

Age Concern Windsor

Terms and Conditions of Service

Safeguarding Vulnerable Adults and Procedure

Policy Statement

This policy will enable Age Concern Windsor (ACW) to demonstrate its commitment to keeping safe adults at risk with whom it has contact through its services in the Spencer Denney Centre and acknowledges its duty to act appropriately to any allegations, reports, or suspicions of abuse.

It is important to have this policy and procedures in place so that all staff, volunteers, clients and carers can work to prevent abuse and know what to do should a concern arise.

The policy and procedures have been drawn up in order to enable ACW to:

- Promote good practice and work in a way that can prevent harm and abuse occurring
- Ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported
- Stop abuse occurring

The policy and procedures relate to the safeguarding of Adults at risk. Adults at risk are defined as individuals aged over 18 who:

- Have needs for care and support (whether or not the local authority is meeting any of those needs)
- Is experiencing, or at risk of abuse or neglect
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

(Care Act, 2014)

The policy applies to all Trustees, managers, staff, volunteers, clients of ACW.

It is acknowledged that significant numbers of adults at risk are abused and it is important that ACW has a Safeguarding Adults Policy, a set of procedures to follow and puts in place preventative measures to try and reduce those numbers.

In order to implement the policy and procedure, ACW will work to

- Stop abuse or neglect wherever possible
- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- Promote the wellbeing of the adults at risk by safeguarding adults arrangements
- Safeguard adults in a way that supports them in making choices and having control about how they want to live
- Promote an approach that concentrates on improving life for the adults concerned

- Raise awareness of safeguarding adults to ensure that everyone can play their part in preventing, identifying and responding to abuse and neglect
- Provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult
- Address what caused the abuse or neglect

ACW will

- Ensure that all Trustees, staff, volunteers and clients are familiar with this policy and associated procedures
- Work with other agencies within the Berkshire Safeguarding Adults Board Policy and Procedures version 2, issued under Care Act 2014 statutory guidance, produced Oct 2016
- Act within its confidentiality policy and will usually gain permission from clients before sharing information about them with another agency.
- Pass information to the Local Authority when more than one person is at risk, for example, if concern relates to a worker, volunteer or organisation who provides a service to adults with care and support needs or children
- Inform clients that where a person is in danger, a child is at risk or a crime has been committed then a decision may be taken to pass information to another agency with the clients consent
- Make a safeguarding adults referral to the Local Authority as appropriate
- Endeavour to keep up to date with national developments relating to preventing abuse and welfare of adults
- Will ensure that the Designated Adult Safeguarding Manager (DASM) understand their responsibilities to refer incidents of adult abuse to the relevant statutory agencies (Police/ Local Authority)

The DASM for ACW is the Chief Officer They can be contacted at the Spencer Denney Centre, Park Corner, Monday-Thursday from 9:00-17:00 Tel: 01753 860685 or via email administrator@ageconcernwindsor.org.uk

They should be contacted for support and advice on implementing this policy and associated procedures.

ACW adheres to the multi-agencies Protection of Vulnerable Adults Policy, a full copy of which is available at ACW and is available to individual employees upon request to the Chief Officer.

This policy should be read in conjunction with the latest version of Berkshire Multi-Agency Safeguarding Adults Policy and Procedures documents which are available at:

<http://www.sabberkshirewest.co.uk/practitioners/berkshire-safeguarding-adults-policy-and-procedures/>

This policy and associated procedures are kept in the policy folder in the main office.

Safeguarding Procedure

ACW provides services to older adults with a range of mental and physical health problems including memory issues. These procedures have been designed to ensure the wellbeing and protection of any adult who has contact with ACW either at the Centre or through one of our services. The procedures recognise that adult abuse can be a difficult subject for workers to deal with. ACW is committed to the belief that the protection of adults at risk from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all Trustees, managers, staff, volunteers, service users and carers, act appropriately in response to any concern of adult abuse.

Preventing Abuse

ACW is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the service it offers and that all those involved within ACW will be treated with respect.

Therefore this policy needs to be read in conjunction with the following policies:

- Equal Opportunities
- Equality and Diversity
- Volunteering
- Complaints
- Whistle Blowing
- Confidentiality
- Disciplinary and Grievance
- Data Protection
- Recruitment and Selection

ACW is committed to safer recruitment policies and practices for paid staff and volunteers. This will include Disclosure and Barring Service (DBS) checks for Trustees, staff, and some volunteers, ensuring references are taken up and provision of adequate training on safeguarding adults.

ACW will work within the current legal framework for referring staff or volunteers to the DBS who have harmed or pose a risk to vulnerable adults and/or children.

Information about safeguarding adults and the complaints policy will be available to service users and their carers/families.

Recognising Signs and Symptoms of Abuse

ACW is committed to ensuring that all Trustees, staff and volunteers undertake training to gain a basic awareness of the signs and symptoms of abuse.

ACW will ensure that the Designated Adult Safeguarding Manager and other members of relevant staff or volunteers have access to higher levels of training around safeguarding adults provided by the Royal Borough of Windsor and Maidenhead.

ACW will not be limited in their view of what constitutes abuse or neglect, as they can take many forms and the circumstances of an individual case will always be considered.

Types of Abuse

Types of abuse include, but are not limited to:

- Physical - e.g. hitting, force-feeding, starving, pinching, pushing, over medication, inappropriate restraint, or otherwise causing physical harm
- Psychological or emotional - shouting, verbal abuse, threats, humiliation, isolation or unreasonable and unjustified withdrawal of services or support networks
- Intimidation, ignoring the person, using obscene language
- Financial - e.g. theft, fraud, using personal property without permission, undue pressure connected to wills or property or possessions
- Sexual - sexual assault, rape, any sexually-related act where the person does not give consent
- Institutional abuse- i.e. repeated poor care of vulnerable adults or groups of individuals through neglect or poor professional practice
- Discrimination - e.g. racist remarks, insulting or abusive remarks about a person's disability, sex, sexuality, background or age
- Neglect and acts of omission - allowing a person to suffer by not fulfilling their responsibility of care
- Self-neglect which includes a person neglecting to care for their personal hygiene, health or surroundings; or an inability to provide essential food, clothing, shelter or medical care necessary to maintain their physical and mental health, emotional wellbeing and general safety.

Who can commit abuse?

Anyone could be responsible for the abuse, including the person's family or carer, professional staff from any organisation or body, voluntary workers, strangers and people who deliberately target vulnerable people.

It is worth noting that abuse is not always deliberate, and can be done in ignorance or through negligence. Abuse may be a single act or repeated acts.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

Designated Adult Safeguarding Manager

ACW has an appointed individual(s) who is (are) responsible for safeguarding adults within the organisation and who use our service. In their absence, a deputy will be available for managers, staff or volunteers to consult with. The Designated Adult Safeguarding Manager within ACW is/are:

Designated Adult Safeguarding Manager is the Chief Officer

Should the Chief Officer be unavailable then, staff, volunteers, service users and carers should contact the local safeguarding team directly.

If you are concerned about yourself or another adult who may be being abused or neglected, contact Adult Social Care in the area in which the person lives, on the numbers below:

- 01628 683744
- Out of normal working hours, contact the Emergency Duty Team 01344 786 543

The roles and responsibilities of the named person are to:

- ensure that all staff and volunteers are aware of what they should do and who they should go to if they have concerns that an adult at risk may be experiencing, or has experienced abuse or neglect;
- ensure that concerns are acted on, clearly recorded and referred to Community Health and Social Care Direct or to the allocated social worker/care manager where necessary;
- follow up any safeguarding adults referrals and ensure the issues have been addressed;
- manage and have oversight over individual complex cases involving allegations against an employee, volunteer, or student, paid or unpaid;
- consider any recommendations from the safeguarding adults process;
- reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest;
- ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision;
- ensure staff and volunteers are given support and afforded protection, if necessary, under the Public Interest Disclosure Act 1998: they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and its outcome.

Employees' Awareness of Abuse

There are times when abuse is obvious - e.g. seeing someone being hit or humiliated, or hearing someone describing abuse which has taken place.

However, employees should note that it is not always easy to identify signs of abuse. The abuse may result in a number of changes in the way the person acts and looks for example, they may become withdrawn or unhappy, they may have marks or bruising on their body, or they may appear neglected.

The seriousness of the extent of abuse is often not clear when anxiety is first expressed. It is important, therefore, that when considering the appropriateness of Safeguarding Vulnerable Adults Policy Version 3 May 2024

intervention, to approach reports of incidents or allegations with an open mind. In making any assessment of seriousness the following factors need to be considered:

- the vulnerability of the individual and their capacity to consent
- the nature and extent of the suspected abuse: the length of time it has been occurring
- the impact on the individual
- the risk of repeated or increasingly serious acts involving this or other vulnerable adults.

Signs could include

- injuries the person cannot give a good reason for: deterioration of health
- a carer who is unwilling to allow access to the person
- an individual who is unwilling to be alone with a particular carer
- an unexplained shortage of money.

Training will be provided for all employees who come into regular contact with clients in order to help employees recognize and deal with cases of abuse or suspected abuse.

Expected behaviour for ACW Employees

All ACW employees are expected to treat all ACW clients, members, volunteers and other staff with respect and professionalism at all times and, where appropriate (e.g. within the Day Centre) within the accepted duty of care.

Any act of abuse whatsoever (including, but not limited to, those described above) will not be tolerated, and the employee will be subject to disciplinary action. Acts of abuse will, in most cases, constitute gross misconduct for which the penalty is instant dismissal. ACW may also, when appropriate, report any such acts of abuse to the local police authority.

Duty to, and procedure for, reporting incidents or concerns

All employees have a duty to report any concerns or incidents relating to possible abuse of vulnerable adults who are connected to the work or remit of ACW as soon as they are aware of such concerns or incidents.

Employees who have direct involvement with relevant volunteers or carers should encourage them to keep an eye out for possible signs of abuse relating to the individuals they work with or care for. If volunteers suspect abuse they should report it immediately to staff. Carers may take up the issue themselves or report it to an ACW employee.

Responding to people who have experienced or are experiencing abuse

Staff should seek to discuss the situation with the person who is suspected of being abused as soon as reasonably possible, and a report should be made to the employee's manager or most appropriate person within ACW (see ACW's Whistleblowing Policy for details)

ACW recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action in cases of adult abuse is never easy.

How to respond if you receive an allegation:

- Reassure the person concerned.
- Listen to what they are saying.
- Record what you have been told/witnessed as soon as possible.
- Remain calm and do not show shock or disbelief.
- Tell them that the information will be treated seriously.
- Do not start to investigate or ask detailed or probing questions.
- Do not promise to keep it a secret.

If you witness abuse, or abuse has just taken place, the priorities will be:

- To call an ambulance if required.
- To call the Police if a crime has been committed.
- To preserve evidence.
- To keep yourself and others safe.
- To inform a member of staff or the Designated Adult Safeguarding Manager Rachel Harvey.
- To record what happened in the safeguarding log held in the main office.

Details of the incident or concern should be made in the client's employees', or volunteer's records and in the Incident Log. This log should include the date and circumstances of the concern and any subsequent action taken.

All situations of abuse or alleged abuse will be discussed with a member of staff and/or the Designated Adult Safeguarding Manager or member of the Trustees. If anyone feels unable to raise their concern with a member of staff or the Designated Adult Safeguarding Manager then concerns can be raised directly with Safeguarding Partnership for RBWM

At <https://rbwmsafeguardingpartnership.org.uk/>

- 01628 683744 during normal working hours
- Out of normal working hours, contact the Emergency Duty Team 01344 351999

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral will be made to Community Health and Social Care Direct team. If the individual experiencing abuse does not have mental capacity to consent to a referral, a best interest decision will be made on their behalf.

In line with Making Safeguarding Personal principles, the member of staff and/or Designated Adult Safeguarding Manager should try to seek the views from the adult (or an appropriate representative) about what they would like to happen as result of the concern. This will help to inform the multi-agency Safeguarding Adults Enquiry.

The member of staff and/or Designated Adult Safeguarding Manager should refer to the West Berkshire Multi-Agency Adult Safeguarding policy and procedures and may also take advice from Community Health and Social Care Direct and/or the

Safeguarding Adults Unit and/or other advice giving organisations such as the Police (see useful contacts).

Making a Safeguarding Referral

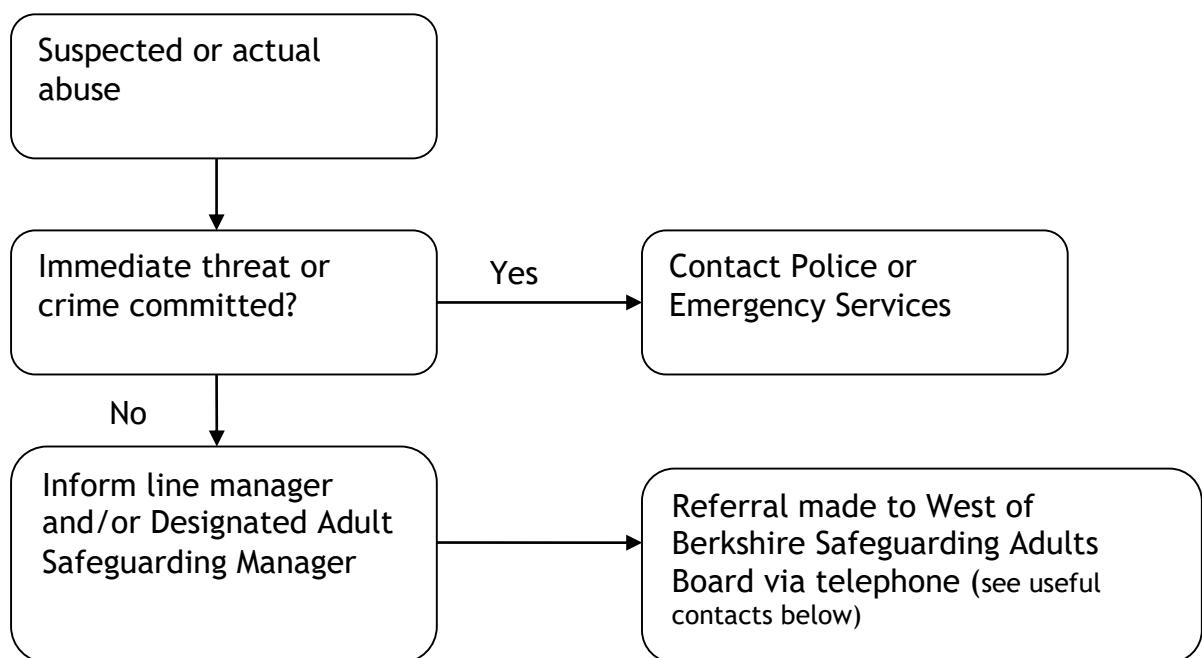
All safeguarding adults referrals should be made by telephone initially to the Community Health and Social Care Direct Team.

Monday to Friday 8.00am till 5.00 pm

Phone: 01628 683744

Duty Emergency Team 01344 352999

Note that it is not necessary to refer a safeguarding adults concern out of hours unless the individual or others have urgent social care needs.



A Safeguarding Adults Manager (a Team Manager from Adult Social Care) will then decide what enquiries need to be undertaken. Feedback will be given to the person who made the safeguarding adults referral.

The Designated Adult Safeguarding Manager will have an understanding of the multi-agency safeguarding adults process so they can explain it to the person concerned and offer all relevant support to the person and process. This could be practical support e.g. providing a venue, or information and reports and emotional support.

Information should be provided to the individual. This could be about other sources of help or information that could enable them to decide what to do about their

experience, enable them to recover from their experience and enable them to seek justice.

Managing an allegation made against a member of staff or volunteer

ACW will ensure that any allegations made against members or a member of staff will be dealt with swiftly.

Where a member of staff/volunteer is thought to have committed a criminal offence the Police will be informed. If a crime has been witnessed the Police should be contacted immediately.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the alleged perpetrator. This will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.

The Designated Adult Safeguarding Manager will liaise with Community Health and Social Care Direct to discuss the best course of action and to ensure that ACW's disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

ACW has a Whistle Blowing Policy and staff are aware of this policy. Staff will be supported to use this policy.

Recording and managing confidential information

ACW is committed to maintaining confidentiality wherever possible and information around safeguarding adults issues should be shared only with those who need to know. For further information, please see ACW's confidentiality policy.

All allegations/concerns should be recorded in the Safeguarding log held in the Managers Office. The information should be factual and not based on opinions, record what the person tells you, what you and witnesses have seen if appropriate.

The information that is recorded will be kept secure and will comply with data protection.

This information will be secured in a locked cupboard within the Manager's Office within the Spencer Denney Centre. Access to this information will be restricted to ACW Chief Officer and members of the Trustees.

Disseminating/reviewing policy and procedures

This Safeguarding Adults Policy and Procedure will be clearly communicated to the Trustees, managers, staff, volunteers, service users and the Designated Adult Safeguarding Manager will be responsible for ensuring that this is done.

The Safeguarding Adults Policy and Procedures will be reviewed annually by the ACW Trustees. The Designated Adult Safeguarding Manager will be involved in this process and can recommend any changes. The Designated Adult Safeguarding Manager will also ensure that any changes are clearly communicated to staff, volunteers, service users and carers. It may be appropriate to involve staff, volunteers, service users and carers in the review.

Useful Contacts

01628 683744

Out of normal working hours, contact the Emergency Duty Team

01344 352999

Confidentiality and Lack of Permission to Investigate

Whenever possible, the suspected abused individual should give their permission for their details to be passed on and/or their circumstances investigated.

However, employees have an absolute duty to report cases where they have been told of abuse is, or has, taken place, whether the individual concerned gives their consent to reporting or not. **Protection of the vulnerable person from abuse is the priority.**

In all cases of reporting abuse, only those people who actually need to know the details of the situation should be informed. Details, including the name of the person abused, as well as that of the abuser, must not be passed on to any other employees, volunteers, individuals, or organisation unless specifically instructed by the nominated individual or the Trustees.

References and probationary period

Robust recruitment and induction procedures, including appropriate interview questions relating to past experience and drawing out of attitudes to older people will be in place for all ACW posts and volunteer roles.

It is the line Manager's responsibility to ensure suitable supervision and review of all aspects of their employee's work and demeanour during the probationary period in particular and generally from then on while the staff member is in post. Any cause for concern will be followed up according to the relevant policy (e.g. disciplinary).

All candidates will have their references taken up on offer of a post and any concern stemming from the reference will be followed up, and a decision made by the Trustees as to whether or not the candidate will be confirmed in their post (subject to the usual probationary period).

Disclosure and Barring Service (DBS) Checks

All employees who work for ACW who in their role are eligible for a DBS check will have it carried out at the expense of ACW as soon as possible after the candidate is offered a position.

Until this check is made and a satisfactory report received by ACW, staff members and volunteers may not work with Day Centre clients unsupervised, and staff and volunteers may not visit clients in their homes unless accompanied by a DBS-checked member of staff.

Anything of concern which is raised by the DBS check will be discussed between the Chief Officer and the Trustees and, where appropriate, the candidate themselves. The Trustees will then decide whether or not the candidate can be accepted in the particular role or in any other role within the organisation.

Handling of ACW and Clients' Money

Designated Day Centre staff and volunteers may accept money from clients/carers/responsible person at the set price for the Day and Transport as known by all clients or when money or cheques have been sent for paying of such or invoices from ACW. The names of the clients who have paid for their Day Care and Transport must be immediately written down by the employee or volunteer collecting and a receipt given detailing the amount, from whom it is/was received, who has taken the money and the date received as proof that they have paid. These moneys should also be noted onto the money handling sheet.

Designated employees and volunteers may accept money from clients for set priced activities such as outings and bingo. The clients name will be recorded as having paid, and receipts given for amounts over £5.00 or on request and written onto the money handling sheet. Any moneys taken for items or activities less than £5.00 should be recorded on the money handling sheet.

Shopping for the Spencer Denney Centre by employees or volunteers must follow the cash handling procedures laid down for operation of their role.

In order to avoid potential misunderstandings or accusations of abuse ACW would prefer that staff and volunteers do not handle client's cash in any other circumstances, if at all.

Private arrangements

Staff must not abuse their position as an employee of ACW to gain reward or influence over clients' private matters.

Inappropriate private arrangements between staff and clients, which could include for example, using the contact to publicise any business in which the staff member has an interest, or visiting the client on a personal level outside of the ACW service (unless permission is given for each specific visit(s) by the Line Manager) will not be tolerated.

No private arrangement whatsoever may be made between employees and clients unless explicit permission has been given by the relevant Line Manager or Trustee in each separate case. The employee must approach their Line Manager with the suggested arrangement who will consult with the relevant Trustee member who will then decide if the arrangement is acceptable or not. Any such private arrangement taking place without specific permission may constitute Gross misconduct which could lead to Instant Dismissal. For guidance on professional boundaries please ACW Personal and Professional Boundaries Policy.