

SAFEGUARDING OF VULNERABLE ADULTS POLICY AND PROCEDURE



All reference to personnel includes both paid employees and volunteers.

Anglia Care Trust recognises that every person has the right to live a life free from abuse, exploitation and neglect. Anglia Care Trust operates under the “Adult Safeguarding policy and Operational Guidance” as recommended by Suffolk Adult Safeguarding Board. Anglia Care Trust is committed to promoting the wellbeing, security and safety of adults at risk of abuse.

Anglia Care Trust will appoint a Designated Safeguarding Officer and an Alternative Safeguarding Officer, details of which will be held by Business Support. This role encompasses all aspects of safeguarding including e-safety.

In addition, we will always nominate a Board Member responsible for Child Protection.

Note – in all cases where there is a serious and immediate threat to a vulnerable adult the police must be contacted without delay by dialing 999.

Definition of a Vulnerable Adult

A vulnerable adult refers to any person aged 18 years and over who “is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation”

Definition of Abuse

Abuse is a violation of an individual’s human and civil rights by any other person or persons, adult or child. Abuse may consist of a single act or repeated acts. It may be physical, sexual or emotional, it may be an act of neglect or an omission to act or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

Anglia Care Trust has adopted the definitions and categorisations of abuse produced by the Department of Health No Secrets which has been adopted and approved by Suffolk Adult Safeguarding Board.

Responsibilities of Anglia Care Trust

- Observe and adhere to relevant legislation
- Respond to all concerns and allegations appropriately
- Carefully recruit and select all personnel in line with our Recruitment Policy and Procedures
- Offer training to all personnel to ensure that they are able to respond to all concerns and allegations
- Where there are concerns about a vulnerable adult, all personnel are expected to share those concerns with the Designated Officer.

Responsibilities of the Designated Safeguarding Officer

- Act as the first point of contact for personnel
- Advise and provide guidance to personnel for making referrals
- Ensure the effective monitoring personnel working with vulnerable adults by line management, through supervision, progress and performance reviews and Volunteers' personal development
- Monitor and record concerns about vulnerable adults and actions taken
- Liaise with appropriate local agencies for support and advice where necessary
- Promote the importance of safeguarding across the organisation
- Train staff about how to respond to vulnerable adult concerns.

Responsibilities of Personnel

Anyone whose work brings them into contact with vulnerable adults, and who expresses concerns for the safety or welfare of a vulnerable adult, has a personal responsibility to ensure that their concerns have been heard, understood and acted on.

All personnel should during initial meetings with Service Users explain the content of the Safeguarding Policy and what they can expect if at any point personnel are concerned for their, or anyone else's safety and welfare.

This means taking personal responsibility and acting sensibly to ensure that information reaches the intended recipient and not simply relying on someone else to do this; doing this with the minimum possible delay, subject to appropriate consultation with a Manager and/or the Designated Safeguarding Officer as required by organisational Policy and Procedures.. It is also the responsibility of personnel to ensure an update is received as to any concerns raised. The personnel must forward to the Designated Safeguarding Officer the completed record sheet detailing concerns and actions taken.

All personnel should follow the Safeguarding Procedure Flowchart attached to this Policy.

It is the responsibility of personnel to attend training organised by Anglia Care Trust and

to learn about safeguarding in accordance with and as appropriate to their roles and responsibilities as well as ensuring that children and young people, parents, carers, family members or other concerned people are aware of the organisations safeguarding policy and procedures.

Confidentiality

In cases of disclosure of abuse, by either children, parents, family members or other concerned people, personnel are obliged to share this information with the Designated Safeguarding Officer who may have to refer these concerns to either Social Care or where necessary the police.

Procedure

In the event that you are told of, involved in or witness an incident of abuse the following procedure should be followed:

- Do not promise confidentiality. Make this clear to all involved parties
- Listen to what you are being told and do not make any judgements
- Support and protect the service user. Believe, listen, comfort and reassure
- Assess the situation as much as you are able
- Ensure medical treatment if required
- Preserve any forensic evidence
- Be aware that you will have to provide a clear factual record, including date, time and signature.

Inform your Line Manager and/or the Designated Safeguarding Officer in the first instance and then make a referral yourself to the appropriate agencies e.g. Social Services, Police etc. In the absence of your line manager or Designated Safeguarding Officer, if the situation is an emergency, please contact the Police direct on 999.

If at any stage of the process you are unhappy with the manner in which the incident has or is being handled please follow the Grievance and/or complaints procedure as outlined in the organisation's policies and procedures.

Concerns with regards to the actions or behaviours of the Designated Safeguarding Officer

If at any time you are concerned about the actions or behaviours of the Designated Safeguarding Officer, either because of something they have or have not said or done, you should raise this immediately with either the Director of Business Support or the Director of Operations. In this safeguarding capacity, this role is directly line managed by the Directors. You should raise your concerns either in writing by email or in person by telephone or meeting. You should be able to produce a written account of your concerns in any case to enable them to act. This action should be taken immediately you are aware of your concerns.

Allegations against staff or adults in a position of trust

Concerns about the behaviour of adult(s) in the organisation will be referred without delay to the Designated Safeguarding Officer who will implement the Allegations Management Policy accordingly. All allegations made against a member of staff or an adult in a position of trust will be reported to the Local Authority Designated Officer (LADO). LADOCentral@suffolk.gcsx.gov.uk or 0300 123 2044.

Anglia Care Trust has adopted the Suffolk Adult Safeguarding Board's Policies and Procedures. Suffolk Adult Safeguarding Board's policies and procedures can be viewed online at www.suffolkas.org

Date of next review – October 2019