



Safeguarding Adults

Adult safeguarding is the process of protecting adults with care and support needs from abuse or neglect. Whilst Age Concern Petersfield do not provide care or support, or necessarily know if our clients are in receipt of any care and support, we have a duty to ensure the safety and protection of our clients while they are accessing our services, and that staff and volunteers can make informed and confident responses to any adult protection issues.

Appendices

Appendix A - Safeguarding adults in hampshire - useful contact list

Appendix B - 'Raising a Concern' form

Appendix C - Quick guide for staff/volunteers for responding and reporting

Safeguarding Adults Policy

This policy defines the arrangements and procedures in place within Age Concern Petersfield that ensures the protection of vulnerable adults from abuse.

Aims

Safeguarding means protecting an adult's right to live in safety free from abuse and neglect. Age Concern Petersfield's management procedures and arrangements are designed so that all possible measures are taken to ensure that abuse of a client does not occur as a result, either directly or indirectly, of any of the services offered by the organisation. Age Concern Petersfield aims to promote good practice to:

- provide vulnerable adults with appropriate safety and protection whilst in the care of staff and volunteers; and
- enable all staff and volunteers to make informed and confident responses to specific older adult protection issues.

Recruitment and Selection of Staff and Volunteers

Age Concern Petersfield recognises that opportunities always exist for older adults to be abused and all reasonable steps must be taken to ensure unsuitable people are prevented from working with them. Recruitment processes will therefore include the following:

- a) All staff and volunteers will complete an application form. The form will ask for self-disclosure about any criminal record and two references are required.
- b) For those positions where a criminal record check is identified as necessary, Age Concern Petersfield will submit an application for a DBS Certificate. An individual should not commence in post until DBS clearance has been given, unless there are exceptional circumstances.
- c) All staff and volunteers will have a basic introduction to safeguarding adults included as part of their induction training. Frontline staff will receive further safeguarding training.

What is abuse and neglect?

Abuse and neglect can take many forms and the individual circumstances of a case should always be considered. The Care Act 2014 provides the following categories of abuse and neglect:

- Physical
- Domestic abuse
- Sexual
- Psychological
- Financial and material
- Modern slavery
- Discriminatory
- Organisational
- Neglect and acts of omission
- Self-neglect.

When discussing abuse with an adult at risk, family, carer or other members of the public it is recommended that common language is used. More literal terms may be more helpful when discussing concerns with an adult at risk or other members of the public, rather than the categories listed above. Examples of this may be using the terms 'hitting' or 'slapping', rather than saying 'physical abuse'; discussing 'theft' instead of 'financial abuse'; or 'bullying' instead of 'psychological abuse'.

- Abuse of a person at risk by others may consist of a single act or repeated acts affecting more than one person.
- It may occur as a result of a failure to undertake action or appropriate care tasks.
- It may be an act of neglect or an omission to act,
- or it may occur where a vulnerable person is persuaded to enter into a financial or sexual transaction to which they do not, or cannot, consent.
- Abuse can occur in any relationship and any setting and may result in significant harm to, or exploitation of, the individual.
- In many cases abuse may be a criminal offence.
- Intent is not an issue at the point of deciding whether an act or a failure to act is abuse; it is the impact of the act on the person and the harm or risk of harm to that individual.

For more information on how to report abuse see Hampshire's Multi-Agency Safeguarding Hub <https://www.hants.gov.uk/socialcareandhealth/adultsocialcare/safeguarding/mashadults>

Responding to Suspicions or Allegations

If a member of staff or volunteer thinks that someone is being abused, or is at risk of abuse, they must tell their line manager or the Chair of Trustees. It is not for staff or volunteers to second-guess the outcome of any enquiry in deciding whether or not to share their concerns.

In an emergency ring 999

It is important that concerns are reported to a Manager, whether the concern you have is about a person who may be at risk of abuse, or an adult who may be causing harm, or presenting risk of harm, to other adults. Concerns about abuse or neglect must be reported whatever the source of harm is. It is imperative that poor or neglectful care is brought to the immediate attention of managers and responded to swiftly, including ensuring immediate safety and well-being of the adult.

Once a Manager has received a concern of abuse, they should inform the person reporting the concern that they have a responsibility to take immediate action to keep the person safe, assess any immediate risks, gain the consent of the adult and ascertain the wishes of the adult, and inform Hampshire Adult Services who are partners of the Hampshire Multi-Agency Safeguarding Hub and explain why they may need to do this. This is called reporting a safeguarding adults concern. The 'Safeguarding Adults - Raising a Concern' form should be completed (see Appendix B).

The written record of the concerns will be retained in locked safe storage managed under the Data Protection Policy.

Concerns about conduct of a member of staff or volunteer

Where the concern relates to a member of staff or volunteer it should be reported to the Line Manager or Chair of Trustees and directly by them to Hampshire Adult Services (or, in an emergency, the police), who will take such steps as considered necessary to ensure the safety of the client in question, and any other client who may be at risk.

This may involve the implementation of the following policies:

- a) Whistleblowing Policy
- b) Grievance Policy
- c) Disciplinary Policy

There may be three types of investigation:

- a) A criminal investigation
- b) A Safeguarding Adults investigation
- c) A disciplinary or misconduct investigation

The results of the policy and adult protection investigation may well influence a subsequent disciplinary investigation, but not necessarily. Age Concern Petersfield will fully support any member of staff or volunteer who, in good faith, reports their concern that a colleague is, or may be, abusing an older adult.

Confidentiality

Every effort will be made to ensure that confidentiality is maintained for all concerned. Information should be handled and shared on a need to know basis only. Confidentiality is not absolute and may be broken in certain circumstances where there is evidence that sharing information is necessary in exceptional cases to prevent: serious crime, danger to a person's life, danger to others, danger to the community or danger to the health of the person.

Review

This policy will be reviewed every three years.

Issue	Date approved by Board of Age Concern Petersfield	Reviewed
1	13.9.18	13.9.21
2	5.9.24	5.9.27

Appendix A - Safeguarding Adults in Hampshire

Useful Contact Information

Hampshire Adult Services	<p>If you have concerns or want to report abuse phone Hampshire Adult Services on 0300 555 1386 or the police on 101. Out of hours phone 0300 555 1373.</p> <p>https://www.hants.gov.uk/socialcareandhealth/adultsocialcare/safeguarding</p>
Hampshire Multi Agency Safeguarding Hub	<p>The MASH team share information from every agency. They make assessments and decisions. The most appropriate intervention is agreed in response to the person's identified needs.</p> <p>There are no contact numbers. To report abuse contact Hampshire Adult Services as above.</p> <p>https://www.hants.gov.uk/socialcareandhealth/adultsocialcare/safeguarding/mash-adults</p>
Hampshire Safeguarding Adults Board (HSAB)	<p>HSAB acts as the key mechanism for agreeing how agencies will work together effectively to safeguard and promote the safety and well-being of adults at risk and/or in vulnerable situations.</p> <p>Their website provides a wide range of useful information and resources for members of the public and professionals who may be concerned about adult abuse or neglect. You will find general information on keeping safe and how to report concerns.</p> <p>http://www.hampshiresab.org.uk/</p>
Police	<p>In an emergency, or if you suspect you or someone else is in immediate danger, phone 999. Or dial 101 in a non emergency.</p>
NHS Whistleblowing helpline	08000 724725



Appendix B - 'Safeguarding Adults - Raising a Concern' form

CONFIDENTIAL (WHEN COMPLETE)

If you have a concern that an adult who has care and support needs is experiencing abuse or neglect, please phone Hampshire Adult Services for advice and support. Some people may also want to complete a form, setting out in writing their concern. If so, please use this form to notify HAS that you have a concern an adult is at risk of abuse or neglect (including self-neglect). Anyone can fill in this form, including members of the public.

Hampshire Adult Services: 0300 555 1386
 Out of hours: 0300 555 1373
 In an emergency, always dial 999 for the police.

1. Your details	
Date form completed	
Time form completed	
Name of person completing this form	
How do you know the adult at risk/your involvement with them	
Your telephone number	
Your mobile number	
Your email	

2. Adult at risk's details	
Name	

Address	
Date of birth	
Gender	
Does the adult have any language or communication difficulties	
Does the adult have any known Mental Capacity issues	
Their telephone number	
Their mobile number	
Their email	

3. Details of concern			
Date of alleged abuse or neglect (if known)			
Type of suspected abuse or neglect (tick all that apply)			
Physical	<input type="checkbox"/>	Modern slavery	<input type="checkbox"/>
Domestic abuse	<input type="checkbox"/>	Discriminatory	<input type="checkbox"/>
Sexual	<input type="checkbox"/>	Organisational	<input type="checkbox"/>
Psychological	<input type="checkbox"/>	Neglect and acts of omission	<input type="checkbox"/>
Financial and material	<input type="checkbox"/>	Self neglect	<input type="checkbox"/>
<p>Please give details about your concerns (such as what happened to make you concerned that the person may be being abused/neglected, who was involved, were there any witnesses, whether you have any immediate concerns about the persons safety, whether any action has already been taken to keep the person safe such as have the police been called, medical assistance requested etc, is there anyone else who could be at risk due to your current concerns such as a child or another adults at risk/vulnerable person):</p>			

4. Please tell us if you know whether other people are involved with the adult at risk
This may include people such as their GP, family, neighbours, professionals, other agencies. If possible include Name, Job Title (if any) ,Address and telephone number:

1. 2. 3. 4. etc.

5. Does the adult at risk know you are contacting us?			
Yes		No	
If yes, what are their views. Please include whether they agree with the referral being made.		If no, were there any reasons why you did not feel it appropriate to advise them that you were making contact with us.	

Please contact Hampshire Adult Services on how to send this form securely by email.

Appendix C - Quick guide for staff/volunteers for responding and reporting

Responding to an adult who discloses a concern of abuse	
<ul style="list-style-type: none"> • In an emergency ring 999 • Do ensure the safety of the individual and others. If in immediate danger, contact the relevant emergency service e.g. GP. • Do not be judgemental or jump to conclusions • Do listen carefully • Do provide support and information to meet their specific communication needs • Do use open questions • Do tell the adult that they did a good/right thing in telling you • Do tell the adult you are treating the information seriously • Do tell the adult it was not their fault • Do ask the adult what they need to keep themselves safe. • Do not make promises you cannot keep • Do not promise to keep secrets • Do seek consent of the adult to share the information with your manager, however lack of consent should not prevent you from reporting your concerns 	<ul style="list-style-type: none"> • Do explain that you have a duty to tell your Manager or other designated person • Do provide support and information to meet their specific communication needs • Do not confront the person alleged to have caused the harm as this could place you at risk, or provide an opportunity to destroy evidence, or intimidate the person alleged to have been harmed or witnesses • Do explain that you will try to take steps to protect them from further abuse or neglect. • Do support and reassure the person. • Do preserve any forensic or other evidence.
Action after the concern of abuse has been recognised (to be taken as soon as possible or within 4 hours):	
<ul style="list-style-type: none"> • Report concerns to a designated safeguarding manager or other designated person • Record your concerns and how they came to light, any information given by the adult, information about any witnesses, the wishes of the adult, actions taken, who was present at the time, dates and times of incident(s) 	<ul style="list-style-type: none"> • Do record the perspective of the adult • Do record any previous concerns about the adult • Do not breach confidentiality for example by telling friends, other work colleagues • Do use Whistleblowing Procedures if you feel that you will not be believed, taken seriously or believe that your

<ul style="list-style-type: none"> ● Records details of the adult alleged to have caused harm ● Do record any concerns about the adults capacity to make any decisions and the reasons for the concerns ● Do record whether the adult is aware that the concerns have been reported 	<p>manager may be causing the risks of abuse to the adult.</p>
<p>Ongoing action:</p>	
<ul style="list-style-type: none"> ● Ensure that you receive support from your employer/organisation ● You may be required to give evidence to the Police ● You may be required to give evidence in a Coroner's Inquest ● You may be required to be interviewed as part of a disciplinary investigation 	<ul style="list-style-type: none"> ● You may be required to participate in a section 42 enquiry ● You may be required to attend safeguarding meetings.

Useful Telephone Numbers:

Hampshire Adult Services (HAS) on 0300 555 1386

HAS out of hours: 0300 555 1373

Police on 101, or 999 in an emergency