

# **Safeguarding Adults at Risk Policy & Procedure for voluntary organisations in Royal Greenwich**

**DRAFT**

**AUTISTIC INCLUSIVE  
MEETS  
CREATED ON 18/11/16  
DATE TO BE REVIEWED  
18/11/17  
A.I.M**

# Safeguarding Adults at Risk Policy & Procedure

## 1. Introduction

1.1 This policy outlines the duty and responsibility of staff, volunteers and trustees working on behalf of **Autistic Inclusive Meets** in relation to the protection of adults at risk from abuse or harm.

1.2 The key aims of the policy are to ensure the following:

- Staff and volunteers are aware of what abuse is and how to spot it
- Having a clear system of reporting concerns as soon as abuse is identified or suspected
- Respond to abuse appropriately respecting confidentiality
- Prevent harm and abuse through rigorous recruitment and interview process

## 2. Who is an adult at risk?

2.1 Adult abuse can happen to anyone who is over 18. Safeguarding will apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- 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.

These adults for example may:

- be frail due to age, ill health, physical disability or cognitive impairment, or a combination of these
- have a learning disability
- have a physical disability and/or a sensory impairment
- have mental health needs including dementia or a personality disorder
- have a long-term illness/condition
- be users of substances or alcohol
- be unable to demonstrate the capacity to make a decision and is in need of care and support

## 3. What is abuse and where does it happen?

3.1 Adult abuse is when something is said or done to an adult at risk that makes them feel upset, hurt or frightened. Abuse is not always intentional but it causes harm so something should be done to stop it from happening again.

3.2 Abuse may be a one-off incident or occur multiple times, and it may affect one person or more. Repeated instances of poor care maybe an indication of more serious problems and of what we now describe as organisational abuse.

3.3 Abuse can occur in any relationship and may result in significant harm, or exploitation of, the person subjected to it.

3.4 It may be caused by anyone who has power over the person. The person responsible for the abuse is very often well known to the person being abused and could be:

- a spouse or partner
- son or daughter
- a relative
- a friend
- a paid or unpaid carer
- a neighbour
- a health or social care professional
- another resident or service user

3.5 Abuse can be caused by a person deliberately intending to harm or neglect, failing to take the right action or through their ignorance. It can involve one or a number of people.

3.6 Abuse is any action that harms another person and includes the following:

- Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- Domestic violence – including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence.
- Sexual abuse – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- Psychological abuse – 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.
- Financial or material abuse – including theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- 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.
- Discriminatory abuse – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
- Organisational abuse – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, 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.

- Neglect and acts of omission – 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
- Self-neglect – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

### 3.7 Where does abuse take place?

Abuse can happen anywhere at any time in any of the following places

- In your own home or someone else's home.
- In a carer's home
- At a day centre
- In care homes
- In hospital
- At work
- At college
- In a public place

3.8 Abuse is a violation of an individual's human and civil rights by any other person or persons.

## **4. Dealing with an incident or disclosure**

4.1 If a staff member, trustee or volunteer has concerns about the adult's welfare and believes they are suffering or likely to suffer abuse or neglect, then they should share the information with the local authority. The Police should be contacted if the trustee, volunteer or staff member believe or suspect that a criminal offence has been committed.

4.2 Staff, trustees and volunteers in whatever circumstances should be clear that cooperating, sharing information, joint working and addressing barriers are likely to lead to better outcomes where a safeguarding incident is being dealt with.

4.3 This means early sharing of information is the key to providing an effective response where there are emerging concerns.

## **5. Procedure in the event of an allegation or disclosure**

5.1 It is important that adults at risk are protected from abuse. All complaints, allegations or suspicions must be taken seriously.

5.2 This procedure must be followed whenever an allegation of abuse is made or when there is a suspicion that a vulnerable adult has been abused.

5.3 Promises of confidentiality should not be given as this may conflict with the need to ensure the safety and welfare of the individual or the public.

5.4 A full record shall be made as soon as possible of the nature of the allegation and any other relevant information.

5.5 This should include information in relation to the date, the time, the place where the alleged abuse happened, your name and the names of others present, the name of the complainant and, where different, the name of the adult who has allegedly been abused, the nature of the alleged abuse, a description of any injuries observed, the account which has been given of the allegation.

## **6. Responding to an allegation or disclosure**

6.1 Any suspicion, allegation or incident of abuse must be reported to the designated adult protection officer Emma Dalmayne Tel: 07464 614 137 on that working day where possible.

6.2 The nominated member of staff shall telephone and report the matter to the **Contact Assessment Team at Greenwich Council Tel: [020 8921 2304](tel:02089212304) (out of hours: [020 8854 8888](tel:02088548888))**

6.3 A written record of the telephone report shall be made and must include the date and time of the report and the name and position of the person to whom the matter is reported in the Contact Assessment Team at Greenwich Council. The telephone report must be emailed to: [aops.contact.officers@royalgreenwich.gov.uk](mailto:aops.contact.officers@royalgreenwich.gov.uk) within 2 working days of the telephone conversation with the Contact Assessment Team at Greenwich Council.

6.4 The police or another emergency service must be called if an adult is in urgent need of help or in danger.

6.5 It should be noted that local authorities are required to help people express their wishes and feelings, support them in weighing up their options, and assist them in making their own decisions when dealing with a safeguarding enquiry or a safeguarding adult review

## **7. Responding appropriately to an allegation of abuse**

7.1 In the event of an incident or disclosure:

### **DO**

- Make sure the individual is safe
- Assess whether emergency services are required and if needed call them
- Offer support and reassurance
- Take all necessary precautions to preserve forensic evidence
- Ascertain and establish the facts
- Record the events in writing (hard copy or soft copy) including dates, times, persons present, and stick to the facts
- Explain areas of confidentiality
- Immediately escalate the situation to your manager

### **DO NOT**

- Ignore the allegation/disclosure

- Confront the alleged abuser
  - Be judgmental; voice your own opinion, or dismiss the concern
  - Investigate or interview beyond that which is necessary to establish the basic facts
  - Ask leading questions, assume information, make promises
  - Elaborate in your notes
  - assume that someone else will pass on information which they think may be critical to the safety and wellbeing of the adult
- 7.2 It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. This is a task for the professional adult protection agencies, following a referral from the designated adult protection officer.

## **8. Confidentiality**

- 8.1 Vulnerable adult protection raises issues of confidentiality which should be clearly understood by all.
- 8.2 Staff, volunteers and trustees have a professional responsibility to share relevant information about the protection of adults at risk with other professionals, particularly investigative agencies and adult social services.
- 8.3 Clear boundaries of confidentiality will be communicated to all.
- 8.4 All personal information regarding a vulnerable adult will be kept confidential. All written records will be kept in a secure area for a specific time as identified in data protection guidelines. Records will only record details required in the initial contact form.
- 8.5 If an adult confides in a member of staff and requests that the information is kept secret, it is important that the member of staff tells the adult sensitively that he or she has a responsibility to refer cases of alleged abuse to the appropriate agencies.
- 8.6 Within that context, the adult should, however, be assured that the matter will be disclosed only to people who need to know about it.
- 8.7 Where possible, consent should be obtained from the adult before sharing personal information with third parties. In some circumstances obtaining consent may be neither possible nor desirable as the safety and welfare of the vulnerable adult is the priority.
- 8.8 Where a disclosure has been made, staff should let the adult know the position regarding their role and what action they will have to take as a result.
- 8.9 Staff should assure the adult that they will keep them informed of any action to be taken and why. The adults' involvement in the process of sharing information should be fully considered and their wishes and feelings taken into account.

## **9. Prevent harm and abuse through rigorous recruitment and interview process**

9.1 Anyone who works regularly with vulnerable people will become a familiar face to them and is likely to be seen as safe and trustworthy, regardless of their role or hours of work. Therefore good practice should be applied when recruiting all those who have regular contact with vulnerable adults. [This toolkit](#) can be used as a resource for any local employers who recruit staff and provide a service to others.

## **10. Contact Information**

### **Designated Adult Protection Officer for this organisation:**

**Name:** Emma Dalmayne

**Title:** Miss

**Contactable via the XXX office:** Autistic Inclusive Meets

**Address:** 17 De Havilland Drive, Cambridge Row, Plumstead, London, SE18 7JG

**Telephone:** 07464 614 137

**Email:** [autisticinclusivemeets@gmail.com](mailto:autisticinclusivemeets@gmail.com)

**Fax:**

### **Adult safeguarding referral contact information for Greenwich Council:**

**Phone:** [020 921 2304](tel:0209212304) (out of hours: [020 8854 8888](tel:02088548888))

**Fax:** [020 8921 3392](tel:02089213392)

**Email:** [aops.contact.officers@royalgreenwich.gov.uk](mailto:aops.contact.officers@royalgreenwich.gov.uk)

## **11. Further sources of information**

### **London multi-agency safeguarding Adults Policy and Procedures**

<http://londonadass.org.uk/wp-content/uploads/2015/02/LONDON-MULTI-AGENCY-ADULT-SAFEGUARDING-POLICY-AND-PROCEDURES.pdf>

### **Care Act 2014: Care and Support statutory guidance**

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/315993/Care-Act-Guidance.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/315993/Care-Act-Guidance.pdf)

### **Link to the Royal Greenwich Safeguarding Adults Board website**

<http://greenwichsafeguardingadults.org.uk/>

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