

Safeguarding Adults at Risk Policy and Procedure

Date of Policy:	June 2023
Authors:	David Bingham and Richard Mynett, Directors
Policy to be reviewed by:	June 2024

Introduction

The Care Act (2014) sets out a clear legal framework as to protect adults at risk. This policy works in line with the legislation and guidance set out in the Care Act (2014)

Safeguarding means protecting an adults right to live in safety, free from abuse and neglect

Safeguarding duties apply to an adult who:

- has needs for care and support (whether or not these needs are currently met by the Local Authority)
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves

Space Inclusive Ltd recognises that supporting people to be self-determined and as independent in their lives involves an element of risk. We are committed to working with, and managing, risk whilst protecting adults at risk from abuse

Space Inclusive Ltd recognises that the protection of adults at risk of harm is placed above all other operating principles and supersedes the principle of confidentiality

An easy read version of this document is available on our website:

[Space Inclusive Safeguarding - Easy Read](#)

Principles of Safeguarding

Space Inclusive Ltd adheres to the six principles embedded in the Care Act (2014) and they underpin this policy.

- **Empowerment**
People being supported and encouraged to make their own decisions and informed consent
- **Prevention**
It is better to take action before harm occurs.
- **Proportionality**
The least intrusive response appropriate to the risk presented.
- **Protection**
Support and representation for those in greatest need.
- **Partnership**
Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability**
Accountability and transparency in safeguarding practice.

What is Abuse?

Abuse is when someone causes harm or distress to another person. It can take many forms, from verbal abuse to causing physical pain

The ten types of abuse as defined by the Care Act (2014) are:

- **Physical** – 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.
- **Psychological** – 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.
- **Sexual**– 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.
- **Financial or Material**– 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.
- **Discriminatory** – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
- **Organisational** – 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.
- **Neglect/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.

Incidents of abuse may be one-off or multiple and affect one person or more.

Abuse may be the result of deliberate intent, negligence or ignorance.

An abuser is often a person who has a level of power over the person being abused and they can be well known to the person being abused. They could be a;

- partner, relative or family member
- neighbour
- friend and/or another service user
- Carer
- staff member

- volunteer; or
- stranger

Preventative Measures

Prevention is one of the six principles of the Care Act (2014). Space Inclusive Ltd is committed to:

- Providing regular and specific Safeguarding training for staff in line with the needs of the people we support including recognising signs of abuse
- Giving the staff team structured opportunities to talk about their work through supervisions and meetings to aid learning and development
- Ensuring that all records are accurate and up-to-date
- Providing person-centred support that includes regular reviews of care and support plans
- A robust recruitment process including appropriate checks of staff in line with the Safeguarding Vulnerable Persons Act (2006) and ensuring that DBS checks are carried out before employment commences
- Establishing clear communication between the staff team, the people we support, their families/carers and associated professionals
- Regular reviews and updates of policies and procedures, ensuring that they are accessible
- Having an open environment that looks at opportunities for learning
- Having robust systems in place eg to protect people's finances

Safeguarding Procedures

Where there is concern for the immediate safety and well-being of an adult at risk, contact emergency services immediately. If the adult at risk has any injuries seek medical attention. If a crime has been committed, contact the Police on 999. A Manager can be contacted once the person is safe.

Any report that an adult may be at risk of harm, including anonymous referrals, should be taken seriously. In all instances, the information given must be reported immediately to a Manager.

In the event that staff become aware that an adult may be at risk of harm or are told directly by a service user that they are being/have been abused, staff should be aware that the adult may be feeling vulnerable or upset when disclosing this information.

If staff are unhappy with the response from a Manager or the Safeguarding Lead they should contact the Local Authority at the appropriate office and outline concerns and the basis for them. Staff can also refer to procedures outlined in our Whistleblowing Policy.

Staff should write down the nature of concerns and anything the person may have disclosed using, as far as possible, the words used by the person. This information will form the basis of the referral and will also be required if there is an investigation.

In line with a person centred approach and Making Safeguarding Personal, the referral should be discussed with the adult at risk and consent should ideally be gained before making a referral. However, a referral can be made without consent, contact the Local Authority in the first instance for guidance.

Staff should be aware of the capacity of the adult at risk with reference to the Mental Capacity Act (2005) and whether there may be need to arrange for an Appropriate Adult to be present at any time. Information on capacity can be found in a person's Care and Support Plan.

Reporting a Safeguarding Concern – Process and Systems

If staff have any concerns related to an adult at risk and suspect possible abuse they are to contact their line manager as soon as the adult at risk is safe.

The Manager has responsibility to collect and/or collate relevant information to pass on to the Local Authority (and emergency services if appropriate) at the earliest opportunity. The Manager should then contact the Safeguarding Lead.

- Poor practice concerns need to be recorded as well as instances of more serious abuse. Frequent poor practice incidents can escalate into more serious situations.
- Good communication is essential. Accurate and frequent record keeping and documentation can build a picture that could help identify poor practice or abuse. A good care and support plan means that staff can understand the needs of each person being supported by the service.
- Records are kept on Sharepoint, Space Inclusive Ltd Intranet database.
- Recording should be impartial and not based on feelings or impressions. Observations, such as changes in behaviour or physical appearance, should be recorded along with the any disclosure information.
- Whenever a concern is raised, consider the available evidence, and whether any additional evidence is required. Retain any physical evidence to keep it safe from tampering. Keep records of relevant evidence that you may need at a later date.

If a service user or another stakeholder (eg parent or carer) has any concerns, they should contact an appropriate staff member in the first instance who will then follow the procedure outlined above.

Once the Local Authority have received a referral, it is their duty to make enquiries and to investigate matters of concern as defined by the Care Act (2014). Where it is alleged that a crime has been committed, the investigation is likely to be progressed jointly in consultation with the Police.

The investigating officers may need to speak to the staff member from whom the concern originated. Directors and staff of Space Inclusive Ltd will co-operate fully with any Police or Local Authority enquiries, and managers will ensure that members of staff are supported in this.

The Directors must consider and take required actions under employment vetting schemes and follow Disclosure and Barring Service guidelines.

Allegations Involving Staff

If there are concerns regarding staff, a Manager should be contacted with as much information as possible. Concerns are always taken seriously.

If your concerns are expressed regarding a Manager or the Safeguarding Lead, a Director must be informed. The Local Authority can also be contacted directly.

In situations where the alleged abuser is a member of staff, Space Inclusive Ltd Disciplinary Procedures will be followed but will not supersede any Local Authority or Criminal investigation. Care must be taken to ensure that implementation of any internal procedures (e.g. fact finding) does not

undermine or impede any investigation by statutory agencies. Advice should be sought from the Local Authority before proceeding.

All staff, service users and stakeholders of Space Inclusive Ltd are made aware of our Complaints Procedure and Whistleblowing Policy.

Both documents are available here:

[Complaints and Representations Policy](#)

[Whistleblowing Policy](#)

A Complaints form is available on our website (accessible version available):

<https://www.spaceinclusive.co.uk/feedback/>

Responsibilities of the Staff Team

Each member of the staff team has the responsibility to ensure that Safeguarding practices are adhered to. These include:

- **Support workers**
These are the people who have the most contact with service users. Every support worker must take personal responsibility for making sure that their work is of the highest standard. They should be open to feedback from others about how their work could be improved. If they see examples of poor work practices among other staff they should speak out against this. Support workers should report any abuse or poor practice to their line manager.
- **Site Managers**
These are the people who directly manage support workers. They set the standard for how support is provided. These staff members need to spend time working alongside support workers, modelling best practice, leading by example and mentoring staff in effective safeguarding practices. They should have an 'open door' policy for staff to raise concerns. They should also help the staff team to talk about how to prevent abuse and poor practice.
- **Senior Managers and Office Staff**
They are likely to have less direct contact with service users, but they still have an important role. Senior managers must make sure that the right policies and procedures are in place. They must employ enough staff to ensure a good standard of service. Their role includes following up allegations of abuse or poor practice. It also includes making sure that staff work in line with the right policy and procedures.
- **Safeguarding Lead**
This person is responsible for Safeguarding for the whole organisation.

Staff must work within Space Inclusive Ltd operational guidelines and the guidelines put forward by the Local Authority when working with adults at risk, particularly when supporting people with:

- Challenging or distressing behaviour
- Personal and intimate care
- Restraint
- Administering or supporting the administration of medication
- Handling of people's money
- Gender identity and sexual orientation

Guidance on safe and best working practice can be found in the following documents and through the following training which is provided to staff:

- Positive Behaviour Management Policy
- Lone Working Policy
- Risk Management Policy

- Medication Management Policy
- Physical Contact Policy
- Relationships and Sex Education Policy
- De-escalation and restraint training
- The Care Certificate
- PBS Training
- Safeguarding – Adults at Risk Training

Safeguarding Lead

The Safeguarding Lead for Space Inclusive Ltd is:

Jennifer Fowler
07384 256 5779
jennifer@spaceinclusive.co.uk

In the absence of Jennifer, concerns should be escalated to Richard Mynett (Director) or David Bingham (Director) and the Local Authority. Contact details for Richard and David are:

Richard Mynett
07397 882 029
richard@spaceinclusive.co.uk

David Bingham
07809 432 166
david@spaceinclusive.co.uk

Local Authority Safeguarding Contact Details

<p>Nottinghamshire County Council - Multi Agency Safeguarding Hub (MASH) Tel: 0300 500 80 90 (Monday-Thursday 8.30am to 5pm & Friday 8.30am to 4.30pm) Emergency Duty Team Tel: 0300 456 4546</p>	
<p>Nottingham City Council Adults - Health and Care Point Tel: 0300 131 03 00 (Monday - Friday 9.00am – 5.00pm) Emergency Duty Team Tel: 0115 876 1000</p>	<p>Nottingham City Council Children’s Services Tel: 0115 876 4800</p>
<p>Derbyshire City Council Multi-Agency Safeguarding Hub (MASH): Tel: 01332 642855 (Monday- Friday 9.00am-5.00pm) Emergency Duty Team Tel: 01332 956607 (Monday – Friday 5.00pm-9.00am) (Weekends and Bank Holidays – 24hr service) Online Referral Form: Derby Safeguarding Adults Board Referral Form Derby City Council</p>	<p>Derbyshire County Council Adult Referrals (excluding Derby City) <i>(Please telephone Call Derbyshire before submitting the referral form.)</i> Tel: 01629 533190 (Monday-Friday 8.00am to 8.00pm) (Saturday 9.30am - 4.00pm) Emergency Duty Team Tel: 01629 532600 Online Referral Form: safeguarding-adults-referral-form.docx (live.com)</p>

Policy Review

This policy will be reviewed before or in June 2024.