



## Safeguarding Adults Policy and Procedures

**Date of last review:** August 2021

**Date of next review:** August 2022

### Policy Statement

The Green House (TGH) is committed to safeguarding and promoting the welfare of all adults at risk. Safeguarding is a specific activity that is undertaken to protect adults with care and support needs to keep them safe. We are committed to practice in a way that protects them and recognises that all adults, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm or abuse. This Policy is for individuals over the age of 18, but needs to be read in conjunction with the TGH Child Safeguarding Policy.

This policy sets out:

- To prevent harm and reduce the risk of abuse and neglect to adults with care and support needs
- To safeguard individuals who receive The Green House's services in a way that supports them making choices and having control in how they choose to live their lives
- To provide staff and volunteers with the overarching principles that guide our approach to adults at risk

According to the Care Act (2014), an adult at risk is an individual over 18 who:

- Has care and support needs, whether or not the Local Authority is meeting any of those needs And;
- Is experiencing, or at risk of, abuse or neglect; And;
- As a result of those care and support needs is unable to protect themselves from abuse or neglect or the risk of it.

This policy applies to all staff, including senior managers and the board of Trustees, paid staff and sessional workers or anyone working on behalf of The Green House.

The safeguarding of adults supports the human rights of people who are unable to claim these for themselves. People who use The Green House's services should be treated with dignity and respect, receive high quality, compassionate care and be safe from harm and abuse.

This includes having due regard to the need to eliminate discriminatory abuse, harassment and victimisation.

Adult safeguarding prevents the abuse of power. Adults at risk are dependent on others to meet their everyday needs.

This policy has been drawn up on the basis of UK law that seeks to protect adults with care and support needs, namely:

- *The Care Act 2014*
- *Human Rights Act 1998*
- *Youth Justice and Criminal Evidence Act 1999* – special measures for ‘vulnerable’ and/or ‘intimidated’ witnesses. Intermediaries for those with difficulty giving their evidence.
- *Mental Health Act 1983*
- *Mental Capacity Act 2005*
- *Equality Act 2010*
- *Various criminal laws*

Abuse and neglect of adults includes:

- **Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- **Domestic Violence** – including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence.
- **Sexual abuse** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- **Psychological / emotional abuse** - including 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 of services or supportive networks.
- **Financial or material Abuse** - including theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements, including in connection with Wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Modern slavery** - encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- **Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Self-neglect** – this covers a wide range of behaviour neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding.

- **Discriminatory Abuse** - including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
- **Organisational Abuse** - including neglect and poor care 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.
- **Although 'exploitation' is not a category recognised in the Care Act guidance, Green House will also be mindful of Exploitation** – including taking unfair advantage of a person, grooming, using a child or adult with care and support needs for the purpose of sexual gratification, prostitution of children/adults, forced labour, drug running.

The Green House will:

1. Ensure that all staff and Trustees have enhanced Disclosure Barring Service checks (DBS) prior to engaging in any work with the organisation and are precluded from involvement in the organisation as appropriate.
2. Provide clear and detailed procedures on decision making, accountability and recording of adult safeguarding situations
3. Provide thorough and effective training to staff on adult safeguarding policies and procedures
4. Appoint a member of staff as Designated Safeguarding Lead and other key members of staff as Safeguarding Advisors.
5. Provide regular and consistent supervision and support to staff who have as their basis, the safety and welfare of clients
6. Ensure that the organisation is able to learn from specific adult safeguarding situations and review policy and procedures as a result if necessary
7. Maintain a current knowledge of adult safeguarding procedures nationally and within the Somerset and Bristol area.

### In addition

Staff and trustees will seek to keep adults at risk safe by:

- Valuing, listening to and respecting them
- Adopting Safeguarding Adult practices through procedures and a code of conduct for staff
- Providing effective management for staff through support and supervision
- Recruiting staff safely, ensuring all necessary checks are made
- Ensuring all staff receive training which is updated every 2 years
- Sharing information about Safeguarding Adults and good practice with staff, Trustees and other professionals that work with the organisation
- Sharing concerns and relevant information as necessary with agencies who need to know and involving the adults at risk

No referrals will be made to external agencies in respect of suspected abuse of an adult without prior discussion with the Safeguarding Advisor or the Safeguarding Lead, regardless of the eventual action taken.

**Role Description: Safeguarding Lead: Clinical Lead of Adult Services (Emma Bull)**

**Responsible for:**

- Being the main contact within The Green House in relation to Adult Safeguarding i.e. enquiries from external parties
- Being available for The Green House staff in the absence of their Safeguarding Advisor (Clinical Lead) to discuss Safeguarding concerns
- Named contact for CYP and Adult Safeguarding Services
- Reading and counter-signing The Green House's Safeguarding log sheets completed by staff reporting concerns to statutory agencies (e.g. Social Services).
- Completing Safeguarding Adults Training which will be updated every 2 years. Maintaining awareness of updates in local Safeguarding Adults guidance.  
<https://bristolsafeguarding.org/media/19829/joint-safeguarding-adults-policy-final-22-dec-2017.pdf>
- Communicating to Trustees any Safeguarding issues that need to be escalated to them at trustee meetings where Safeguarding is a standing agenda item
- Ensuring staff members are appropriately trained in Adult Safeguarding and that training is updated regularly

**Not responsible for:**

- Making all necessary Safeguarding referrals

**Planned absence:**

Staff are informed that the Safeguarding Advisor is the named member of The Green House team responsible for Safeguarding in the absence of the Safeguarding Lead.

**Role Description: Adult Safeguarding Advisor: Clinical Lead for Children Services (Emma Reeves) and Senior Family Support Worker (Lisa Kirkland).**

**Responsible for:**

- Being available for The Green House staff to discuss Safeguarding Concerns
- Completing Safeguarding Adult Training which will be updated every 2 years. Maintaining awareness of updates in local Safeguarding Adults guidance.  
<https://bristolsafeguarding.org/media/19829/joint-safeguarding-adults-policy-final-22-dec-2017.pdf>
- Checking Oasis log for safeguarding incident
- Discuss actions with safeguarding team for continual learning
- Co-ordinating use of monthly Adult Services Team referral meeting which has a standing agenda item for review of cases where Safeguarding issues are indicated
- Ensuring that Policies and Procedures relating to Safeguarding are up-to-date and reflect best practice and current guidelines
- Ensuring staff members are appropriately trained in Safeguarding Adults and that training is updated regularly
- Providing 1:1 Line Management meetings for staff every 3 months where Safeguarding is a standing agenda item

**Role Description: Trustee with Safeguarding responsibilities (Steve Livings)**

Responsible for:

- Receiving safeguarding issues that need escalating by the safeguarding Lead
- Ensuring safeguarding is a standing agenda item at trustee meetings
- Providing safeguarding cover in the absence of the safeguarding lead and safeguarding adviser.

**Procedures**

This document sets out what action will be taken if it is suspected that an adult with care and support needs is at risk of harm, through abuse or neglect.

General Guidance:

DO:

- Make sure the individual is safe
- Assess whether emergency services are required and if needed call them
- Listen
- Offer support and reassurance
- Ascertain and establish the basic facts
- Make careful notes and obtain agreement on them
- Ensure notation of dates, times and persons present are correct and agreed
- Take all necessary precautions to preserve any forensic evidence
- Follow correct procedure
- Explain areas of confidentiality; immediately speak to a designated person for support and guidance
- Explain the procedure to the individual making the allegation
- Remember the need for ongoing support

DON'T:

- Confront the alleged abuser
- Be judgmental or voice your own opinion
- Be dismissive of the concern
- Investigate or interview beyond that which is necessary to establish the basic facts
- Disturb or destroy possible forensic evidence
- Consult with persons not directly involved with the situation
- Ask leading questions
- Assume Information
- Make promises
- Ignore the allegation
- Elaborate in your notes
- Panic

It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. This is a task for the professional adult protection agencies, following a referral from the Designated Safeguarding Adult Lead.

## **General Procedure**

The Designated Adult Safeguarding Lead for The Green House is the Director.

No individual staff member will be expected to make a decision regarding the safeguarding of adults alone. No staff member should make a referral regarding an adult who may be at risk, or break confidentiality without the agreement of the Safeguarding Advisor or the Safeguarding Lead.

Confidentiality in this respect refers to the requirement not to share anything about a service user without their consent to anyone outside of The Green House. It is vital that information is shared within the organisation so that the safest decisions are made. It is vital that the actions and thoughts of those involved are recorded to show due process was made in these important decisions.

Maintaining the confidentiality of those who use The Green House is a vital part of the ethos of the organisation and generally, this can be assured. Adults with care and support needs who are at risk of abuse or neglect can be reassured that no information can be disclosed without their consent, unless related to a significant risk to their life, the lives of others or the welfare of a child.

Consent must be “informed” – the person giving consent needs to understand why information needs to be shared. Who will see their information, the purpose to which it will be put and the implications of sharing that information. An assessment of an adult at risk’s capacity to understand why information needs to be shared may say that they do not have the “capacity” to understand or make decisions about information sharing. They cannot therefore give “informed” consent. If the person cannot consent we do need to still share the information as that would be in their best interests and we would need to contact social services for advice.

If confidentiality cannot be maintained, only relevant and necessary information will be shared with the appropriate people.

The Safeguarding Advisor will always inform the Safeguarding Lead within 24 hours of the discussions which have taken place.

Oasis safeguarding log will be completed.

## **Referral Procedure**

The following procedures should be followed:

If a staff member suspects that an adult with care and support needs is being abused or at risk of being abused, they must report the matter to their Safeguarding Advisor or the Safeguarding Lead within 24 hours in order that a discussion can take place. If the abuse is happening now, they may need to contact the police if the person is in immediate danger.

The Safeguarding Advisor or Safeguarding Lead will, if possible, ensure a discussion with the client takes place to explain what the Safeguarding process will be.

All concerns should be written up comprehensively, in a timely manner, and in as much detail as possible – using factual information only, providing a clear list of events and using the person’s own words where possible. Be clear when stating your own opinion e.g. “in my opinion John looked...”

All notes should be dated and signed by the person completing them on the individuals case file on Oasis.

If there is no consent from the service user to make a referral, the Safeguarding Advisor or Safeguarding Lead will make a decision about whether confidentiality will need to be breached and a referral made.

If it is decided that a formal referral is necessary, the staff member will contact the designated helpdesk or designated Social Worker (see end of the procedure) and pass on the information which is relevant and necessary to the Safeguarding concern.

If the Safeguarding Advisor or Safeguarding Lead are not clear this is Safeguarding, they can contact the Safeguarding Adults Team to discuss and ask for advice. They would then record the conversation, the advice given, the time, date and person's name they spoke to.

Reassurance will be provided to the client through all stages of the process where possible, ensuring their wellbeing and informing them about the process.

The referral will be logged using a Safeguarding Log Sheet and completed by the staff member who made the referral.

The member of staff who made the referral will remain in contact with the agency they passed information to, to find out about the outcome of the referral.

The Safeguarding Lead will be informed of the outcome of the referral made and this will be communicated to the service user if they are still in contact.

Situations where no referral is possible may leave staff members with uncomfortable feelings and these should be discussed in person with their Safeguarding Advisor / The Safeguarding Lead and/or their Clinical Supervisor.

### ***Allegations made against a member of staff at The Green House***

If an allegation of abuse is made against a member of staff, the referral procedures above will be followed.

If the information you have regarding risk to an adult relates to abuse by a member of The Green House, you should immediately inform the Adult Safeguarding Advisor or the Safeguarding Lead (The Director) in the first instance, or if the allegation concerns The Director, you should speak directly to the Chair of the Board of Trustees.

The Director and the Chair of the Board of Trustees will immediately inform the individual concerned that they are suspended from duties pending investigation. This is not an assumption of guilt, but serves to allow the appropriate investigation to take place and protects the member of staff or volunteer support worker from further allegations.

If required by law, this would be reported to the Disclosure and Baring Service.

### ***Record Keeping***

Records must be made of discussions, decisions and actions taken at all stages of the procedure, clearly indicating who was present.

If required to by law, The Green House will share this information with the Disclosure and Baring Service (DBS).

**Contact Details for Referrals:****What can you do if you suspect someone needs safeguarding within Bristol?**

Care Direct 0117 922 2700

If concerned about the immediate safety of a adult at risk the police should be contacted at any time by dialling 101. In emergencies, dial 999.

**What can you do if you suspect someone needs safeguarding from South Gloucestershire?**

South Gloucestershire Safeguarding Adults: 01454 868 007  
Out of hours and weekends: 01454 615165

**What can you do if you suspect someone needs safeguarding within North Somerset?**

Care Connect 01275 888 801  
Police - Safeguarding Coordination Unit 01823 363 666  
Care Quality Commission (CQC) 03000 616 161

If you need to report the matter in the evening or at weekends call the North Somerset Emergency Duty Team on 01454 615165

**What can you do if you suspect someone needs safeguarding from Bath and North East Somerset?**

You can telephone Sirona Health Care on 01225 396000 and you will be directed to someone who can help you.

**Helpful telephone numbers:**

Sirona Care and Health – now Virgin Care (B&NES) 01225 396000  
Emergency Duty team - 01823 368 244  
Action on Elder Abuse- 08088088141  
Childcare Duty Desk - 01225 396313  
Southside Family Project - 01225 331243  
Victim Support - 0845 4566099

**If the person is in a care home:**

Where you feel that the care is unsatisfactory but does not amount to abuse, you may wish to ask to speak to the Manager of the Home first to see if the situation will be remedied. You can also report it to the Care Quality Commission, 03000 616161

**What can you do if you suspect someone needs safeguarding in Somerset?**

You can telephone Somerset Direct if you are concerned about adults with care and support needs in Somerset

0300 123 2224



**Other Helpful telephone numbers:**

Somerset Direct – Children and Young People	0300 123 2224
Emergency Duty Team (after 5 o'clock and at weekends)	01458 253241
Avon and Somerset Police	101
Police Emergencies	999
Care Quality Commission	03000 616161
Total Advocacy	01823 339494
Age UK	0800 169 6565