
AGE UK BEXLEY POLICY/PROCEDURE



AGE UK BEXLEY SAFEGUARDING ADULTS AT RISK

Introduction

Adult safeguarding means protecting a person's **rights to live safely, free from abuse and neglect**'

Who is an adult at risk?

An adult at risk is anyone aged 18 and over who:

- has needs for care and support
- is experiencing, or at risk of, abuse or neglect
- is unable to protect themselves against harm or exploitation

Age UK Bexley has formally agreed to work within the London Multi-Agency Policy, Procedures and Guidelines Manual for Safeguarding Adults at Risk:

The policy and procedures are for different agencies and individuals involved in safeguarding adults, including managers, professionals, volunteers and staff working in public, voluntary and private sector organisations. They represent the commitment of organisations to:

- work together to prevent and protect adults at risk from abuse
- understand that vulnerable adults can be at risk of mistreatment and abuse;
- that the abuse of vulnerable adults constitutes a clear infringement of rights and in many cases is a criminal offence;
- empower and support people to make their own choices
- investigate actual or suspected abuse and neglect
- support adults and provide a service to adults at risk who are experiencing abuse, neglect and exploitation.

MAKING SAFEGUARDING PERSONAL

Developing a safeguarding culture that focuses on the personalised outcomes desired by people with care and support needs who may have been abused is a key operational and strategic goal. The initiative is intended to make safeguarding more person centered and therefore improve outcomes.

SIX PRINCIPLES OF ADULT SAFEGUARDING ARE: -

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 greatest in need
Partnership	Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect issues
Accountability	Accountability and transparency in safeguarding practice

The term 'adult at risk' has been used to replace 'vulnerable adult'. This is because the term 'vulnerable adult' may wrongly imply that some of the fault for the abuse lies with the adult abused. The term 'adult at risk' is used as an exact replacement for 'vulnerable adult', as used throughout Pan London Procedures.

Abuse may be:

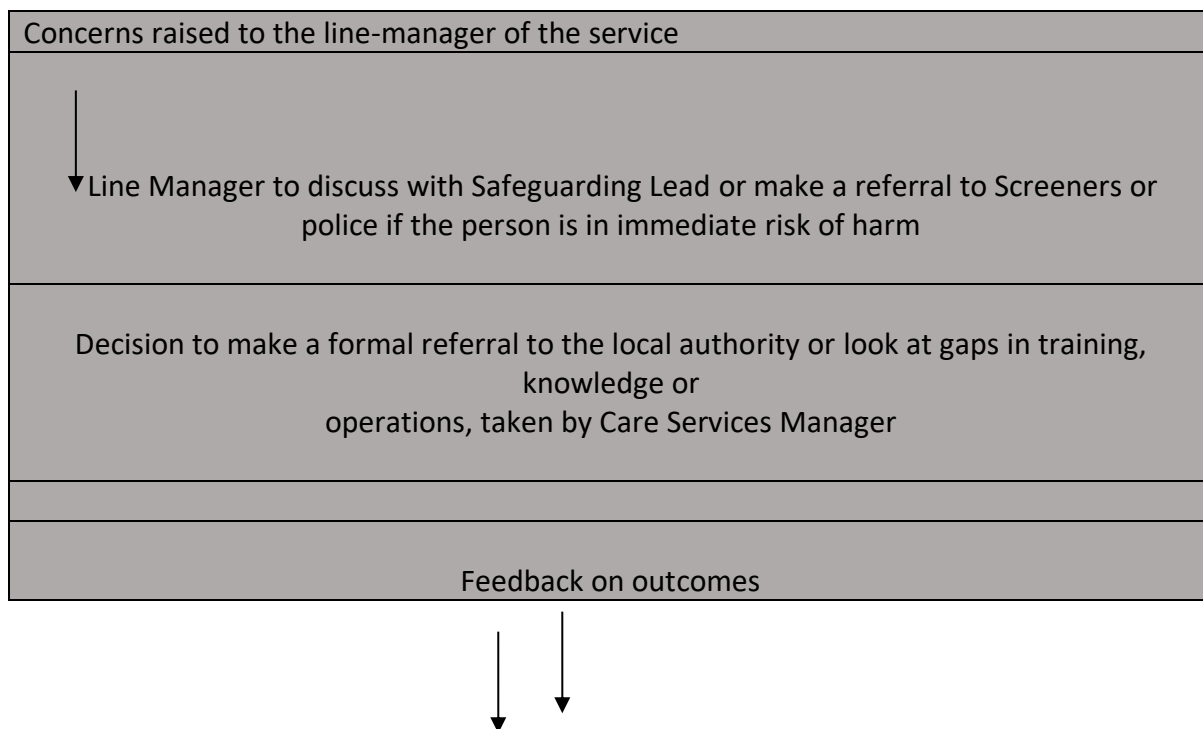
- a single act or repeated acts
- an act of neglect or a failure to act
- multiple acts, for example, an adult at risk may be neglected and also being financially abused.

Issues of self-neglect and determining capacity.

Self-neglect may be the symptom of mental or physical illness, or duress from another person, that we cannot ascertain. As an organization we are left quite vulnerable and open to criticism if we do not follow through. The person may not be known to social services.

Screeners will triage concerns and raise those concerns with the appropriate staff.

THE ROUTE OF ACCOUNTABILITY IS:-



ORGANIZATIONAL RESPONSIBILITIES AS A PROVIDER OF SERVICES FOR THE COUNCIL

- Identify a named professional. *To date this is the Care Services Manager, Anne Bygrave*
- work collaboratively as part of the multi-agency procedures on the prevention, identification, investigation and treatment of *alleged, suspected or confirmed abuse of vulnerable adults*
- develop and implement policies and procedures within a multi-agency framework to protect vulnerable adults
- have safe and robust recruitment practices
- contracts will reflect the duty of staff to report abuse and to co-operate with any safeguarding investigations
- clear outline of disciplinary procedures in the event of abuse perpetrated by staff
- Have internal procedures which outline training and good practice in:
 - Safeguarding Adults at Risk
 - Information Governance
 - Medication
 - Restraint/DOLS
 - Moving and handling
 - Whistleblowing
 - Mental capacity
 - Lone working
 - Infection control
 - Equality and diversity
- ensure that the Equality and Diversity policy of the organisation is applied to adults at risk, and in the spirit of cultural awareness acknowledging diversity and social inclusion in every service provided, which is responsive and reflective of individual need.
- ensure that all assessments and investigations will be carried out in a setting and manner appropriate to the levels of understanding, degree of disability and cultural background of persons involved in the assessment or investigation.
- to raise awareness amongst its staff, volunteers, users of its services and the public that older people can be abused

- to provide training and information about abuse of older people and appropriate guidance on how to respond for its staff and volunteers and that this training will be classified as mandatory
- to ensure that all staff and volunteers know that they have a duty to report concerns and suspicions that a vulnerable adult is at risk from being abused
- ensure that staff and volunteers know who the key staff are to report safeguarding issues and the process of the referral is made clear
- to set minimum standards in the provision of safeguarding adults work to protect older people from harm, either because of the actions of others or because of self-neglect
- recognise that the person's well-being is at the centre of all service provision and that all decisions and actions are taken in line with the Mental Capacity Act (2005) and the Human Rights Act (2000) including deprivation of liberty, best interests, dignity and choice
- have a process for confidentiality and information sharing
- ensure that trustees of the organisation are committed to their duty of care to the charity and its service users, and ensure that robust policies and procedures are implemented, monitored and updated in accordance with the latest legislation and regulations. Be aware of serious incidents relating to safeguarding.
- place safeguarding issues on the agendas of all staff/team meetings, supervisions and appraisals.
- to ensure staff follow recording and reporting practices as developed by senior staff
- to contribute to, and learn from, the development of policy and practice at a local and national level
- to reflect on practice and constantly monitor all safeguarding procedures to ensure public trust and confidence in the organisation and its services

SERVICES PROVIDED AT EXTERNAL VENUES

These policies and procedures cover all of our services including those services based at other venues e.g.: nail clinics, day centres, men in sheds, Befriending Cafe's and I&A outreach locations. The policy and procedures also cover services provided on line and those services provided in the clients' homes.

It is Age UK Bexley policy that Safeguarding Adults at Risk training is mandatory for all staff and volunteers that work with our clients. This includes managers who have overall responsibility for services.

Domiciliary services:-

Abuse doesn't only occur in institutions. The risk of abuse is high in people's own homes by a number of sources

- Family
- Carers
- Door stop callers
- Telephone cold callers
- Neighbours
- Friends
- We need to ensure peoples human rights are respected and upheld
- We need to take action to identify and prevent abuse from happening in a service
- Respond appropriately when it is suspected that abuse has occurred or is at risk of occurring
- We need to take into account capacity protocols

Online Services:-

Digital safeguarding is much like any other context of safeguarding

- We must only use authorised equipment and apps
- Training will be given regarding using the apps
- Other sites
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ALLEGATIONS AGAINST STAFF/VOLUNTEERS

Safeguarding Adults at Risk policies and procedures apply to all staff, volunteers, trustees and all services managed by the organization. The procedures protect all our clients whether or not they are funded by a statutory body or a private client or those who telephone or visit the offices for advice.

Safeguarding adults at risk procedures will sometimes need to take precedence over the organization's procedures

All allegations will require immediate attention and need to be investigated using the organizations policies and procedures. It is important that all staff understand who will do

the investigation and all the processes including referral to the Safeguarding Team at the Local Authority/and or CQC or police

- CQC should be informed of allegations made within a regulated service
the Investigating officer will make a decision concerning the severity of the allegation and whether it requires multi-agency investigation
- If a referral is made to the local authority safeguarding team, advice on how to proceed will be given by the SAM (Safeguarding Adults Manager)

SUPPORT TO STAFF/VOLUNTEERS

- HR procedures will include clear guidance about the implementation of disciplinary procedures
- Age UK Bexley will keep the person who is the subject of the allegations informed of the progress of the case
- If the person is suspended, Age UK Bexley will also keep the individual informed of the investigation however, working within the parameters of confidentiality and on a need to 'know basis'
- Suspension whilst an investigation takes place is not an indication of guilt but should be seen as a precautionary measure to ensure safety of the alleged victim and other service users
- Considering the severity of the accusation, careful thought should be given to suspension and that other options should be considered i.e.: redeployment, or working under supervision
- Clear and concise record keeping is paramount should include any decisions of the actions taken i.e.: 'no case to answer', training issues etc.
- Outcomes should be recorded in the person's personnel file, even if they leave the organization. The purpose of this would be to enable accurate information for future reference requests and to provide clarification when any future DBS disclosure reveals information from police that an investigation was carried out that did not lead to prosecution.
- Age UK Bexley will consider how best to facilitate a return to work after suspension:
- The organization consider the need for further training
- consider the need for ongoing support and supervision and will recognise that an unfounded allegation could have a considerable impact on that staff member

TRAINING PLAN FOR SAFEGUARDING ADULTS ALL STAFF AND VOLUNTEERS

Objective

To improve the skills and knowledge of staff, volunteers and trustees regarding safeguarding adults at risk

To ensure that each worker has responsibility for own development and continued education regarding practice and procedures

AIM OF TRAINING

- To set minimum standards in the provision of safeguarding adults work to protect older people from harm, either because of the actions of others or because of self-neglect
- All staff and volunteers understand the principles of basic awareness of safeguarding adults at risk
- To identify signs and symptoms of abuse or neglect
- To ensure that all staff and volunteers know who to contact with concerns or issues regarding safeguarding adults
- To know the actions the organizational take once a concern is raised
- To encourage multi-agency work
- This training is mandatory for all staff
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LEVELS OF TRAINING

Level 1. Basic Awareness.

Members of this group have a responsibility to contribute to Safeguarding adults but do not have a specific organisational responsibility or statutory authority to intervene

Level 2. Safeguarding Practice.

This group have considerable professional and organisational responsibility for Safeguarding adults.

they have to be able to act upon concerns and contribute actively to local and national policies, legislation and procedures.

Level 3. Management and leadership in of safeguarding services

This group is responsible for ensuring the management and delivery of Safeguarding services is effective and efficient. In addition, they have oversight of the development of systems, policies and procedures within their organisation to facilitate good working partnerships with allied agencies to ensure consistency in approach and quality of service

Level 4. Strategic responsibilities in safeguarding practice

This group is responsible in ensuring their organisation is, as all levels, fully committed to Safeguarding Adults and have in place appropriate systems and resources to support this work in an intra and inter agency context

Basic awareness and Level 2/3 training will be delivered by the Care Services Manager as face to face (or online) at a suitable venue with appropriate training materials (power point presentations and handouts). It may be appropriate for new staff to undertake e-learning training, if they have received training in their previous role. Volunteers will need to attend a face to face training session before starting their role. This should be classified as mandatory training. Refresher training should take place every two years or sooner if there are changes to national or multi-agency policies and procedures. Level 4 can be completed face to face with the local authority.

Staff should ensure that they attend training and familiarise themselves with the Alerters Guide document. Line managers should make sure there is a copy of these procedures available to all staff.

RESPONSIBLE STAFF

Chief Executive Officer – overall responsibility for ensuring safeguarding adults at risk policies and procedures are carried out.

Anne Bygrave: Care Services Manager – overall responsibility for carrying out and ensuring that Safeguarding Adults at Risk Basic Awareness training is delivered to all staff and volunteers. The Care Services Manager is the safeguarding lead for the organization.

EVALUATION OF THE TRAINING

The basic awareness sessions delivered by Age UK Bexley should be evaluated and should take into account, self-evaluation of practice improvement and evaluation of the awareness session. The Care Services Manager will review the training plan regularly.

OTHER RELEVANT POLICIES/PROCEDURES

- Safeguarding Adults at Risk Multi Agency Procedures/operational and training
- Restraint and DOLS
- Individual service procedures
- Staff/volunteer handbooks

- Age UK Bexley Financial Procedures
- Age UK Bexley Recruitment procedures
- Age UK Whistleblowing procedures
- Charity Commission Strategy for dealing with safeguarding vulnerable groups.
- Mental Capacity Code of Practice
- Care Act (2014)

LEARNING LESSONS

The organization will need to review the circumstances of cases to determine whether any improvements are required to the organization's procedures or practice to help prevent similar events in the future.

ADULTS AT RISK OPERATIONAL PROCEDURES

To follow the London Multi-Agency Policy, and Procedures to safeguard adults at risk from abuse.

To raise awareness amongst its staff, volunteers, users of its services and the public.

Implementation

- We follow the London Multi Agency Procedures which are kept at our various venues but have developed our own set of guidelines, policies and procedures in accordance.
- All actions and decisions will be taken in line with the Mental Capacity Act 2005 and Care Act 2014.
- The Charity is represented at Local Authority Board level by Bexley Voluntary Services Council.
- The Care Services Manager will provide regular training for all staff and volunteers. Refresher training will be offered every 2 years or sooner if there are changes to national or multi-agency policies and procedures. New staff and volunteers will have the basic awareness training within 3 months of starting their role at Age UK Bexley or if in a one to one role, the training will be necessary before undertaking the role. Each person trained will be given a copy of the training materials which will be in line with the training session. The handouts will provide names and contact numbers of staff within the organization who can be contacted with any concerns regarding an adult at risk.
- Age UK Bexley will ensure that all staff and volunteers know that they have a duty to report, to their line manager in a timely way, any concerns or suspicions that an adult at risk is being, or at risk from being, abused. This will be done through staff induction and repeated at subsequent management meetings when appropriate.

- Age UK Bexley will assure staff and volunteers that their worries or concerns regarding abuse will be dealt with confidentially, appropriately and with appropriate feedback, and that the Care Services Manager will raise concerns regarding an adult at risk to the appropriate teams at the Local Authority.
- Safeguarding issues and incidents (with names and any other identifying text removed) will be reported to the Board of Trustees of Age UK Bexley.

Safeguarding policies and procedures including are on Age UK Shared Drive under staff Resources/Health and safety

Safeguarding Lead Anne Bygrave, Care Services Manager 07392 197914

CEO – 020 8300 7086 ext. 218

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Approved:

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