

SAFEGUARDING ADULTS' POLICY AND PROCEDURE

Summary:

AUKE believes that no adult should ever experience abuse of any kind. Our Safeguarding Adults policy aims to protect any vulnerable adult who receive AUKE's services and to provide employees and volunteers with the overarching principles that guide our approach to protection and to ensure they understand their own responsibilities in terms of safeguarding.

Version Control:

Current version	3
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Version History:

Version	Date	Main Changes	Changed by
2	Nov 2020	Policy rewrite	Netta Hunt
3	29/09/2023	Updated links	Netta Hunt

Related Documents:

1. AIMS

Age UK Enfield will not tolerate the abuse of adults in any of its forms and is committed to safeguarding adults with care and support needs from harm.

This policy outlines the steps Age UK Enfield will make to safeguard an adult with care and support needs if they are deemed to be at risk or at risk. This policy sets out the roles and responsibilities of Age UK Enfield in working together with other professionals and agencies in promoting the adult's welfare and safeguarding them from abuse and neglect.

Age UK Enfield will ensure that decisions made will allow adults to make their own choices and include them in any decision making. Age UK Enfield will also ensure that safe and effective working practices are in place.

This policy is intended to support staff and volunteers working within Age UK Enfield understand their role and responsibilities in safeguarding adults. All staff and volunteers are expected to follow this policy.

The key objectives of this policy are for all employees and volunteers of Age UK Enfield to:

- have an overview of adult safeguarding
- be clear about their responsibility to safeguard adults
- ensure the necessary actions are taken where an adult with care and support needs is deemed to be at risk

This policy is based on:

- The Care Act 2014 and the Care and Support statutory guidance
- London Safeguarding Adults policy and procedures
- Enfield's Safeguarding Adults Board's local procedures and appendices

Under the Human Rights Act 1998, everyone has the right to live free from abuse and neglect: <https://www.equalityhumanrights.com/en/human-rights/human-rights-act>

Copies of this policy should be available within Age UK Enfield. Staff and volunteers should be made aware of how this policy can be accessed.

2. WHAT IS SAFEGUARDING ADULTS?

“Safeguarding means protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.”

Care and Support Statutory Guidance, Department of Health, updated February 2017

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.

Age UK Enfield adheres to following the six key principles that underpin safeguarding work (See Care Act guidance)

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

Age UK Enfield will not tolerate the abuse of adults and staff and volunteers should ensure that their work reflects the principles above and ensure the adult with care and support needs is involved in their decisions and informed consent is obtained. Age UK Enfield should ensure that the safeguarding action agreed is the least intrusive response to the risk. Partners from the community should be involved in any safeguarding work in preventing, detecting and reporting neglect and abuse. Age UK Enfield should be transparent and accountable in delivering safeguarding actions.

3. WHAT IS MAKING SAFEGUARDING PERSONAL (MSP)?

MSP means a case should be person-led and outcome-focused. The individual should be involved in identifying how best to respond to their safeguarding situation by giving them more choice and control as well as improving quality of life, wellbeing and safety.

Age UK Enfield will not tolerate the abuse of adults Age UK Enfield will ensure that adults are involved in their safeguarding arrangements and each individual is dealt with on a case-by-case basis. As adults may have different preferences, histories and lifestyles, the same process may not work for all.

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.

5. WHO DO I GO TO IF I AM CONCERNED?

The named responsible person for safeguarding duties for Age UK Enfield is:

Netta Hunt – Safeguarding Lead

Phone: 0208 351 1131

Email: venetta.hunt@ageukenfield.org.uk

Out of hours contact number: 07860 838 697

All staff and volunteers should contact Netta Hunt for any concerns/queries they have in regard to safeguarding adults. Alternative points of contact if Netta is unavailable is Alison Gordon.

The Safeguarding Lead will be responsible to make decisions about notifying adult social services if required and consider alternative actions, where necessary.

The Safeguarding Lead will also ensure that the Safeguarding Adults policies and procedures are in place and up to date. She will ensure a safe environment is promoted for staff and volunteers and adults accessing the service. She will ensure they are up to date with their safeguarding adults training.

A log any safeguarding concerns must be kept on an [Incident Form](#) and sent to the Incidents email inbox.

6. WHAT SHOULD I DO IF I AM CONCERNED?

Staff and volunteers at Age UK Enfield who have any adult safeguarding concerns should:

Respond

- Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention. Dial 999 for emergency services
- Get brief details about what has happened and what the adult would like done about it, but do not probe or conduct a mini investigation
- Seek consent from the adult to take action and to report the concern. Consider whether the adult may lack capacity to make decisions about their own and other people's safety and wellbeing. If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this.

Report

- Report any potential safeguarding concerns to Netta Hunt.

Record

- This should be recorded on an incident form, and this must be sent to [Incidents Form 2023/2024 \(office.com\)](#) The SMT and managers have access to incident reporting inbox.
- This must also be sent on a Safeguarding Adults form to The Enfield Multi-Agency Safeguarding Hub 'MASH'. [Concerned about adult abuse | Safeguarding Enfield](#) Age UK

Enfield will record a log of safeguarding concerns which is kept by the organisation's safeguarding lead. As far as possible, records should be written contemporaneously, dated and signed.

- Keep records about safeguarding concerns confidential and in a location where the alleged abuser will not have access to the record. Access should not be given to any unauthorised personal for accessing confidential information including the sharing of passwords. See relevant [Data Protection Policies](#).

Refer

In making a decision whether to refer or not, the designated safeguarding lead should take into account:

- (1) the adult's wishes and preferred outcome
- (2) whether the adult has mental capacity to make an informed decision about their own and others' safety
- (3) the safety or wellbeing of children or other adults with care and support needs
- (4) whether there is a person in a position of trust involved
- (5) whether a crime has been committed

This should inform the decision whether to notify the concern to the following people:

- the police if a crime has been committed
- Enfield's MASH Team (part of adult social services) for possible safeguarding enquiry
- relevant regulatory bodies such as Care Quality Commission, Ofsted, Charities commission
- service commissioning teams
- family/relatives as appropriate (seek advice from adult social services)

The designated safeguarding lead should keep a record of the reasons for referring the concern or reasons for not referring.

Incidents of abuse may be one-off or multiple and may affect one person or more. Staff and volunteers should look beyond single incidents to identify patterns of harm. Accurate recording of information will also assist in recognising any patterns.

As soon as Adult Social Services becomes involved, a 4-stage safeguarding adults process is followed. For more information about this 4-stage safeguarding adults process, refer to the [London Multi-Agency Safeguarding Adults Procedures](#).

7. WHAT ARE YOUR ROLES AND RESPONSIBILITIES?

All staff, management, trustees, and volunteers at Age UK Enfield are expected to report any concerns to the named person for safeguarding. If the allegation is against one of Age UK Enfield members, volunteers, trustees, or directors, seek advice from Age UK Enfield safeguarding lead Netta Hunt. If the allegation is against the Safeguarding Lead, seek advice from Enfield's Single Point of Access team.

The designated safeguarding lead should be responsible for providing acknowledgement of the referral and brief feedback to the person raising the original concern. Feedback should be given in a way that will not make the situation worse or breach the Data Protection Act. If the police are involved, they should be consulted prior to giving feedback to the referrer to ensure any criminal investigation is not affected.

The local authority will decide on who will lead on a safeguarding enquiry should it progress to that stage. The named organisation should not conduct its own safeguarding enquiry unless instructed to do so by the local authority.

Staff and volunteers should ensure that the adult with care and support needs is involved at all stages of their safeguarding enquiry ensuring a person-centred approach is adopted.

8. COMPLAINTS PROCEDURE

Age UK Enfield is registered with the Care Quality Commission and therefore all staff and volunteers have a legal Duty of Candour to give a full and honest explanation to people about when things go wrong.

If a staff or volunteer or any other member of the organisation is unhappy with Age UK Enfield operational decision about the safeguarding concern, they should speak in the first instance to the Safeguarding Lead on the Trustee Board – Beryl DeSouza.

Age UK Enfield is committed to ensuring that staff and volunteers who in good faith whistle-blow in the public interest, will be protected from reprisals and victimisation. Refer to the [Whistleblowing Policy](#) for more information.

The Mental Capacity Act 2005 is to be used when decisions on behalf of those adults with care and support needs who are unable to make some decisions for themselves. Refer to the Mental Capacity Act Code of Practice, <https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice>. You will need to involve an advocate if the person lacks capacity to make decisions about the safeguarding concern.

9. WHY IS IT IMPORTANT TO TAKE ACTION?

It may be difficult for adults with care and support needs to protect themselves and to report abuse. They rely on you to help them.

10. CONFIDENTIALITY AND INFORMATION SHARING

Age UK Enfield expects all staff, volunteers, trustees to maintain confidentiality at all times. In line with Data Protection law. Age UK Enfield does not share information if not required.

It should however be noted that information should be shared with authorities if an adult is deemed to be at risk of immediate harm. Sharing the right information, at the right time, with the right people can make all the difference to preventing harm. For further guidance on information sharing and safeguarding see: <https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp>

11. RECRUITMENT AND SELECTION

Age UK Enfield is committed to safe employment. Safe recruitment practices, such as Disclosure and Barring checks reduce the risk of exposing adults with care and support needs to people unsuitable to work with them. Refer to the CQC's guidance on Safer Recruitment.

12. TRAINING, AWARENESS RAISING AND SUPERVISION

Age UK Enfield ensures that all staff and volunteers receive basic awareness training on safeguarding adults as they may come across adults with care and support needs who may be at risk of abuse. Those adults may report things of concern to staff or volunteers who should be equipped with the basic knowledge around safeguarding adults and be confident to identify that abuse is taking place and action is required. All staff and volunteers should be clear about the core values of Age UK Enfield and commitment to safeguarding adults.

It is also useful to discuss training with staff who have attended training sessions to ensure they are embedding this in practice.

Voluntary organisations (including volunteers) who support adults with care and support needs can access the basic awareness safeguarding adults training provided by Enfield Council. Free on-line training is also available.

Similarly, staff and volunteers may encounter concerns about the safety and wellbeing of children. For more information about children's safeguarding, refer to [Age UK Enfield's Child Protection Policy and Procedure](#).

13. PREVENT

Radicalisation and extremism of adults with care and support needs is a form of emotional/psychological exploitation. Radicalisation can take place through direct personal contact, or indirectly through social media.

If staff are concerned that an adult with care and support needs is at risk of being radicalised and drawn into terrorism, they should treat it in the same way as any other safeguarding concern.

For more information about Prevent see:

<https://www.gov.uk/government/publications/prevent-duty-guidance>

14. COVID

The COVID-19 crisis has caused many people to spend a lot more time with those in their household. In some cases, this has caused additional tensions that spill over into abuse and violence. Evidence from statutory and voluntary agencies across the UK, immediately following lockdown restrictions, emphasised an increase in reports of domestic abuse, with Refuge reporting a 25 per cent increase in calls and online requests. The increase is thought to be related to forced coexistence, economic stress, and fears about the virus. In the case of people with dementia being cared for by family at home it may be due to the carer not coping with limited services, increased caring responsibilities and fewer breaks.

Those who are living with an abusive partner or family member may be less likely to ask for help during lockdown as they may not want to bother overstretched emergency services. Fewer visitors to the household may mean that evidence of physical abuse goes unnoticed. Domestic abuse is not just about physical violence. It can include other types of abuse such as emotional or psychological, sexual, financial and neglect. Domestic abuse can be experienced by both men and women.

If someone is in immediate danger you should call the police. If you have any concerns that abuse is happening to a person with dementia you should report it in line with your organisation's safeguarding policy.

15. USEFUL CONTACTS

Venetta Hunt

Venetta.hunt@ageukenfield.org.uk

020 8351 1131

07860 838 697

If your concern relates to an adult at risk of harm or abuse, please contact MASH team (first point of contact for adult social services) on 020 8379 3196 or email

themashteam@enfield.gov.uk

[Concerned about adult abuse | Safeguarding Enfield](#)

16. USEFUL LINKS

Care act- <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

London Safeguarding adults' policy and procedures- <http://londonadass.org.uk/wp-content/uploads/2015/02/LONDON-MULTI-AGENCY-ADULT-SAFEGUARDING-POLICY-AND-PROCEDURES.pdf>

Enfield council local appendices to London Safeguarding adults' policy and procedures- <https://new.enfield.gov.uk/safeguardingenfield/policies-and-protocols>

Safer recruitment-

<https://new.enfield.gov.uk/safeguardingenfield/?s=recruitment>

Carer and support statutory guidance-

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/506202/23902777_Care_Act_Book.pdf

Prevent-

<https://www.gov.uk/government/publications/prevent-duty-guidance>

Information sharing-

<https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp>

Appendix 1

What are the types of safeguarding adults' abuse?

The Care and Support statutory guidance sets out the 10 main types of abuse:

- Physical abuse
- Neglect
- Sexual abuse
- Psychological
- Financial abuse
- Discriminatory
- Organisational
- Domestic violence
- Modern Slavery
- Self-neglect

However, you should keep an open mind about what constitutes abuse or neglect as it can take many forms and the circumstances of the individual case should always be considered. For more information, read section 14.17 of the Care and Support Statutory Guidance.

What are the possible signs of abuse?

Abuse and neglect can be difficult to spot. You should be alert to the following possible signs of abuse and neglect:

- Depression, self-harm or suicide attempts
- Difficulty making friends
- Fear or anxiety
- The person looks dirty or is not dressed properly,
- The person never seems to have money,
- The person has an injury that is difficult to explain (such as bruises, finger marks, 'non-accidental' injury, neck, shoulders, chest and arms),
- The person has signs of a pressure ulcer,
- The person is experiencing insomnia
- The person seems frightened or frightened of physical contact.
- Inappropriate sexual awareness or sexually explicit behaviour

- The person is withdrawn, changes in behaviour

You should ask the person if you are unsure about their well-being as there may be other explanations to the above presentation.

Who abuses and neglects adults?

Abuse can happen anywhere, even in somebody's own home. Most often abuse takes place by others who are in a position of trust and power. It can take place whether an adult lives alone or with others. Anyone can carry out abuse or neglect, including:

- partners;
- other family members;
- neighbours;
- friends;
- acquaintances;
- local residents;
- people who deliberately exploit adults they perceive as vulnerable to abuse;
- paid staff or professionals; and
- volunteers and strangers

Raising a safeguarding concern

