

SAFEGUARDING ADULTS POLICY

This policy will enable SkillForce to demonstrate its commitment to keeping safe the vulnerable adults with whom it works alongside. SkillForce acknowledges its 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 the trustees, staff or contractors can work to prevent abuse and know what to do in the event of abuse.

The Policy Statement and Procedures have been drawn up in order to enable SkillForce to:

- promote good practice and work in a way that can prevent harm, abuse and coercion occurring.
- to ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.
- and to stop that abuse occurring.

The Policy and Procedures relate to the safeguarding of vulnerable adults. A vulnerable adult is defined as a person aged 18 or over:

- who has care and support needs and
- is experiencing, or is at risk of, abuse or neglect and
- is unable to protect themselves because of their care and support needs (The Care Act 2014)

An adult with care and support needs may be:

- an older person
- a person with a physical disability, a learning difficulty or a sensory impairment
- someone with mental health needs, including dementia or a personality disorder
- a person with a long-term health condition
- someone who misuses substances or alcohol to the extent that it affects their ability to manage day-to-day living.

This is not an exhaustive list. In its definition of who should receive a safeguarding response, the legislation also includes people who are victims of sexual exploitation, domestic abuse and modern slavery.

The policy applies to all trustees, staff or contractors and anyone working on behalf of SkillForce

It is acknowledged that significant numbers of vulnerable adults are abused and it is important that SkillForce has a Safeguarding Adults Policy, a set of procedures to follow and puts in place preventative measures to try and reduce those numbers.

In order to implement the policy SkillForce will work:

- to promote the freedom and dignity of the person who has or is experiencing abuse
- to promote the rights of all people to live free from abuse and coercion
- to ensure the safety and wellbeing of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing
- to manage services in a way which promotes safety and prevents abuse
- recruit staff and contractors safely, ensuring all necessary checks are made
- provide effective management for trustees, staff or contractors through supervision, support and training

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SkillForce:

- will ensure that all trustees, staff or contractors are familiar with this policy and procedures
- will work with other agencies within the framework of the relevant Safeguarding Adults Board Policy and Procedures, as described in the Care Act 2014
- will act within its confidentiality policy and will usually gain permission from service users before sharing information about them with another agency
- will take into consideration the right of an individual with capacity to make their own decisions about whether they need or want support from social care or other agencies
- will inform service users that where a person is in danger, a child is at risk or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent
- will pass information to Adult Social Services when more than one person is at risk. For example: if the concern relates to a worker, volunteer or organisation providing a service to vulnerable adults or children
- will wherever possible seek written consent before making a referral to Adult Social Care as appropriate
- will endeavor to keep up to date with national developments relating to preventing abuse and welfare of adults
- will ensure that the Safeguarding Concerns Manager understands his/her responsibility to refer incidents of adult abuse to the relevant statutory agencies (Police/Adult Social Services)

The Safeguarding Concerns Manager (Adults) in SkillForce is Shaun Pape (Compliance and Policy Officer)

The Deputy Safeguarding Concerns Manager (Adults) in SkillForce is Simi Bhogal (Executive PA to CEO/Company Secretary)

They should be contacted for support and advice on implementing this policy and procedures.

PROCEDURES

1. Introduction

These procedures have been designed to ensure the welfare and protection of any adult who accesses services provided by SkillForce. The procedures recognise that adult abuse can be a difficult subject for workers to deal with. SkillForce is committed to the belief that the protection of adults from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all trustees, staff or contractors act appropriately in response to any concern around adult abuse.

All Area Managers should ensure that Appendix 1 is completed for their teams and displayed prominently so that all employees know who to contact in case of concerns.

2. Preventing abuse

SkillForce 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 SkillForce will be treated with respect.

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

- Safeguarding and Child Protection Policy

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- Whistle Blowing
- Staff code of conduct / behaviour
- Disciplinary and Grievance
- Data Protection
- Recruitment and Selection

SkillForce is committed to safer recruitment policies and practices for paid staff, trustees and contractors. This may include DBS disclosures for staff and contractors, ensuring references are taken up and adequate training on Safeguarding Adults is provided for relevant staff and contractors.

The organisation will work within the current legal framework for reporting staff or contractors that have harmed or may pose a risk of harm to vulnerable people.

Service users will be encouraged to become involved with the running of the organisation. Information will be available about abuse and the complaints policy and Safeguarding Adults policy statement will be available to service users and their carers/families.

3. Recognising the signs and symptoms of abuse

SkillForce is committed to ensuring that all trustees, staff or contractors undertake training to gain a basic awareness of signs and symptoms of abuse. SkillForce will ensure that the Safeguarding Concerns Manager and other members of the trustees, staff or contractors 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, 2000)

Categories of abuse include:

- **Physical abuse** such as being hit, kicked, being locked in a room or inappropriate restraint
- **Sexual abuse** such as being made to take part in a sexual activity when the adult has not, or is not able to give their consent.
- **Psychological abuse** such as being shouted at, ridiculed or bullied, as well as being made to feel frightened.
- **Financial or material abuse** such as stealing someone’s money or belongings, or misusing them for someone else’s benefit
- **Neglect** involves the failure to provide care or support which results in someone being harmed.
- **Discriminatory abuse** involves treatment or harassment based on age, gender, sexuality, disability, race or religious belief.
- **Modern Slavery** includes human trafficking, forced labour, and domestic servitude.
- If any of these forms of abuse are caused by an organisation, it is sometimes called **organisational abuse**.
- When abuse occurs between partners or by a family member, it is often called **domestic violence**.
- **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.

A safeguarding response in relation to self-neglect may be appropriate where a person is declining assistance in relation to their care and support needs, and the impact of their decision, has or is likely to have a substantial impact on their overall individual wellbeing.

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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, contractors 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.

4. Safeguarding Concerns Manager for safeguarding adults

SkillForce 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 Safeguarding Concerns Manager for Safeguarding Adults within SkillForce is:

Shaun Pape (Compliance and Policy Officer)

Deputy:

Simi Bhogal (PA to CEO and Company Sec,)

Contact details:

Central Services, Edwinstowe House, High Street, Edwinstowe, Nottinghamshire, NG21 9PR, Tel: 01623 827651

Should either of these named people be unavailable then trustees, staff or contractors should contact the relevant Adult Social Care directly for advice. See below for contact details.

The roles and responsibilities of the Safeguarding Concerns Manager(s) are:

- to ensure that all staff including trustees, staff or contractors are aware of what they should do and who they should go to if they have concerns that a vulnerable adult may be experiencing, or has experienced abuse or neglect.
- to ensure that concerns are acted on, clearly recorded and referred to Adult Social Care or to the allocated social worker/care manager where necessary.
- to follow up any referrals and ensure the issues have been addressed.
- consider any recommendations from the Safeguarding Adults process
- to reinforce the utmost need for confidentiality and to ensure that staff and contractors are adhering to good practice with regard to confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest.
- to ensure that staff and contractors working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.
- if appropriate staff or contractors will be given support and afforded protection if necessary under the Public Interest Disclosure Act 1998: they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and its outcome

5. Responding to people who have experienced or are experiencing abuse

SkillForce 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.

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How to respond if you receive an allegation:

- Reassure the person concerned
- Listen to what they are saying
- Record what you have been told/witnessed as soon as possible
- Remain calm and do not show 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, contractors and service users safe
- To inform the Safeguarding Concerns Manager
- To record what happened.

All situations of abuse or alleged abuse will be discussed with the Safeguarding Concerns Manager or their deputy. If a member of the trustees, staff or contractors feels unable to raise this concern with the Safeguarding Concerns Manager or their deputy then concerns can be raised directly with the relevant Adult Social Care. This stage is called the alert.

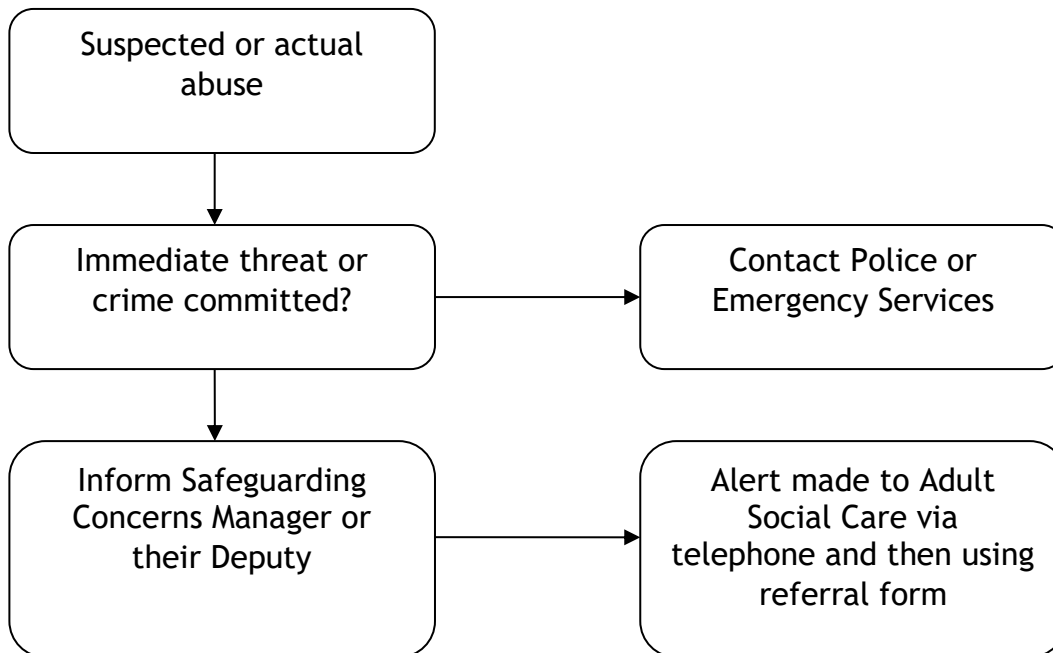
If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as lack of capacity or there is a risk to others, a referral (alert) will be made to the relevant Adult Social Care team. Wherever possible, SkillForce will seek written consent from the individual at risk.

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.

On no account will information be shared with the individual's parents or other family members without their express consent, unless the individual does not have the capacity to give such consent.

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The Safeguarding Concerns Manager may take advice at the above stage from Adult Social Care and/or the Safeguarding Adults Unit and/or other organisations such as Police.



A Safeguarding Adults Manager (a Team Manager from Adult Services) will then decide if the safeguarding process should be instigated or if other support/services are appropriate. Feedback will be given to the person who raised the safeguarding adults alert.

If the Safeguarding Adults Manager decides the safeguarding process needs to be instigated this will then lead to the implementation of the next stages of the Local Board Multi-Agency Policy and Procedures.

The Safeguarding Concerns Manager will have an overview of this process so they can explain it to the person concerned and offer all relevant support to the person and 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 information that could enable them to decide what to do about their experience, enable them to recover from their experience and enable them to seek justice.

6. Managing allegation made against member of staff or volunteer

SkillForce will ensure that any allegations made against members or member of staff will be dealt with swiftly.

Where a member of the trustees, staff or contractors 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.

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The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users 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 service whilst the investigation is undertaken.

The Safeguarding Concerns Manager will liaise with Adult Social Care to discuss the best course of action and to ensure that the SkillForce's disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

SkillForce has a whistle blowing policy and staff are aware of this policy. Staff will be supported to use this policy.

7. Recording and managing confidential information

SkillForce 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 SkillForce's confidentiality policy.

All allegations/concerns should be recorded in name of place/file/log where safeguarding adults concerns will be recorded. 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.

Access to this information will be restricted to the Safeguarding Concerns Manager and their deputy.

8. Disseminating/Reviewing policy and procedures

This Safeguarding Adults Policy and Procedure will be clearly communicated to the trustees, staff, volunteers and relevant contractors. The Safeguarding Concerns Manager will be responsible for ensuring that this is done.

The Safeguarding Adults Policy and Procedures will be reviewed annually. The Safeguarding Concerns Manager will also ensure that any changes are clearly communicated to the trustees, staff or contractors. It may be appropriate to involve service users in the review and service users and parents/carers need to be informed of any significant changes.

9. Relevant Legislation

This Safeguarding Policy takes into account the relevant legislation currently in place:

The Care Act 2014;
Mental Capacity Act 2005 (amended 2017);
Safeguarding Vulnerable Groups Act 2006.

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Appendix 1

Name and role:	Address, telephone and / or email address
Safeguarding Concerns Manager (adults)	
Deputy Safeguarding Concerns Manager (adults)	
Area Manager	
Local Authority Safeguarding Adults Lead	
Local authority allegations manager (adults)	
Local authority Adult social care team manager	
Adult social care referrals	Phone number
Out of hours duty team	Phone number
Police public protection unit	