



POLICY SAFEGUARDING VULNERABLE ADULTS

1. Purpose

This policy seeks to ensure that YANA undertakes its responsibilities with regard to protection of vulnerable adults and will respond to concerns appropriately. The policy establishes a framework to support paid and unpaid staff in their practices and clarifies the organisation's expectations.

YANA makes a positive contribution to a strong and safe community and recognises the right of every individual to stay safe.

YANA comes into contact with vulnerable adults through the following activities:

- Helpline Callers
- Mental Health First Aid courses
- Attending events

The types of contact with vulnerable adults will be:

- Regulated activity - contact with a vulnerable person once a month or less
- Controlled Activity - ancillary roles that have access to data on vulnerable people

2. Introduction

Safeguarding is about embedding practices throughout the organisation to ensure the protection of children and/or vulnerable adults wherever possible. In contrast, child and adult protection is about responding to circumstances that arise.

Abuse is a selfish act of oppression and injustice, exploitation and manipulation of power by those in a position of authority. This can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender or culture. It can take a number of forms, including the following:

- Physical abuse
- Sexual abuse
- Psychological or Emotional abuse
- Neglect or Omission to act
- Financial or material abuse
- Child Sexual Exploitation
- Modern Slavery
- Self Neglect
- Domestic Abuse
- Institutional Abuse
- Discriminatory Abuse
- Harassment
- Radicalisation

3. Definition of a vulnerable adult

A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited.

YANA, hereinafter referred to as the Organisation, aims to ensure that vulnerable people, are protected and kept safe from harm while they are with staff and volunteers in this organisation. In order to achieve this, we will ensure our staff and volunteers are carefully selected, screened, trained and supervised.

4. Who do adult safeguarding duties apply to?

The Care Act 2014 sets out that adult safeguarding duties apply to *any* adult who:

- has care and support needs, and
- is experiencing, or is at risk of, abuse and neglect, and
- is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs

All adults should be able to live free from fear and harm. But some may find it hard to get the help and support they need to stop abuse.

An adult may be unable to protect themselves from harm or exploitation due to many reasons, including their mental or physical incapacity, sensory loss or physical or learning disabilities. This could be an adult who is usually able to protect themselves from harm but maybe unable to do so because of an accident, disability, frailty, addiction or illness.

The Organisation adheres to following the six key principles that underpin safeguarding work (See Care Act guidance)

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

5. Responsibilities

All staff (paid or unpaid) have a responsibility to follow the guidance laid out in this policy and related policies, and to pass on any welfare concerns using the required procedures.

We expect all staff (paid or unpaid) to promote good practice by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices.

Additional specific responsibilities

Trustees have responsibility to ensure:

- The policy is in place and appropriate
- The policy is monitored and reviewed
- Liaison with and monitoring the Designated Safeguarding Lead's work
- Sufficient resources (time and money) are allocated to ensure that the policy can be effectively implemented
- Receive staff concerns about safeguarding and respond to all seriously, swiftly and appropriately

The Designated Safeguarding Lead is Virginia Edgecombe. This person's responsibilities are:

- Keep up to date with local arrangements for safeguarding and DBS
- Develop and maintain effective links with relevant agencies
- Oversee concerns about responses
- Promoting the welfare of children and vulnerable adults
- Ensure staff (paid and unpaid) have access to appropriate training/information
- The policy is accessible
- The policy is implemented

6. Policy

The scope of this Safeguarding Policy is broad ranging and in practice, it will be implemented via a range of policies and procedures within YANA. These include:

- Whistleblowing
- Complaints and disciplinary procedures
- Equal Opportunities policy
- Data protection
- Staff induction

6a. Safe recruitment

YANA ensures safe recruitment through the following processes:

- Providing the following safeguarding statement in recruitment adverts or application details – 'recruitment is carried out in line with safe recruitment practices.'
- Job or role descriptions for all roles involving contact with vulnerable adults will contain reference to safeguarding responsibilities.
- There are person specifications for roles which contain a statement with regard to vulnerable adult protection/safeguarding.
- Interviews are conducted according to equal opportunity principles and interview questions are based on the relevant job description and person specification.
- DBS checks will be conducted for all staff (paid or unpaid) working with vulnerable adults. It is a criminal offence for individuals barred by the ISA to work or apply to work with children or vulnerable adults in a wide range of posts.
- No formal job offers are made until after checks for suitability are completed (including DBS and 2 references).

6b. Disclosure and Barring Service (DBS) Gap Management

The organisation commits resources to providing DBS records check on staff (paid or unpaid) whose roles involve contact with vulnerable adults.

In order to avoid DBS gaps, the organisation will ensure:

- A 3 year rolling programme of re-checking DBS is in place for holders of all identified posts. These posts are: Charity Manager; Helpline Volunteers; Volunteers who visit colleges to give talks and host Mental Health First Aid courses.

YANA commits resources for induction, training of staff (paid and unpaid), effective communications and support mechanisms in relation to Safeguarding.

An **Induction** will include:

- Discussion of the Safeguarding Policy (and confirmation of understanding)
- Discussion of other relevant policies
- Ensure familiarity with reporting processes, the roles of line manager and Designated Safeguarding Lead (and who acts in their absence)
- Initial training on safeguarding for those working directly with vulnerable adults

6c. Training and Support

All staff who, through their role, are in contact with vulnerable adults will have access to safeguarding training at an appropriate level to their role.

We recognise that involvement in situations where there is risk or actual harm can be stressful for staff concerned. The mechanisms in place to support staff include:

- Debriefing support for paid and unpaid staff so that they can reflect on the issues they have dealt with.
- Seeking further support as appropriate e.g. access to counselling or supervision.
- Staff who have initiated protection concerns will be contacted by line manager within 1 week.

6d. Professional boundaries are what define the limits of a relationship between a support worker and a client. They are a set of standards we agree to uphold that allows this necessary and often close relationship to exist while ensuring the correct detachment is kept in place.

YANA expects staff to protect the professional integrity of themselves and the organisation. The following professional boundaries must be adhered to:

- **Giving and receiving gifts from clients:** YANA does not allow paid or unpaid staff to give gifts to or receive gifts from clients. However gifts may be provided by YANA as part of a planned activity.
- **Staff contact with user groups.** Personal relationships between a member of staff (paid or unpaid) and a client who is a current service user is prohibited. This includes relationships through social networking sites such as facebook and instagram. It is also prohibited to enter into a personal relationship with a person who has been a service user over the past 12 months.

The following are not permitted or tolerated by YANA:

- Accepting responsibility for any valuables on behalf of a client
- Accepting money as a gift/Borrowing money from or lending money to service users
- Personal relationships with a third party related to or known to service users
- Accepting gifts/rewards or hospitality from an organisation as an inducement for either doing/not doing something in their official capacity
- Cautious or avoidance of personal contact with clients
- Use of abusive language
- Response to inappropriate behaviour/language
- Use of punishment or chastisement
- Passing on service users' personal contact details
- Providing personal contact details to service users

The following policies also contain guidance on staff (paid or unpaid) conduct:

- Code of Conduct
- Social Media Policy
- Conflicts of Interest
- Data Protection
- Supervision
- Health & Safety
- Anti-Harassment and Bullying

If the professional boundaries and/or policies are breached this could result in disciplinary procedures or enactment of the allegation management procedures

7. Process

The process outlined below details the stages involved in raising and reporting safeguarding concerns at YANA.

1. Communicate your concerns with your immediate manager
2. Seek medical attention for the vulnerable person if needed
3. Discuss with vulnerable person. Obtain permission to make referral if safe and appropriate. You do not always need permission to make a referral.
4. Seek advice from the local authority
5. Ensure that feedback from the referral is received and their response recorded
6. The local authority has a process for reporting and this must be adopted
7. If the immediate manager is implicated, then refer to their line manager or Trustee.

YANA recognises its duty to report concerns or allegations against its staff (paid or unpaid) within the organisation or by a professional from another organisation.

The process for raising and dealing with allegations is as follows:

First step: Any member of staff (paid or unpaid) from YANA is required to report any concerns in the first instance to their line manager/safeguarding manager. A written record of the concern will be completed by the line manager/safeguarding manager.

Second step: contact local authority for advice as stated below:

| CAMBRIGESHIRE | ESSEX | NORFOLK | SUFFOLK | WORCESTERSHIRE |
|--|--|--|---|---|
| Cambridge Customer Services: Telephone: 0345 045 5202 Peterborough, Adult <u>Social Care</u> MASH – 01733 747474 | Southend: 01792 215008 Essex: 0345 603 7630 Thurrock: 01375 511000 | Adult Social Services: 0344 800 8020 | MASH Consultation Line: 0345 606 1499 | Adult Safeguarding Team: 01905 843189 |
| Reporting a Concern Cambridgeshire and Peterborough Safeguarding Partnership Board (safeguardingcambspeterborough.org.uk) | Essex Safeguarding Adults Board - Reporting Concerns (essexsab.org.uk) | Report a concern - Safeguarding - Norfolk County Council | Report abuse of an adult Suffolk County Council | Safeguarding adults Worcestershire County Council |

Third step: follow the advice provided.

The organisation will monitor the following Safeguarding aspects:

- Safe recruitment practices
- DBS checks undertaken
- References applied for new staff
- Records made and kept of supervision sessions
- Training – register/ record of staff training on vulnerable adult protection
- Monitoring whether concerns are being reported and actioned
- Checking that policies are up to date and relevant
- Reviewing the current reporting procedure in place
- Presence and action of Designated Safeguarding Lead responsible for Safeguarding is in post

Information will be gathered, recorded and stored in accordance with the following policies (insert policies e.g. Data Protection Policy, Confidentiality Policy).

All staff must be aware that they have a professional duty to share information with other agencies in order to safeguard children and vulnerable adults. The public interest in safeguarding children and vulnerable adults may override confidentiality interests. However, information will be shared on a need to know basis only, as judged by the Designated Safeguarding Lead.

All staff must be aware that they cannot promise service users or their families/carers that they will keep secrets.

YANA will make clients aware of the Safeguarding Policy through its website.

This policy will be reviewed by the Safeguarding Lead annually and when there are changes in legislation.

DESIGNATED SAFEGUARDING OFFICER

Name: Henry Kilvert
CHAIR OF TRUSTEES
YANA

Contact Number: 07768368853

Name: Virginia Edgecombe
Named Trustee

Contact Number: 07748837961

Related Documents:

- Equal Opportunities
- Complaints Policy

Revision history

This policy and related guidance will be monitored by the Chair of Trustees/Charity Manager on a regular basis for compliance and will be reviewed at least annually.

| Date policy approved or amended | Amendments | Signed |
|---------------------------------|----------------------------|---------|
| 4 November 2020 | | |
| 7 December 2021 | Updated Policy and Process | E.Haley |
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Appendix 1

Types and Signs of Abuse

It has been estimated that roughly two-thirds of those harming a [vulnerable adult](#) are family members, most often the victim's adult child or spouse. Research has shown that in most instances the abuser is financially dependent on the vulnerable adult's resources and have problems related to alcohol and drugs.

Staying alert to the different types of abuse

The word abuse covers many different ways someone may harm a vulnerable adult.

Physical abuse is intentional bodily injury. Some examples include slapping, pinching, choking, kicking, shoving, or inappropriately using drugs or physical restraints.

Sexual abuse is non-consensual sexual contact (any unwanted sexual contact). Examples include unwanted touching, rape, sodomy, coerced nudity, sexually explicit photographing.

Mental mistreatment or emotional abuse is deliberately causing mental or emotional pain. Examples include intimidation, coercion, ridiculing, harassment, treating an adult like a child, isolating an adult from family, friends, or regular activity, use of silence to control behaviour, and yelling or swearing which results in mental distress.

Exploitation occurs when a vulnerable adult or his/her resources or income are illegally or improperly used for another person's profit or gain. Examples include illegally withdrawing money out of another person's account, forging checks, or stealing things out of the vulnerably adult's house.

Neglect occurs when a person, either through his/her action or inaction, deprives a vulnerable adult of the care necessary to maintain the vulnerable adult's physical or mental health. Examples include not providing basic items such as food, water, clothing, a safe place to live, medicine, or health care.

Self-neglect occurs when a vulnerable adult fails to provide adequately for themselves and jeopardizes his/her well-being. Examples include a vulnerable adult living in hazardous, unsafe, or unsanitary living conditions or not having enough food or water.

Abandonment occurs when a vulnerable adult is left without the ability to obtain necessary food, clothing, shelter or health care. Examples include deserting a vulnerable adult in a public place or leaving a vulnerable adult at home without the means of getting basic life necessities.

Signs of physical abuse

- bruises, black eyes, welts, lacerations, and rope marks
- broken bones
- open wounds, cuts, punctures, untreated injuries in various stages of healing
- broken eyeglasses/frames, or any physical signs of being punished or restrained
- laboratory findings of either an overdose or under dose medications
- individual's report being hit, slapped, kicked, or mistreated
- vulnerable adult's sudden change in behaviour
- the caregiver's refusal to allow visitors to see a vulnerable adult alone

Signs of sexual abuse

- bruises around the breasts or genital area
- unexplained venereal disease or genital infections
- unexplained vaginal or anal bleeding
- torn, stained, or bloody underclothing
- an individual's report of being sexually assaulted or raped

Signs of mental mistreatment/emotional abuse

- being emotionally upset or agitated
- being extremely withdrawn and non-communicative or non-responsive
- unusual behaviour usually attributed to dementia (e.g., sucking, biting, rocking)
- nervousness around certain people
- an individual's report of being verbally or mentally mistreated

Signs of neglect

- dehydration, malnutrition, untreated bed sores and poor personal hygiene
- unattended or untreated health problems

- hazardous or unsafe living condition (e.g., improper wiring, no heat or running water)
- unsanitary and unclean living conditions (e.g., dirt, fleas, lice on person, soiled bedding, faecal/urine smell, inadequate clothing)
- an individual's report of being mistreated

Signs of self-neglect

- dehydration, malnutrition, untreated or improperly attended medical conditions, and poor personal hygiene
- hazardous or unsafe living conditions
- unsanitary or unclean living quarters (e.g., animal/insect infestation, no functioning toilet, faecal or urine smell)
- inappropriate and/or inadequate clothing, lack of the necessary medical aids
- grossly inadequate housing or homelessness
- inadequate medical care, not taking prescribed medications properly

Signs of exploitation

- sudden changes in bank account or banking practice, including an unexplained withdrawal of large sums of money
- adding additional names on bank signature cards
- unauthorised withdrawal of funds using an ATM card
- abrupt changes in a will or other financial documents
- unexplained disappearance of funds or valuable possessions
- bills unpaid despite the money being available to pay them
- forging a signature on financial transactions or for the titles of possessions
- sudden appearance of previously uninvolved relatives claiming rights to a vulnerable adult's possessions
- unexplained sudden transfer of assets to a family member or someone outside the family
- providing services that are not necessary
- individual's report of exploitation

Signs of abandonment

- deserting a vulnerable adult in a public place
- deserting a vulnerable adult in his/her own home or living space
- individual's report of being abandoned