

Yorkshire MESMAC

SAFEGUARDING ADULTS AT RISK POLICY



To be read in conjunction with:	<p>Yorkshire MESMAC policies:</p> <p>Data Protection; Confidentiality; Workers Code of Conduct; Recruitment and Selection of Staff; Recruitment of Ex-Offenders; Training.</p> <p>West Yorkshire Consortium Procedures Manual http://westyorkscb.proceduresonline.com/chapters/contents.html</p> <p>West and North Yorkshire Safeguarding Adults Multi-agency Policies and Procedures - for the area in which you work</p> <p>Yorkshire MESMAC policies:</p> <p>Complaints, Comments & Compliments; Whistleblowing; Confidentiality.</p>	
Also of relevance are		
Training	<p>Staff will be trained on this policy and its use as follows: As a Priority Policy it is read & signed for understanding at induction and annually thereafter. At induction the appropriate level of safeguarding training is considered and then provided based on staff role (see training policy). All roles minimum training is Basic Awareness of Child/Adult Safeguarding . Training is renewed every 3 years Training is recorded on the staff training matrix and reviewed during supervision and through Learning and Development plans.</p>	
Date for review:		Nov 2018
Priority Policy?	Yes	
Seen by Staff subgroup		31.10.2017
Agreed by BOT		21.11.2017

Head Office:- 22/23 Blayds Yard, Leeds LS1 4AD
www.mesmac.co.uk
 Company Number: 2958336 Charity Number: 1040407

Contents

1	Key principles of safeguarding	4
2	Recognising the Signs and Symptoms of Abuse	5
3	Definitions of Abuse	5
4	Reporting Procedures	7
5	Managing Allegations made against a member of staff or volunteer	8
6	Management and supervision of staff / volunteers	9
7	APPENDIX 1 – PROTECTION OF VULNERABLE ADULTS AT RISK FROM ABUSE FORM ABUSE FORM	11
8	APPENDIX 2 – LOCAL ADULT SAFEGUARDING BOARDS	13
9	Useful Contacts/Support Organisations re Child Protection and Vulnerable Adults	15
10	<i>Other useful contacts</i>	23

Yorkshire MESMAC Group of Services is fully committed to safeguarding and promoting the welfare of all children, young people and adults. It recognises its responsibility to take all reasonable steps to promote safe practice and to protect children, young people and adults from harm, abuse and exploitation. Yorkshire MESMAC Group of Services acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

Paid staff and volunteers (hereafter referred to as 'workers') will endeavour to work together to encourage the development of an ethos which embraces difference and diversity and respects the rights of children, young people and adults.

Safeguarding takes precedence over any other policy or procedure.

The safeguarding duties apply to an adult (defined as those over 18 years old) 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.

This replaces 'No Secrets (2000)' definition of 'Vulnerable Adult' and also includes Carers. When the duties apply, the adult may be described as an "Adult at Risk" in some safeguarding contexts.

Anyone who is 18 or over, regardless of the services they are accessing, the matter should be dealt with through adult safeguarding arrangements.

Care and Support Needs is defined as:

"The adult's needs arise from or are related to a physical or mental impairment or illness. Local authorities must consider at this stage if the adult has a condition as a result of either physical, mental, sensory, learning or cognitive disabilities or illnesses, substance misuse or brain injury...a formal diagnosis of the condition should not be required"

Yorkshire MESMAC staff and volunteers (hereafter also referred to as workers) must recognise that adults sometimes have complex interpersonal relationships and these service users may be ambivalent, unclear or unrealistic about their personal circumstances.

Central to our safeguarding support is the need to ensure the adult at risk is leading any decision making about their own welfare. In the event that a person lacks mental capacity to make these decisions, then the decisions must be made in their best interests with due regard to their wishes, feelings, beliefs and values and in accordance with the Mental Capacity Act 2005.

1 Key principles of safeguarding

Empowerment – people being supported and encouraged to make their own decisions and informed consent

Prevention – better to take action before harm occurs

Proportionality – the least intrusive response appropriate to the risk presented

Protection – support and representation for those in greatest need

Partnership – local solutions through services working with their communities

Accountability – accountability and transparency in delivering safeguarding

Implementation

In implementing this Adult Safeguarding policy, Yorkshire MESMAC Group of Services (YM) will:

- Ensure that all workers understand their roles and responsibilities in respect of safeguarding to protect adults from harm, abuse and exploitation and to achieve desired outcomes;
- Promote and prioritise the safety and wellbeing of adults at risk and, when the adult has capacity to make their own decisions, aim for any action to be taken in line with their wishes as far as appropriate;
- Ensure that all workers are aware of the local Safeguarding Adults Board (SAB) safeguarding framework for safeguarding adults with care and support needs from abuse and neglect and are confident in how to work within these guidelines; [see Appendix 2 for links to current SABs]
- Ensure that all workers understand their duty to report concerns that arise about an adult, or a worker's conduct towards an adult, to the organisation's Named Person for child adult safeguarding and that support is provided to the individual/s who raise or disclose the concern;
- Ensure that the Named Person understands their responsibility to refer any adult safeguarding concerns to the adult safeguarding services;
- Ensure that any procedures relating to the conduct of workers are implemented in a consistent and equitable manner;
- Provide appropriate learning opportunities for all workers to develop their skills and knowledge, to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to adults

- Ensure that the views and consent of the adult or representative should be sought at the start of the process and will have access to the organisation's Complaints Procedure;
- Endeavour to keep up-to-date with national developments relating to the welfare and protection of adults.

2 Recognising the Signs and Symptoms of Abuse

Abuse is a violation of an individual's human and civil rights by any other person or persons. It can take many forms, including physical, sexual, emotional/psychological, financial, neglect, discriminatory, organisational abuse. It may also include domestic violence, domestic abuse, modern slavery and self-neglect.

Incidents of abuse may be one-off or multiple, and affect one person or more.

Professionals and others should look beyond single incidents or individuals to identify patterns of harm.

Patterns of abuse vary and include:

- serial abusing in which the perpetrator seeks out and 'grooms' individuals. Sexual abuse sometimes falls into this pattern as do some forms of financial abuse;
- long-term abuse in the context of an ongoing family relationship such as domestic violence between spouses or generations or persistent psychological abuse; or
- opportunistic abuse such as theft occurring because money or jewellery has been left lying around.

3 Definitions of Abuse

Definitions of Abuse as cited in: Care Act (HM Government 2014, Sections 42-46, Safeguarding P: 233-234)

- 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;
- Domestic abuse - including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence; Female Genital Mutilation; forced marriage. Incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse... by someone who is or has been an intimate partner or family member regardless of gender or sexuality. Age range extended down to 16;
- 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; and/or
- 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.

Instances of abuse may constitute a criminal offence and will be dealt with accordingly. Other forms of abuse may result from poor professional practice.

The circumstances surrounding any actual or suspected case of abuse or neglect will inform the response. For example, it is important to recognise that abuse or neglect may be unintentional and may arise because a carer is struggling to care for another person. This makes the need to take action no less important, but in such circumstances, an appropriate response could be a support package for the carer and monitoring. However, the primary focus must still be how to safeguard the adult. In other circumstances where the safeguarding concerns arise from abuse or neglect deliberately intended to cause harm, then it would not only be necessary to immediately consider what steps are needed to protect the adult but also whether to refer the matter to the police to consider whether a criminal investigation would be required or appropriate.

Any assessment of risk needs to consider the:

- Vulnerability of the individual.
- Nature and extent of the abuse.
- Length of time it has been occurring.
- Its impact on the individual.
- Risk of repeated or increasingly serious acts.

All staff and volunteers are responsible for identifying, investigating and responding to allegations of abuse. DESIGNATED REPORTING OFFICERS should be made aware of incidents and/or allegations immediately. In the absence of the designated reporting officer, or if the incident involves the Designated Reporting Officer, a senior member of staff i.e. the Operations Managers, or a member of the Board of Trustees, preferably the Chair, must be informed of the matter.

The DESIGNATED REPORTING OFFICER at YM is: Tom Doyle - Chief Executive

DESIGNATED REPORTING OFFICERS are responsible for ensuring that all appropriate agencies are involved in the investigation, the provision of support, that all safeguarding incidents are recorded appropriately and to ensure that good standards of practice are maintained.

DESIGNATED REPORTING OFFICER	Tom Doyle
Position	Chief Executive
Work telephone number:	0113 244 4209
Mobile number:	07771 931 421
Emergency contact no:	as above
Deputies	Name of contact person: Ellen Hill
Position	Operations Manager -HR
Work telephone number:	0113 244 4209
Mobile number:	07738 489 89
Emergency contact no:	07956 021 783
	Name of contact person: Paul Storey
Position	Operations Manager – Technical
Work telephone number:	01482 291190
Mobile number:	07468 883084
Emergency contact no:	07415 534456

4 Reporting Procedures

If you are concerned that an adult might be subject to abuse or poor practice by another person, the following steps should be taken;

- Where possible, FIRST talk to the adult at risk to establish facts, ask for their view and wishes which will often determine what steps to take next and desired outcomes with consent; or if

it is not possible to talk to the adult at risk as they lack capacity but it is in their best interests to escalate then;

- Report the incident to the DESIGNATED REPORTING OFFICER. If this is not appropriate or possible, the incident should be reported to another senior member of staff, i.e. Operation Manager or a member of the Board of Trustees.
- Complete an YM Protection of Adults at Risk Report Form (see Appendix 1) within 24 hours of the incident. and ensure it is signed and dated. Copies are available at each office as well as on the server. This should be sealed in an envelope and given or emailed (with a read receipt request) to the DESIGNATED REPORTING OFFICER who will store it in a folder kept for this purpose at YM's head office, 22/23 Blayds Yard, Leeds, LS1 4AD. If this is not appropriate or possible, the report should be given to an Operations Manager or a member of the Board of Trustees who will do likewise.
- Due to the sensitive and confidential nature of these incidents you should not discuss the matter with members of the public or any other third party.
- The DESIGNATED REPORTING OFFICER must:
Consider the safeguarding situation and decide what actions must be taken internally by signposting to another agency or to break confidentiality and make a referral based on the risk of harm and its immediacy. This may include contacting the police. The decision making process should be recorded on the YM Protection of Adults at Risk Report Form and ensure a record of their signature is noted on the Report Form where indicated.
- inform Social Services or any other relevant authority in the YM region from which the safeguarding issue arose, in the first instance e.g. the Police if a criminal act has taken place or Office of the Public Guardian and Department of Work and Pensions if financial abuse has taken place or is suspected;
- Co-operate with the authorities much as possible and;
- Record details of what was discussed and outcomes within all telephone conversations, visits, meetings and interviews.
- All records and information will be kept, securely, only as long as is required.
- The Chair of the Board must be kept informed of the progress and outcome of any investigation. Personal details of the investigation and any persons relevant will only be disclosed where appropriate and relevant.

An organisation that provides care and support to adults at risk has responsibilities to safeguarding adults at risk in line with the local Safeguarding Adults Board's procedures (see Appendix 2).

This involves:

- actively developing service provision so as to minimise the risk of abuse occurring
- working with partner agencies to support adults at risk who have experienced abuse
- working with partner agencies to end any abuse that is occurring

5 Managing Allegations made against a member of staff or volunteer

An allegation may relate to staff or volunteer who has:

- behaved in a way that has or may have harmed a adult;
- possibly committed a criminal offence against or related to an adult; or
- behaved towards an adult in a way that indicates they may pose a risk of harm to adults.

YM will ensure that any allegations made against a worker(s) will be dealt with swiftly and in accordance with these procedures:

- The worker must ensure that that the adult at risk is safe and away from the person against whom the allegation is made.
- The Designated Reporting Officer (DRO) should be informed immediately. In the case of an allegation involving the DRO, alternative arrangements should be sought to ensure that the matter is dealt with by an independent person (ordinarily, the Chair of the Board of Trustees).
- The Designated Reporting Officer should contact the Local Authority's designated officer or team of officers for the management and oversight of allegations for advice on how to proceed with the immediate situation. Outside of working hours, the Emergency Duty Team can give advice and/or in the event of an emergency situation arising, the Police should be contacted.
- The individual who first received/witnessed the concern should make a full written record of what was seen, heard and/or told immediately or at maximum three working days after observing the incident/receiving the report. It is important that the report is an accurate description. The Designated Reporting Officer (if appropriate) can support the worker during this process but must not complete the report for the worker. This report must be made available on request from the referred Reporting Body and Local Authority.

Regardless of whether a Safeguarding Adults investigation follows, YM will ensure that an internal investigation takes place and consideration is given to the operation of disciplinary procedures. This may involve an immediate suspension and/or ultimate dismissal dependant on the nature of the incident. No front-line work will be undertaken by a staff member if they are under investigation.

6 Management and supervision of staff / volunteers

YM is committed to the appropriate management and supervision of staff and/or volunteers working with adults to ensure that appropriate lines of accountability are in place with respect to work with adults at risk.

Staff will receive regular supervision meetings in line with YM's supervision policy. These will be recorded and the notes agreed by both parties.

When a member of staff is involved in an Adult Safeguarding incident, this will be reviewed within monthly supervision i.e. recordings, assessments, monitoring arrangements etc. and decisions relating to the level of involvement will be taken by the appropriate officer/member within YM.

Supervisors will ensure that information about adults is appropriately shared with other organisations.

Protection of Vulnerable Adults at Risk from Abuse Report Form

See APPENDIX 1.

7 APPENDIX 1 – PROTECTION OF VULNERABLE ADULTS AT RISK FROM ABUSE FORM

- YORKSHIRE MESMAC VULNERABLE ADULTS PROTECTION
 - INCIDENT REPORTING FORM

1. Date of Incident:

2. Person completing the Report Form:

3. Job Title:

4. Name and address of person reporting poor practice or potential abuse (If different from No. 2 above)

5. Details of Incident: (Be specific, include times, dates, location, details of any witnesses etc. Has Consent been given?)

6. Date incident reported to DESIGNATED REPORTING OFFICER

7. Brief notes of discussion with DESIGNATED REPORTING OFFICER including any action/instructions agreed:

8. Action/Instructions Agreed: (Please include any details and contact numbers where appropriate).

Name of person making report

Date

• ***NB:Please attach any other information that you feel is relevant to this form***

8 APPENDIX 2 – LOCAL ADULT SAFEGUARDING BOARDS

In West and North Yorkshire & York, local SABs have joined together to form the Safeguarding Adults Multi-Agency Policy and Procedure for West and North Yorkshire and York:

<http://www.wakefield.gov.uk/Documents/health-care-advice/adult-services/safeguarding/safeguarding-adults-from-abuse/safeguarding-adults-board-policy-procedure.pdf>

Bradford

[http://www.bradford.gov.uk/bmdc/health well-being and care/adult care/adult abuse](http://www.bradford.gov.uk/bmdc/health%20well-being%20and%20care/adult%20care/adult%20abuse)

Calderdale

<http://www.calderdale.gov.uk/socialcare/safeguardingadults/>

Kirklees

<https://www.kirklees.gov.uk/community/careInKirklees/safeguardingAdultsBoard.aspx>

Leeds

www.leedssafeguardingadults.org.uk

North Yorkshire

<http://www.northyorks.gov.uk/article/24309/Safeguarding-vulnerable-adults>

Wakefield

<http://www.wakefield.gov.uk/residents/health-care-and-advice/adults-and-older-people-services/safeguarding/safeguarding>

York

www.safeguardingadultsyork.org.uk

Hull

<http://www.safeguardingadultshull.com/>

East Riding

<http://www.ersab.org.uk/>

Rotherham

<http://www.rotherham.gov.uk/rsab/>

Useful Contacts/Support Organisations re Child Protection and Vulnerable Adults

If you have concern that a child is being harmed as a result of abuse or neglect, you must not keep these concerns to yourself. Keeping children safe is everyone's responsibility.

You need to ensure that you speak to the appropriate organisations who can listen to and record your concern, and take appropriate action.

Following are useful numbers for making a referral and/or getting help deciding whether a referral is necessary.

If ever you believe anyone is at immediate risk of harm you can always ring the Police as an emergency on 999.

If a crime has occurred, advice needed or non emergencies, call the Police on 101

Preserve any evidence

Accurately record the information ensuring you date, time and sign it

9 Useful Contacts/Support Organisations re Child Protection and Vulnerable Adults

LEEDS

- **Contact Adult Social Care:**

0113 222 4401

- **Out of hours:**

07712 106 378

- **For Advice Only**

0113 224 3511

Monday - Friday, Office Hours:

<http://www.leedssafeguardingadults.org.uk/>

Useful Contacts/Support Organisations re Child Protection and Vulnerable Adults

BRADFORD

If you think an adult is at risk of abuse or you are worried that someone might be abused raise your concern at:

www.bradford.gov.uk/makeanalert

If you are unable to complete the online form call the

- **Adult Protection Unit** on

01274 431077

Monday to Thursday: 8.30am to 4.30pm

Friday: 8.30am to 4pm

- **Out of Hours Emergency Duty Team**

01274 431010 (outside office hours)

Monday to Thursday: 5pm to 7.30am

Friday to Monday: 4.30pm to 7.30am

[http://www.bradford.gov.uk/bmdc/health well-being and care/adult care/adult abuse](http://www.bradford.gov.uk/bmdc/health%20well-being%20and%20care/adult%20care/adult%20abuse)

Useful Contacts/Support Organisations re Child Protection and Vulnerable Adults
WAKEFIELD

Social Care Direct

To make a referral and/or get advice about whether to make a referral for adults at risk: Social Care Direct is a free and confidential phone line, open 24 hours a day 7 days a week

- Tel:
0845 8503 503
- Minicom: (Type Talk calls welcome)
01924 303 450
- Email:
social_care_direct@wakefield.gov.uk

For all other Safeguarding Adults contacts: arranging meetings, enquiring about the appropriate procedure to follow, training requests etc. use the following contact details:

Adult Protection Manager

Family Services

Civic Centre

Ferrybridge Road

Castleford

WF10 4JH

Phone: 01977 722052

Web:

<http://www.wakefield.gov.uk/HealthAndSocialCare/AdultsAndOlderPeople/SafeguardingAdults/Contactusadultprotect.htm>

Useful Contacts/Support Organisations re Child Protection and Vulnerable Adults
NORTH YORKSHIRE

To make a referral and/or get advice about whether to make a referral for adults:

01609 534527

This includes outside of office hours. The Minicom number is 0845 603 6391.

Useful Contacts/Support Organisations re Child Protection and Vulnerable Adults

YORK

To make a referral and/or get advice about whether to make a referral for adults:

- **Call Centre** (8.30 am to 5.00 pm, Monday to Friday)

01904 555111

Fax: 01904 554055

- **Out of Hours Emergency duty team**

01609 534527

fax: 01609 532009

email: edt@northyorks.gov.uk

For all other Safeguarding adult contacts: arranging meetings, enquiring about the appropriate procedure to follow, training requests etc. use the following contact details:

Safeguarding and DOLS Team

Adults, Children and Education

City of York Council

10-12 George Hudson Street

York YO1 6LP

Tel: 01904 555111

Fax: 01904 554055

Web: <http://www.safeguardingadultsyork.org.uk/>

Email: adult.socialsupport@york.gov.uk

Useful Contacts/Support Organisations re Child Protection and Vulnerable Adults

HULL

Safeguarding Adults Partnership Board

Midmere Centre

Dorchester Road

Hull

HU7 6BD

Tel: 01482 379 092

Tel: 01482 247 111 after 5pm or at weekends

Twitter: @boardmanager

Or email: sab@hullcc.gov.uk

EAST RIDING

East Riding Safeguarding Adults Board

County Hall

Cross Street

Beverley

North Humberside

HU17 9BA

Tel: (01482) 396940

Email: safeguardingadultsteam@eastriding.gcsx.gov.uk

Useful Contacts/Support Organisations re Child Protection and Vulnerable Adults

ROTHERHAM

Rotherham Safeguarding Adults Board

<http://www.rotherham.gov.uk/rsab/>

In emergency an situation please call the Police 999 or you have reason to believe a crime has been committed in a non-emergency situation contact the police on 101. Your concerns will be taken seriously, and we will act promptly and appropriately.

In other cases, you can contact us anonymously and in confidence to report suspected abuse or neglect in the following ways-

Assessment Direct Telephone: 01709 822330

On line form:- https://www.rotherham.gov.uk/forms/form/58/en/safeguarding_adults_iform

10 Other useful contacts

National domestic violence helpline

Domestic violence can happen to anyone. If you or someone you know is affected you can use the following number; this is the Freephone 24 Hour National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge.

Telephone: 0808 2000 247