

## **Vulnerable Adult Protection Policy Safeguarding Adults Policy and Procedures**

### **Introduction**

Lite-Waves Therapeutic Education is an outreach service and as such we are usually guests in other groups – we would therefore familiarise ourselves and follow the procedures of the organisation we are visiting. In the event that we are not able to do this then the following procedures apply.

We recognise the contribution we make to safeguarding vulnerable adults. We recognise that all staff, including volunteers, has a full and active part to play in protecting vulnerable adults from harm. Our policy applies to all staff, volunteers and associate workers. Lite-Waves Therapeutic Education provides a service to adults and these procedures have been designed to ensure the welfare and protection of any adult who accesses the services we provide.

Lite-Waves Therapeutic Education 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 will be treated with dignity and respect.

These procedures are cross referenced with and should be read in conjunction with the following policies and procedures:

- Staff and Volunteer recruitment policies
- Confidentiality
- Health and Safety
- Disciplinary and Grievance
- Whistle blowing
- Equality and Diversity
- Data Protection

These procedures are divided into the following sections

- Preventing and minimizing abuse
- Recognising the signs and symptoms of abuse
- Named person for safeguarding adults
- Responding to people who have experienced or are experiencing abuse
- Managing allegations made against a member of staff or volunteer
- Recording and managing confidential information
- Disseminating/Reviewing policy and procedures

### **Preventing and minimising abuse**

Lite-Waves Therapeutic Education is committed to safer recruitment policies and practices for paid staff, volunteers and trustees. This includes enhanced Ensuring that staff and volunteers working directly with vulnerable adults have had clearance from the Disclosure and Barring Service, ensuring references are taken up and adequate training on Safeguarding Adults is provided for staff and volunteers.

## **Criminal Records Bureau and the Independent Safeguarding Authority**

All paid staff and volunteers will be required to provide two references and will be subject to an enhanced Disclosure and Barring Service (**DBS** formerly Criminal Records Bureau CRB) disclosure in accordance with our recruitment and selection policy.

Where appropriate management committee members may be required to provide two references and have an enhanced DBS check.

The organisation will work within the current legal framework for reporting staff to the Independent Safeguarding Authority (ISA) that are abusers.

Note: On Tuesday 16th Jun 2010 HM Government suspended the implementation of the ISA Scheme until further notice.

The following information has been provided whilst implementation is halted.

Whilst the review is undertaken, Lite-Waves Therapeutic Education will follow the safeguarding regulations introduced in October 2009. These include:

- Lite-Waves Therapeutic Education will not knowingly employ someone who is barred from work with vulnerable adults
- If we dismiss a member of staff or a volunteer because they have harmed a child or vulnerable adult, or we would have done so if they had not left, we will inform the Independent Safeguarding Authority.
  
- Service users will be encouraged to become involved with the running of the organisation. Information will be made available about abuse and the complaints policy and Safeguarding Adults policy statement will be available to service users. This information will be in a form that can be easily understood. Service users will be provided with simple and straightforward ways to report their concerns.
  - All staff, volunteers, trustees and service users will be provided with training and information to enable them to develop the awareness; skills and abilities appropriate to their role within the organisation and responsibilities regarding Safeguarding.
  - All staff, volunteers and management board will be provided with information regarding the organisations safeguarding policies and procedures during their induction period and all the organisations procedures will form part of the staff, handbook.

Staff will be provided with opportunity to discuss safeguarding issues during their supervision and appraisal.

## Recognising the signs and symptoms of abuse

Lite-Waves Therapeutic Education is committed to ensuring that all staff and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse and will ensure that the named person and other members of staff and volunteers have access to training around Safeguarding Adults.

*“Abuse is a violation of an individual’s human and civil rights by any other person or persons” No Secrets: Department of Health, March 2000*

### **Abuse includes:**

- Physical abuse, hitting, slapping, punching, burning
- Sexual abuse, rape, indecent assault, inappropriate touching
- Emotional abuse, belittling, name calling,
- Financial or material abuse, stealing, selling assets
- Neglect and acts of omission, leaving in soiled clothes, failing to feed properly
- Discriminatory abuse (including racist, sexist, based on a person’s disability and other forms of harassment)
- Institutional
- *Abuse may be carried out deliberately or unknowingly.*
- *Abuse may be a single act or repeated acts.*

### **Vulnerable adult**

Safeguarding Adults procedures relate to the multi-agency responses made to a person aged 18 years or over: *‘who is or may be in need of community care services by reason of mental or other disability, age or illness and is or maybe unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation’ [No Secrets 2000].<sup>1</sup>*

### **Named person for safeguarding adults**

Lite-Waves Therapeutic Education has an appointed individual who is responsible for dealing with any Safeguarding Adults concerns. In their absence, a deputy will be available for workers to consult with. The named person(s) for Safeguarding Adults within Lite-Waves Therapeutic Education is Patricia Howell (Chief Executive):

### **The roles and responsibilities of the named person(s) are:**

- To ensure that all staff, volunteers and trustees are aware of what they should do and who they should go to if they have concerns that someone may be experiencing, or has experienced abuse or neglect.

- To ensure that concerns are acted on, clearly recorded and referred to Adult Social Care following the Lewisham Interagency Safeguarding Vulnerable Adults Procedure
- To follow up any referrals and ensure the issues have been addressed.
- To reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security.
- To ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.
- To co-operate with safeguarding investigations carried out under the Lewisham Interagency Safeguarding Adults Procedure.
- To ensure that disciplinary procedures are co-ordinated with any other enquiries taking place as part of the ongoing management of any allegation.

## **Responding to people who have experienced or are experiencing abuse**

Lite-Waves Therapeutic Education recognises that it has a duty to act on reports, or suspicions of abuse or neglect. Anyone who has contact with vulnerable adults and hears disclosures or allegations or has concerns about potential abuse or neglect has a duty to pass them on appropriately.

How to respond to a disclosure:

- Listen carefully to what is being said
- Record what you have been told/witnessed as soon as possible
- Remain calm and do not express shock or disbelief
- Tell them that the information will be treated seriously
- Don't start to investigate or ask detailed or probing questions
- Don't promise to keep it a secret

## **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 and service users safe
- To inform the named person
- To record what happened in Safeguarding incidence folder

All situations of abuse or alleged abuse will be referred to the named person. The alleged victim will be told that this will happen. This stage is called the alert

The named person can then take advice from the Safeguarding Adults Team and/or other advice giving organisations.

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 to Adult Social Care will be made, using the Lewisham Integrated Safeguarding Adults Referral process as detailed in Lite-Waves Therapeutic Education's Induction Pack

If the individual experiencing abuse does not have the mental capacity to understand what is happening to them, a referral will be made without that person's consent.

## **Referrals**

Refer to: Lewisham Safeguarding Vulnerable Adults

Tel: 020 8314 7766 (office hours) / 020 8314 6000 (urgent calls out of office hours)

- Prior to making a referral, gather as much information as possible about the allegation.
- Lack of access to the necessary information should NOT delay the referral.
- A referral will then lead to the implementation of the next stages of the Integrated Vulnerable Adults Protection Procedure. The named person should have an overview of this process so they can explain it to the person concerned and offer all relevant support to the process. This could be practical support e.g. providing a venue, or information and reports and emotional support.

Information should be provided to the individual. This could be about other sources of help or support that could enable them to decide what they need to do next to enable them to recover from their experience and/or seek justice

## **Managing allegations made against a member of staff or volunteer**

### **Action following initial consideration**

Where the initial consideration decides that the allegation does not involve a possible criminal offence it will be for the named person to deal with it. In such cases, if the nature of the allegation does not require formal disciplinary action, the named person should institute appropriate action within three working days. If a disciplinary hearing is required and can be held without further investigation, the hearing should be held within 15 working days.

The named person must not automatically suspend such an individual without careful thought. Suspension should be considered in any case where:

- a vulnerable adult is at risk of significant harm
- the allegation warrants investigation by the police
- the allegation is so serious that it might be grounds for dismissal.

The named person must also consider whether the result that would be achieved by suspension could be obtained by alternative arrangements.

Lite-Waves Therapeutic Education will ensure that any allegations made against members or member of staff, volunteer or associate worker will be dealt with swiftly.

Where a member of staff/volunteer/associate worker 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.

Where the allegation involves alleged abuse of a vulnerable adult, a referral should be made following the process below.

The safety of the individual(s) concerned is paramount and it should be ensured that they are safe and away from the person(s) who are the alleged perpetrators.

The named person will liaise with the Safeguarding Manager to discuss the best course of action and to ensure that the **Lite-Waves Therapeutic Education's Disciplinary Procedures** are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

### **Recording and managing confidential information**

Lite-Waves Therapeutic Education 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 Lite-Waves Therapeutic Education's confidentiality policy.

All allegations/disclosures/concerns should be recorded in writing. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate.

The information that is recorded will be kept secure and will comply with data protection.

### **Disseminating/Reviewing policy and procedures**

Lite-Waves Therapeutic Education will ensure that the Safeguarding Adults Policy and Procedures are reviewed by the management board every two years unless there is a change in legislation. The named person for Safeguarding Adults will be involved in this process and can recommend any changes.

It may be appropriate to involve service users in the review and parents/carers need to be informed of any significant changes.

The named person will also ensure that any changes are clearly communicated to staff, volunteers and service users.

**Name:** P Howell

**Signature** *P<sub>Howell</sub>*

**Position:** Chief Executive

**Date** 7 March 2016

## Appendix 1

### Definitions and types of abuse

#### Abuse

- Is the harming of another individual usually by someone who is in a position of power, trust or authority over that individual.
- This harm may be physical, psychological or emotional or it may be directed at exploiting the vulnerability of the victim in more subtle ways (*for example, through denying access to people who can come to the aid of the victim, or through misuse or misappropriation of his or her financial resources*).
- The threat or use of punishment is also a form of abuse. In many cases, it is a criminal offence”

#### Types of Abuse

##### Physical abuse

- Bodily assaults resulting in injuries e.g. hitting, slapping, pushing,
  - Kicking, misuse of medication, restraint or inappropriate sanctions.

##### Sexual abuse

- Rape, incest, acts of indecency, sexual assault
- Sexual harassment or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting.
- Sexual abuse might also include exposure to pornographic materials, being made to witness sexual acts and encompasses sexual harassment and non-contact abuse.
- **Psychological/emotional abuse includes:**
- Including threats of harm, controlling, intimidation, coercion, harassment, verbal abuse, enforced isolation or withdrawal from services or supportive networks.
- Humiliation
- Bullying, shouting, swearing

##### Neglect

- Including 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.

##### Financial or material

- Including theft, fraud,

- Exploitation, pressure in connection with Wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

**Discriminatory**

- Including racist, sexist, or based on a person's disability, and other forms of harassment, slurs or similar treatment.

**No abuse is acceptable and some abuse is a criminal offence and must be reported to the Police.**

**Name: P Howell**

**Position: Chief Executive**

**Signature: *PHowell***

**Date:**

**Appendix 2**

**Useful Telephone Numbers**

**Local Contacts**

**Lewisham Safeguarding Vulnerable Adults**

Tel: 020 8314 7766 (office hours) / 020 8314 6000 (urgent calls out of office hours)

**Police:** Tel: 0300 123 1212

**NATIONAL ORGANISATIONS**

**ANN CRAFT TRUST**

Tel: 0115 951 5400

A national association working with staff in the statutory, independent and voluntary sectors in the interests of people with learning disabilities who may be at risk from abuse.

**MIND infoline**

Tel: 0845 7660 163

Information re mental health related issues. Help in finding out options and local services. Mon – Fri 9.15 – 5.15.

**RELATIVES AND RESIDENTS ASSOCIATION**

Tel: 020 7359 8136

Tel: 020 7916 6055

Email: [advice@reles.org](mailto:advice@reles.org)



Help information or advice about a relative who is in a care home or about to enter one.

**RESPOND**

Tel: 020 7383 0700

Provides therapeutic intervention for people with learning disabilities who have been abused.

**SANELINE**

Tel: 0845 767 8000

National helpline for anyone coping with mental illness.

**VOICE**

Tel: 01332 202555

Provide support to people with learning disabilities who have been abused, raises awareness, campaigns and promotes best practice.