

Policy Name	Safeguarding Adults and Children at Risk Policy
Version No.	5.5
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Safeguarding Adults and Children at Risk Policy

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1. Policy Purpose and Aim

It is the responsibility of every staff member employed by ExtraCare Charitable Trust (ECCT) to ensure the principles and duties of safeguarding adults are consistently and thoroughly applied, with the well-being of adults and children at the heart of our work.

Safeguarding adults from harm is a core responsibility of our staff. The nature of services we provide mean it is likely that staff will have contact with adults at risk of abuse or neglect. This document provides guidance for staff to ensure the principles of safeguarding adults are embedded in all aspects of ECCT practice.

ECCT is committed to the aims of adult safeguarding which are to:

- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs;
- Stop abuse or neglect wherever possible;
- Safeguard adults in a way that supports them in making choices and having control over their lives;
- Promote an approach that maximises independence and provides better outcomes for adults concerned;
- Raise public awareness so that the local community, alongside visiting professionals, play their part in preventing abuse;
- Recognise and respond 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; and
- Address what has caused the abuse or neglect.

To contribute to meeting these aims, we will:

- Manage our services in a way which minimises the risk of abuse occurring; and
- Work with adults with care and support needs and other agencies to end any abuse that is taking place.

2. Objectives

The objectives of this policy are to:

- Ensure all staff, volunteers and students have access to and are familiar with this safeguarding adult policy and clearly understand their responsibilities within it;
- Ensure concerns or allegations of abuse are always taken seriously;
- Ensure The Mental Capacity Act 2005 is used to inform any decision making on behalf of adults at risk who are unable to make particular decisions for themselves;
- Ensure all staff receive training in relation to safeguarding adults at a level relevant to their role;
- Ensure that people using our services, and where relevant their relatives and friends, have access to information about how to report concerns or allegations of abuse; and
- Ensure there is a named lead person to promote adult safeguarding awareness and practice within the organisation.

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Safeguarding means protecting an adult’s right to live in safety, free from abuse and neglect. It is about working together to support people to make decisions about the risks they face in their own lives and protecting those who lack the mental capacity to make those decisions.

This policy provides an overarching framework to ensure a proportionate, timely and professional approach is taken, and that adult safeguarding is co-ordinated across all relevant agencies and organisations. This is essential for the prevention of harm and abuse.

Staff can find further information regarding safeguarding procedures within the ‘**Guidance for Safeguarding**’.

3. Scope of Policy

This policy applies across all ECCT owned or managed locations.

This policy aims to safeguard individuals from harm which includes:

- Residents living in our properties (across all tenures) and / or receiving a service from ECCT;
- Staff, contractors or agents working for ECCT; and
- Visitors (which includes children and young people) to any ECCT owned or managed locations.

The policy has been developed in accordance with the relevant statutory guidance.

4. Responsibilities

Safeguarding is everyone’s responsibility, including all staff, managers, directors, board members and involved customers. Everyone has a responsibility to prevent and report concerns of abuse or neglect. **See Appendix 1** for individual responsibilities.

5. Monitoring & Review

The Trust will monitor compliance with this policy and procedure in the following way:

- The Care Standards and Performance Officer will monitor all adult safeguarding activity including the number of concerns being recorded and where/whether concerns are being reported to the relevant local authority;
- The Care Excellence Manager will monitor the uptake of adult safeguarding training as part of their continual monitoring of mandatory training, compliance of this, will be reported to the Head of Operations (Health and Social Care) for action as required;

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- The Adult Safeguarding Lead will review any incidents relating to Safeguarding and report concerns/ investigations/ lessons learned to the Operations Committee and Head of Operations (Health and Social Care);
- The Adult Safeguarding Lead will be responsible for adding any specific adult safeguarding risks to the Operational Risk Register as they arise and this Risk Register will be monitored through the ECCTs Risk Management Procedures; and
- The Care Standards and Performance Officer will undertake spot check audits of cases with adult safeguarding concerns to ensure that the records show that all relevant procedures have been followed. If the audit raises concerns, recommendations will be made to the Registered Manager and Regional Operations Manager and an action plan will be developed and followed. Any action plan will be monitored by the Operations Performance and Risk group.

6. Risk Management

The Care Performance and Standards Officer will monitor trends and identify key risks for service improvements and report to the Operations Committee on a quarterly basis.

The Adult Safeguarding Lead for the organisation will provide additional assurance, knowledge and expertise to staff in regards to practice, therefore minimising the risk of poor practice and inappropriate safeguarding referrals.

Key risks in regards to safeguarding are monitored via quarterly reports to the operations committee in addition to the number of safeguarding referrals and details of any cases upheld.

Safeguarding is also monitored as a key risk on the Board Assurance Framework and monitored via the Audit and Assurance Committee.

7. Statement of Commitment

Principles of Adult Safeguarding

Six key principles underpin all adult safeguarding work. They apply to all sectors and settings including care and support, regulation and provision of health and care services, healthcare, welfare benefits and housing. These principles underpin ECCTs approach to safeguarding and can be found in **Appendix 2**.

7.1 Preventing harm and abuse

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The most effective way to safeguard adults from abuse is to enable them to safeguard themselves. Effective prevention in safeguarding is not about over-protective or risk averse practice. The prevention of abuse should occur in the context of person-centred support and personalisation, with individuals empowered to make choices and be supported to manage risks. Prevention of abuse includes integrated working, appropriate information sharing, community participation, public awareness, as well as awareness raising and skills development with adults at risk.

Employers should ensure they:

- Meet their responsibilities for obtaining Disclosure and Barring Service checks and referring to the DBS and relevant professional bodies (It will be an offence for any employer to employ someone, paid or unpaid, in a regulated activity when that person is known to have been barred under the DBS);
- Meet their professional responsibilities under employment and other legislation; and
- Have robust management systems in place for training and support.

7.2 Making Safeguarding Personal

Making Safeguarding Personal (MSP) is a nation approach to promote responses to safeguarding situations in a way that enhances involvement, choice and control as well as improving quality of life, well-being and safety. Adult safeguarding work should be person-led and outcome focused. It should engage the person in a conversation about how best to respond to their situation in a way that enables them.

At ECCT, we will meet the aims of Making Safeguarding Personal by:

- Keeping the person at the heart of the process; and
- Striving to understand the outcomes they want to achieve from the safeguarding work and supporting them to achieve these outcomes.

7.3 Who may be at risk of abuse or neglect?

Under the Care Act 2014, specific adult safeguarding duties apply to any adult (18 years of over) who:

- Has care and support needs; and
- Is experiencing, or is at risk of, abuse or neglect; and
- Is unable to protect themselves because of their care and support needs.

An adult with care and support needs may be:

- A person with a physical disability, a learning difficulty or a sensory impairment;
- Someone with mental health needs, including dementia or a personality disorder;
- A person with a long-term health condition; and
- Someone who misuses substance or alcohol to the extent that it affects their ability to manage day-to-day living.

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Whilst we do not directly provide services for children and young people, we often have and encourage children and young people to visit our locations, this may be through intergenerational work or visiting friends/family. Therefore it is essential that we safeguard and promote the welfare of children whilst at our locations.

A child is defined in the Children’s Act 1989 as amended 2004 as anyone who has not yet reached their 18th birthday. We have a duty of care to safeguard and promote the welfare of children and this is defined in ‘Working Together to Safeguard Children’ (2006) by:

- Protecting children from maltreatment;
- Preventing impairment of children’s health or development; and
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care, to enable those children to have optimum life chances and to enter adulthood successfully.

If at any point, a child or young person is on our premises and either discloses information to you that would be of a safeguarding concern or you witness or suspect that abuse may be occurring you must report as detailed in this document.

7.4 What is abuse?

Abuse can take many forms and the circumstances of the individuals should always be considered. It may consist of a single act or repeated acts. Examples that would be considered as abuse or neglect and the possible indicators can be found in the **guidance notes**. Within these categories of abuse Radicalisation has additional information in regards to the Government’s counter terrorism strategy, which can also be found in **Guidance For Safeguarding**.

Seriousness of harm or the extent of the abuse is not always clear at the point of the concern. All reports of suspicions or concerns should be approached with an open mind and could give rise to action under the Safeguarding Adults and Children at Risk policy.

7.5 Raising a safeguarding concern

A ‘safeguarding concern’ is when any person has a reasonable cause to believe that:

- An adult has needs for care and support and,
- May be experiencing, or is at risk of abuse or neglect and,
- Is unable to protect themselves from that abuse or neglect because of their care and support needs.

If on the basis of the presenting information available, it appears that these stages are met then a safeguarding concern should always be raised with the local authority. In an emergency, the emergency services should be contacted.

Whenever there is information which indicates that an adult may be, or is, at risk of experiencing abuse, neglect or exploitation, this should be shared with the local authority even when it is also shared with other agencies that may need to be advised, such as the Care Quality Commission or the police.

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Where possible and safe to do so, the person contacting the local authority regarding the safeguarding concern should have had a conversation with the adult regarding their consent, views and wishes (Making Safeguarding Personal).

The exception to this could be if the person contacting the local authority was unable to have a conversation because of concerns which may increase the risk for the adult at that time.

7.6 Sharing information without consent

The priority in safeguarding is to ensure the safety and well-being of the adult. However, there may be some occasions when the adult at risk does not want to pursue a referral to the local authority.

If the decision is to act without the adult's consent, then unless it is unsafe to do so, the adult should be informed that this is being done and of the reasons why. For example, where you believe there is a threat to someone's life and you believe the person is unable to protect themselves because of their physical or mental health vulnerabilities.

7.7 Decision not to share information

Where, following discussion with the Adult Safeguarding Lead and/or the Head of Operations (Health and Social Care), the decision is not to share safeguarding information with the local authority or other safeguarding partners, or not to intervene to safeguard the adult, the responsible manager should:

- Support the adult to weigh up the risks and benefits of different options;
- Ensure they are aware of the level of risk and possible outcomes;
- Offer support for them to build confidence and self-esteem if necessary;
- Agree on and record the level of risk the adult is taking;
- Record the reasons for not intervening or sharing information;
- Regularly review the situation; and
- Try to build trust to enable the adult to better protect themselves.

It's important that the risk of sharing information is also considered. In some cases, such as domestic abuse or hate crime, it's possible that sharing information could increase the risk to the adult. Safeguarding partners need to work jointly to provide advice, support and protection to the adult to minimise the possibility of worsening the relationship or triggering retribution from the abuser.

7.8 Historic abuse

Abuse that took place when a person was under 18 years old is not an Adult Safeguarding issue but dependant on the concern, could be a child safeguarding issue, irrespective of how old that person is now. In certain cases, the relevant Children's Social Care department may need to be informed, if for example, the person who caused harm, is considered as a continued risk to other children. Adults who disclose historical childhood abuse can be advised that this is a crime and that they can still report this to the Police, if they want to do this.

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7.9 Recording a safeguarding concern

Safeguarding concerns should be fully documented by the first person to report the suspected abuse, and at all subsequent stages by those involved with the adult. Concerns are recorded using the safeguarding concern form. Forms should be completed as soon as possible after a concern is identified, whether it becomes substantiated or not. Further guidance regarding recording can be found in the **guidance notes**.

The responsible manager will monitor and record the ongoing care and wellbeing of the resident during any adult safeguarding enquiry. The outcome of the safeguarding enquiry should be clearly documented in the resident record.

8. Information and Training

ECCT recognise that involvement in any aspect of identification or reporting of suspected abuse of an adult and/or child at risk can be a difficult experience and we are committed to supporting staff through the process of raising a safeguarding concern. Location managers, the Adult Safeguarding Lead and/or the Head of Operations (Health and Social Care) should offer feedback and support to the member of staff where appropriate. Staff are advised at induction that ECCT provides an **Employee Assistance Programme** which can be accessed by any member of staff (0800 107 6147), where a trained professional will offer one-to-one support. In addition staff supervision is a vehicle for staff to reflect and move forward from difficult events through a confidential discussion with their line manager.

Awareness of this safeguarding policy is covered within the induction programme of all new employees and volunteers and their understanding should be checked within supervision meetings.

As part of their induction into ECCT, all staff will be trained to enable them to understand how to recognise signs of abuse and neglect. The training will also ensure that staff understand their accountability to record and report any safeguarding concerns. Further information is provided in the **Guidance For Safeguarding** which offers direction to staff following a disclosure.

All location managers and care managers are required to have a detailed understanding of the safeguarding framework and frequently check their teams understanding and compliance to this policy.

All staff will receive training on safeguarding adults at a level commensurate with their roles.

9. Other Relevant ECCT Policies & Documents

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General	Mental Capacity Policy Whistle Blowing Policy DBS Policy Complaints Management Policy
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10. Relevant Legislative & Regulatory Requirements

Legislation	Regulation	Guidance
The Care Act 2014	Care Quality Commission (Registrations) Regulations 2009	SCIE Mental Capacity Act 2005 Guidance
Mental Capacity Act 2005	The Health and Social Care At 2008 (Regulated Activities) Regulations 2014	The Care and Support Statutory Guidance
Health and Social Care Act 2012	Prevent Duty Guidance 2015	Social Care Institute for excellence (SCIE) at-a-glance Adult Safeguarding

Appendix 1: Roles and Responsibilities

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Executive Director for Operations	The Executive Director Operations as accountable officer has overall responsibility for ensuring the implementation of effective safeguarding adults at risk procedures.
Head of Operations (Health and Social Care)	The Head of Operations (Health and Social Care) has day to day responsibility for ensuring that ECCT operate within the procedures set out in this document. They will liaise specifically with the Adult Safeguarding Lead and will provide the professional lead and expertise for the implementation of this procedure.
Adult Safeguarding Lead	<p>The Adult Safeguarding Lead is a senior member of staff who has attended specialist training in the safeguarding of adults at risk. The lead will provide advice and training as and when required. The adult safeguarding lead will act as the professional interface with other agencies, in conjunction with staff, in the ongoing management of any cases where abuse is identified or suspected.</p> <p>The lead will identify cases that may result in an insurance claim and report to the Company Secretary and also advise of any 'serious concerns' which may be reported to the Charities Commission or other regulators.</p>
Company Secretary	The Company Secretary will notify insurers or report cases of serious concern to the Charity Commission or Regulator for Social Housing if necessary.
Care Standards and Performance Officer	The Care Performance and Standards Officer will monitor trends and identify key risks for service improvements and report to the Operations Committee on a quarterly basis.
All Managers	<p>The responsible manager/supervisor for any person who is suspected of being at risk of abuse will have the overall responsibility for the management of the individual case and will ensure that appropriate liaison with members of the team, both internal to and external to ECCT takes place.</p> <p>The responsible manager/supervisor is accountable for reporting safeguarding to the CQC and local authority. All safeguarding concerns must be documented in accordance to ECCTs reporting matrix.</p>
All Staff	<p>All staff have a duty to report suspected, alleged or actual harm or abuse involving an adult at risk. Staff should be aware of and follow ECCTs policy and guidance note.</p> <p>Safeguarding adults at risk involves multi-agency working together to ensure that health and social care is appropriately coordinated and individuals are protected from potential or actual harm or abuse. Location and Care Managers should maintain close and effective links with all relevant statutory and voluntary agencies to collectively ensure that adults at risk are safeguarded.</p>

Appendix 2: Principles of Safeguarding

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Principle	Description
Empowerment	Adults are encouraged to make their own decisions and are provided with support and information.
Prevention	Strategies are developed to prevent abuse and neglect that promotes resilience and self-determination.
Proportionality	A proportionate and least intrusive response is made balanced with the level of risk.
Protection	Adults are offered ways to protect themselves, and there is a coordinated response to adult safeguarding.
Partnership	Local solutions through services working together. Communities have a part to play in prevention, detecting and reporting neglect and abuse.
Accountability	Accountability and transparency in delivering a safeguarding response.