

Adopted: 25th April 2017
Reviewed: September 2018

AGE UK CAMBRIDGESHIRE & PETERBOROUGH (AUKCAP) POLICY AND PROCEDURES FOR SAFEGUARDING ADULTS

1.0 INTRODUCTION & RELEVANT LEGISLATION

Age UK Cambridgeshire & Peterborough (AUKCAP) provides services and represents a wide range of older people in Cambridgeshire and Peterborough and recognises that some may be vulnerable to abuse.

Care Act 2014 Mental Capacity Act 2005

- 1.1 This policy and procedures document explains the responsibility of all staff and volunteers who represent AUKCAP.
- 1.2 The term staff will be used throughout this document to refer to trustees, staff and volunteers.
- 1.3 AUKCAP has made a commitment to sign up to and engage with local Safeguarding arrangements in Cambridgeshire and Peterborough
- 1.4 The Care Act 2014 emphasises the need for agencies to work together to ensure a coherent policy for the protection of adults at risk of abuse.
- 1.5 Compliance with this policy is a mandatory requirement of AUKCAP.
- 1.6 Older individuals are free to take their own decisions and make what others might see as unwise decisions. When issues of concern are raised staff should be guided by the individual's wishes in deciding what happens next.

Other than where an individual is known to lack capacity, an individual is to be treated as having capacity unless deemed otherwise by appropriate professionals.

If there is a doubt about an adult's capacity then further guidance should be sought from AUKCAP Safeguarding Lead and an appropriately qualified professional who is familiar with the individual.

2.0 WHAT IS SAFEGUARDING AND TO WHOM DOES THE POLICY APPLY?

The 2014 Care Act defines Safeguarding as 'protecting an adult's right to live in safety, free from abuse and neglect'.

This policy applies to:

- An adult who has needs for care and support
- The adult is experiencing, or is at risk of abuse or neglect
- As a result of those care and support needs is unable to protect themselves from risk or experience of abuse and neglect

(To meet our obligations we need to know two things: (a) how to identify and raise a concern (2) initial triage and response to a concern.

2.1 The topics covered include:

- 3.0 What is abuse
- 4.0 Alerting – What to do and who to tell
- 5.0 Confidentiality
- 6.0 Training
- 7.0 Contact details

3.0 WHAT IS ABUSE

Abuse is defined as:

“...a violation of an individual's human and civil rights by any person or persons” (Department of Health, No Secrets, March 2000)

3.1 There are ten common kinds of abusive acts:

- Physical:** including assault, hitting slapping, pushing, burns, scalds, misuse of medication, restraint or inappropriate physical sanctions.
- Sexual:** including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, acts to which the adult has not consented or was pressured into consenting.

- iii. **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.
- iv. **Financial or material:** including theft, fraud, internet scamming, coercion in relation to financial affairs, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- v. **Neglect:** 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.
- vi. **Discriminatory;** including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
- vii. **Organisational;** including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, 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.
- viii. **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.
- ix. **Domestic Violence;** includes psychological, physical, sexual, financial, honour based violence, forced marriage, female genital mutilation.
- x. **Self Neglect;** this covers a wide range of behavior, neglecting to care for one's personal hygiene, health or surroundings and includes behavior such as hoarding.

3.2 Who might abuse and where might abuse take place:

Who	Where
<ul style="list-style-type: none"> • A relative, friend or neighbour • Care workers • Professionals • Volunteers • Another adult at risk 	<ul style="list-style-type: none"> • Residential or Nursing home • Someone's own home • A hospital • Day centre • In the workplace

- Children
- Strangers
- Anybody
- Educational establishment
- Supported housing
- Anywhere

4.0 ALERTING – what to do and who to tell

If you come across a suspicion, allegation or evidence of adult abuse, doing nothing is not an option.

If there is a suspicion that the alleged perpetrator is a staff member please see also AUKCAP Whistleblowing Policy.

4.1 If you come across a situation where there may be a vulnerable adult subject to, or at risk of abuse.

AUKCAP Employees must:

- Do their best to make the person safe, both physically and emotionally, if appropriate.
- Discuss with the individual the immediate situation, explain the possible next steps and potential outcomes and ask if s/he is happy for you to take further action. Please see earlier information (1.6)
- Record as much information as possible including the date and time, what the adult said, your suspicion or details of the allegation and the appearance and behavior of the victim.
- Inform your Line Manager (or a deputy if not available) immediately or as soon as reasonably possible by telephone.
- Not attempt to have further conversations with alleged perpetrators

If a child/minor is involved AgeUK CAP Line Managers should be informed. The Safeguarding and/or Child Protection Team may need to be involved and further guidance sought from them.

4.2 AUKCAP Line Managers:

(1) Take immediate action

- Make an immediate evaluation of the risk and take steps to ensure that the adult is in no immediate danger.
- Ascertain from the employee whether the individual consents to further action.
- Where appropriate dial 999 for an ambulance if there is need for emergency medical treatment.

- Consider contacting the police if a crime has been or may have been committed
- Do not disturb or move articles that could be used in evidence, and secure the scene.
- Report to Senior Manager/ Safeguarding Lead of Charity
- Ensure appropriate risk assessments are undertaken and recorded where needed.
- If consent to share with the Safeguarding Team is not given by the adult against whom the potential abuse has occurred, see also para 1.6 and 4.3 regarding capacity.

4.3 Mental Capacity Mental Capacity Act 2005

If the individual states that they do not want to take further action, check with your line manager whether it is known that the individual concerned has the mental capacity to make that decision.

If it is believed that the individual does not have the mental capacity, the individual's GP or an appropriate MH professional should be consulted and asked to give their professional opinion of the mental capacity of the person concerned.

It is important to remember that individuals should normally have the right to decide if and how they wish to be helped. There are various levels of mental capacity. Individuals may well have the capacity to decide whether or not they want other people to be told of the situation which has arisen. The key issue is whether they understand what has happened and the possible consequences of taking or not taking further actions.

Exceptions to honouring the victim's wishes

If the vulnerable adult does not want a referral to be made then their wishes should be honoured unless:

- They or others are in physical danger and/or
- It is the considered opinion of the GP or Mental Health professional that the individual is unable/incapable of making an informed decision for themselves.
- They are not the only person affected and risk to others needs to be considered.

No consent given with full mental capacity

Where an individual does not give consent immediately, it is important that the member of staff's line manager is informed and the risk assessment completed. (The risk assessment may indicate the need to take some further action without consent.) Action needs to be agreed to provide continuing support to the individual. The situation needs to be recorded on AUKCAP Safeguarding Referral and Risk assessment form, and be continually monitored and a date set with the line manager to review the situation.

Further discussion should be held with the individual about the giving of consent to see if, with the passing of time, they decide they would like to give consent for further action to be taken. It is important when supporting any older person who does not wish to give consent, to understand the wider issues which may be placing stress on the individual such as previous discrimination, reluctance to approach public authorities or dependence on family members.

Ensure the individual has adequate independent support

Having gained the individual's consent it is important that they are kept informed about what is happening and informed of the choices and options available to them.

Remember: All individuals should have the right to decide if and how they wish to be helped.

The individual should be offered independent support. If the situation does not involve anyone internal to Age UK this support could come from Age UK staff. If the incident does involve people internal to Age UK then it is important that support is offered from an external organisation. Every attempt should be made to ensure that the supporter speaks the individual's first language.

(2) Clarify

- The facts that have been reported by the AUKCAP employee
- That the circumstances fall within the safeguarding adults procedures
- Any personal or medical details that we are aware of with the consent of the alleged victim.

(3) Refer

- Gather and document all the facts, as far as possible, using the Age UKP's Safeguarding Adults Alert Form (*appendix 1*).
- Report the facts and where possible provide a copy of the 'Alert' form to the safeguarding lead and/or Chief Executive. In the event of neither being available then the most senior available manager.

4.4

AUKCAP Senior Manager must:

- Inform the Safeguarding Lead of any cases referred for advice.
- Consult Safeguarding Lead if there is any doubt over compliance with AUKCAPs Data Protection and Confidentiality policies.
- Validate, wherever possible, the facts relating to the suspicion or allegation of abuse.
 - Report the facts to the Multi Agency Safeguarding Hub/Adult Safeguarding Teams by telephone as soon as possible. This must be done within 24 hours of the suspicion being reported.
Cambridgeshire Team 0345 0455202
 - Peterborough 01733 747474
- The Safeguarding Team will take the information verbally and complete their own referral form.
- In the case of an emergency situation where you suspect a criminal act is or may be taking place contact the Police. Any other contact with the Police should be made by a Senior Manager and the Safeguarding Lead must be consulted before this happens.
- Record details and provide a report to the Safeguarding Lead.
- Ensure feedback information is received from Adult Protection unit on the progress of the report and note any actions being pursued.
- Record outcome/feedback.
 - Decide if it is appropriate to report to local authority Safeguarding against client's wishes if consent is not given by the adult (see 5.2)
 - Report all cases that have been reported to the Safeguarding Lead.

The Board of AUKCAP will be informed regularly of the instances reported to the Safeguarding Lead.

5.0 CONFIDENTIALITY

5.1 The General Data Protection Regulations (GDPR) allows disclosure of personal sensitive data without consent “to protect the vital interests” of the person or another person, where consent cannot be given, or you cannot reasonably be expected to obtain the consent or consent has been unreasonably withheld.

5.2 AUKCAPs Confidentiality Policy gives guidance to employees on proposals to divulge information to a third party against the wishes of a user. In these circumstances divulgence of information must be with the full permission of the Safeguarding Lead, a Senior Manager or the Chief Executive. (*see AUKCAPs Confidentiality Policy*)

Care Act 2014 recognizes there maybe circumstances where it is necessary to share confidential information about individuals in relation to Safeguarding

- The duty to protect individuals with care and support needs from abuse is paramount and will override obligations to confidentiality
- Once the situation has been identified that someone is at risk, staff have a **duty of care** to pass on that information to protect the adult and share the information with their line manager.

What and how is based around the Caldecot principles which state

- We must be able to justify the purpose of sharing
- Personal confidential data shall not be used unless absolutely necessary
- The minimum necessary information should be used
- Access to this is on a strictly need to know basis
- Everyone with access to this personal confidential information should be aware of their responsibilities.

6.0 TRAINING

AUKCAPs Trustees, Chief Executive and Senior Managers are committed to the ongoing training of all employees both current and future.

- 6.1 All new AUKCAP employees are required to attend training on Safeguarding Adults as part of their induction process. This training may be delivered in-house or by an external trainer.
- 6.2 Existing AUKCAP employees who have received training on Safeguarding Adults may be asked to attend refresher training at such time as is deemed necessary by Senior Managers or the Chief Executive.

7.0 CONTACT DETAILS

Contact	Email	Telephone
Safeguarding Lead is Melanie Wicklen	melanie.wicklen@ageukcap.org.uk	01733 806246 Mobile:
Gloria Culyer, CE	Gloria.culyer@ageukcap.org.uk	01354 691895 07833254683
Other useful contact details	Action on Elder Abuse www.elderabuse.org.uk	0808 8088141
	Public concern at work (whistleblowing)	02074046609
	National Domestic Violence freephone	080820000247
Peterborough Direct (Customer Services - Safeguarding Team)		01733 747474 <i>(in office hours)</i>
Cambridgeshire Safeguarding team		0345 0455202
Emergency duty team		01733 234724 <i>(out of hours)</i>
Police emergencies		999

Police non-emergencies		101
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RECORD KEEPING, REPORTING, LEARNING

A record of all Safeguarding issues is held securely by the Safeguarding Lead

The Safeguarding Lead reports quarterly to the Board of Trustees.

The Safeguarding Report identifies points of learning which are then discussed with the Board and Senior Management Team.

PLEASE SIGN THIS FORM AND RETURN IT TO:

Human Resources Administrator (Marcia Short)
AGE UK CAMBRIDGESHIRE & PETERBOROUGH

I have read and understood the AUKCAP Policy on Procedures for Safeguarding Adults and I agree to follow its requirements.

NAME (Please
Print).....

SIGNED.....Dated.....