possible.
 - Is an urgent police presence required to keep someone safe – call 999
 - Does the person need urgent medical assistance, do they need an ambulance – call 999
2. If a crime has occurred, be aware of the need to preserve evidence
3. Always inform MAECare's Safeguarding Concerns Manager. You cannot keep this information secret, even if the person asks you to.
4. Clearly record what you have witnessed or been told, record your responses and any actions taken.

If consulting with the Safeguarding Concerns Manager will lead to an undue delay and thereby leave a person in a position of risk, you should Raise a Safeguarding Concern yourself.

2.1.2 Responsibilities of volunteers

In most cases, the main responsibility of volunteers is to tell the Manager or another member of staff such as a Project Worker or their supervisor.

2.1.3 Responsibilities of Trustees

Trustees are responsible for ensuring that MAECare has done what it can to safeguard the immediate safety and wellbeing of anyone experiencing abuse.

They monitor the implementation of MAECare's Safeguarding Policy and Procedure and receive an annual report on Safeguarding issues.

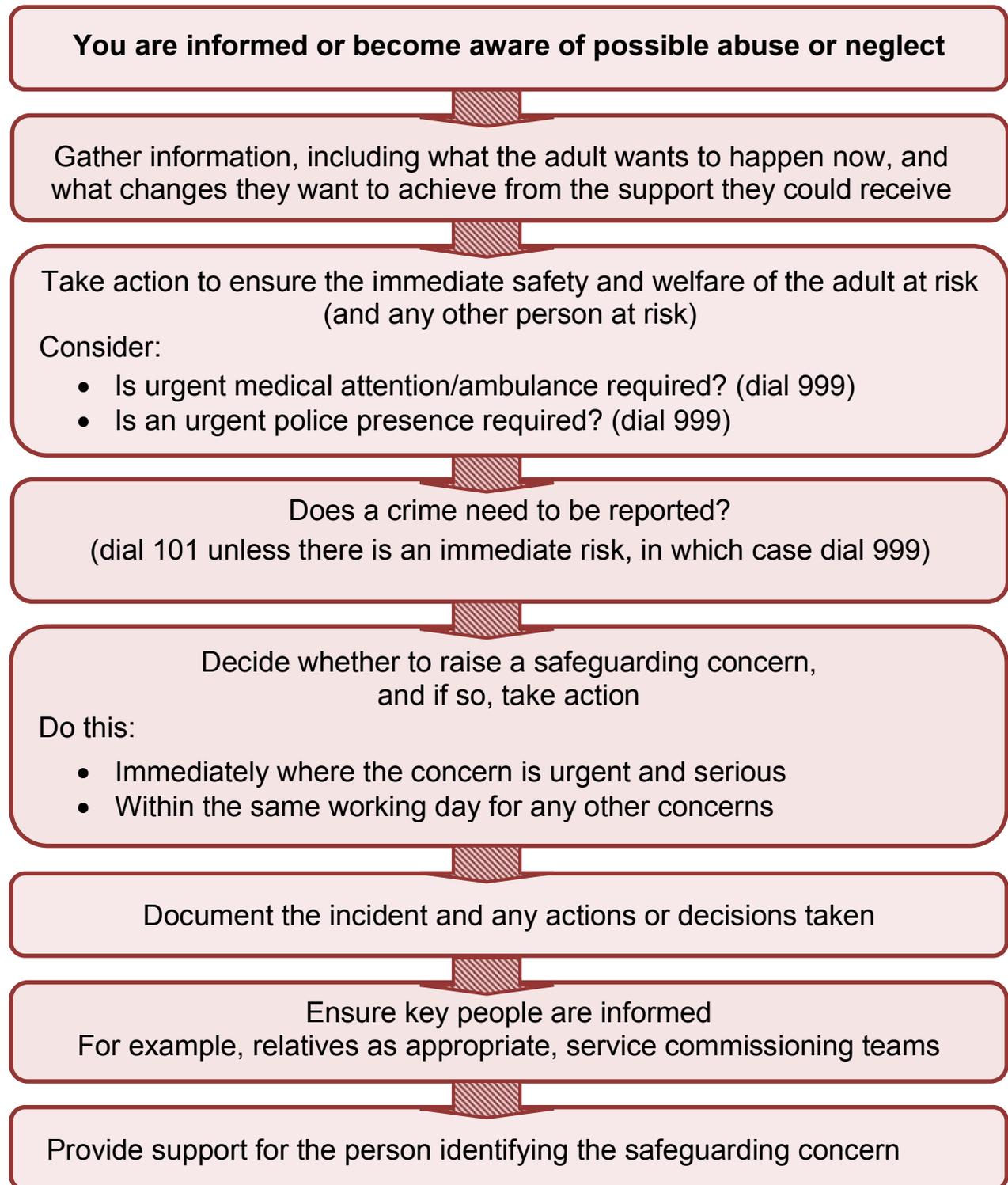
The will nominate a trustee who will be the lead on safeguarding, supporting the Manager and reporting directly to the Committee.

2.1.4 Responsibilities of the Manager

In addition to the responsibilities as MAECare's Safeguarding Concerns Manager, the Manager will also provide an annual report to Trustees on Safeguarding issues.

2.1.5 Raising a Safeguarding Concern

Raising a safeguarding concern means reporting abuse to the local authority under the safeguarding adults procedure. Anyone can raise a safeguarding concern, although usually this is undertaken by the Manager of MAECare in her capacity as the Safeguarding Concerns Manager.



Additional Guidance:

A. Considering whether to Raise a Safeguarding Concern

When deciding whether a safeguarding concern should be raised, consider the following key questions:

1. Is the person an 'adult at risk' as defined within this policy/procedure?
2. Is the person experiencing, or at risk of, abuse and neglect?
3. What is the nature and seriousness of the risks?

Consider:

- The person's individual circumstances
- The nature and extent of the concerns
- The length of time it has been occurring
- The impact of any incident
- The risk of repeated incidents for the person
- The risk of repeated incidents for others

4. What does the adult at risk want to happen now?

Wherever possible, consider what the adult at risk wants to happen next, what do they want to change about their situation, and what support do they want to achieve that?

On some occasions, it may be necessary to raise a safeguarding concern even if this is contrary to the wishes of the adult at risk. Any such decision should be proportional to the risk, for example:

- It is in the public interest e.g. there is also a risk to others, a member of staff or volunteer is involved, or the abuse has occurred on property owned or managed by an organisation with a responsibility to provide care
- The person lacks mental capacity to consent and it is in the person's best interests
- The person is subject to coercion or undue influence, to the extent that they are unable to give consent
- It is in the person's vital interests (to prevent serious harm or distress or life threatening situations)

If you remain unsure whether to raise a safeguarding concern, you can:

- Contact the Manager who is MAECare's safeguarding adults lead for advice
- Seek advice from Adult Social Care, 0113 222 4401
- Refer to the Multi-Agency Safeguarding Adult Policy and Procedures at www.safeguardingadults.org.uk for further information and guidance

B. Considering whether to report a concern to the police

If a crime has been or may have been committed, seek the person's consent to report the matter immediately to the police. This will be in addition to raising a safeguarding concern with the local authority.

If the person has mental capacity in relation to the decision and does not want a report made, this should be respected unless there are justifiable reasons to act contrary to their wishes, such as:

- the person is subject to coercion or undue influence, to the extent that they are unable to give consent, or
- there is an overriding public interest, such as where there is a risk to other people
- it is in the person's vital interests (to prevent serious harm or distress or in life-threatening situations)

There should be clear reasons for overriding the wishes of a person with the mental capacity to decide for themselves. A judgement will be needed that takes into account the particular circumstances.

Preserving evidence

If a crime has occurred, try to preserve evidence in case there is a criminal investigation. The police should be contacted for advice wherever required.

C. Who else to inform

Notify the local authority who commission MAECare's services for the adult at risk.

You may also need to inform:

- relatives of the adult at risk according to their wishes, or in their 'best interests' where they lack the mental capacity to make this decision for themselves
- child protection services, if children are also at risk from harm
- the Charities Commission
- staff delivering a service on a need-to-know basis so that they do not take actions that may prejudice an enquiry

D. Document the concern and any actions or decisions taken

Ensure all actions and decisions are fully recorded on the Database under Safeguarding. It is possible that the case records may be required as part of an enquiry, be as clear and accurate as you can. Record the reasons for your decisions and any advice given to you in making these decisions.

Ensure that appropriate records are maintained, including details of:

- the nature of the safeguarding concern/allegation
- the wishes and desired outcomes of the adult at risk
- the support and information provided to enable the adult at risk to make an informed decision
- the decision to raise a concern or not.

E. How to make a Raise a Safeguarding Concern

To raise a safeguarding concern under the safeguarding adults procedures:

Contact:

- Adult Social Care Contact Centre: **0113 222 4401**
- Emergency Duty Team: **07712 106 378** (if urgent and outside of the Contact Centre times)

The person you speak to will ask you for details about the allegation/concern. If you have reported the incident to the police, tell the person this as well.

Then complete the Safeguarding Adults: Supporting Information form; sometimes called the SA1 Form. This can be found on www.leedssafeguardingadults.org.uk

The safeguarding concern will be allocated to an appropriate team, who will then contact you to discuss the concerns further and advise you to whom the Supporting Information form (SA1) should be sent.

Appendix A: Useful Contacts

To raise a safeguarding concern or seek advice	
Leeds Adult Social Care: Contact Centre	Tel: 0113 222 4401
Emergency Duty Team (Outside of the contact centre times above)	Tel: 07712 106 378
Contacting the police	
If the person is in imminent danger	Tel: 999 (Emergency Service)
If you need to report a crime, but the person is not in imminent danger	Tel: 101 (Non-Emergency Service)
To notifying regulators	
Charities Commission	Tel: 03000 652199
Notifying contracting/commissioning authority	
Leeds City Council	David Peel Tel: 0113 3783836 Mob: 07891 274659
Leeds CCG	Tim Sanders Tel: 0113 378 3853 Mob: 07891 272462
Employment related advice lines	
Disclosure and Barring Service (DBS)	Tel: 01325 953795
Whistleblowing advice services	
Mencap www.mencap.org.uk/organisations/whistleblowing-helpline	Helpline: 08000 724 725
Care Quality Commission: www.cqc.org.uk/contact-us	Tel: 03000 616161
Public Concern at Work www.pcaaw.org.uk	Tel: 020 7404 6609.
Advocacy services	
Advonet www.advonet.org.uk	Tel: 0113 244 0606