



Safeguarding Adults Policy

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1. Policy

This policy statement explains the key principles that the Company will apply when dealing with suspected abuse of adults at risk of abuse, and provides an overview of, and guidance on, the relevant statutory processes.

2. Purpose

At North Devon Homes we are committed to working with a wide range of "at risk" service users, and throughout our services, staff could, from time to time, become aware of /or suspect situations where abuse of a person at risk may be taking place. We will not knowingly ignore or allow such incidents to continue unchallenged and will require our staff to take action in all cases where it is suspected that abuse of a person at risk is occurring, no matter whom the perpetrator is or who the victim is. We will respect and support anyone who whistle-blow because they think someone is being abused and have a Whistleblowing Policy to support this.

The purpose of this policy is to protect those adults who are subject to or at the risk of abuse and neglect, who are:-

aged 18 years or over

and who

may be at risk and already be in receipt of or need of community care services by reason of mental or other disabilities, age or illness

and who

may be unable to take care of themselves or unable to safeguard themselves against significant harm or exploitation

Client groups could include:-

- People with Learning disabilities
- People with Mental health problems
- Older people
- People with physical disabilities
- People with visual and sensory impairment
- People who rely on others for care and/or support

This can also include people who are at risk themselves as a consequence of their role as a carer for such a person. They may need additional support to protect themselves, for example, in situations such as domestic violence, physical frailty or chronic illness, sensory impairment, challenging behaviour, drugs or alcohol problems

We have developed this Safeguarding Adults policy using guidance from the department of Health publication 'No Secrets' (2000) and Care and Support Statutory Guidance issued under the Care Act 2014.

We have a separate Safeguarding and Child Protection Policy.

For the purposes of this policy, Adults are considered anyone 18 years old, or above. Some adults may still have access to services provided by children's services (particularly care leavers). If there is any doubt as to the status of a person at risk then clarification should be sought from Social Services.

3. Principles

The following principles will apply to this policy:

- It will be open, fair and transparent
- It will be reviewed every three years

4. Review

We will review this policy at least once every three years to ensure that it continues to operate within best practice, achieve measurable results, and achieve continuous service improvement.

We will monitor this policy and our working arrangements with other agencies/departments through an annual report to the Board to ensure this policy remains effective in highlighting any disincentives to reporting abuse.

The report to the Board will address:

- Number of Safeguarding Adult referrals
- Review of Safeguarding - including monitoring implementation, interagency response, training record and review of policy and procedure
- Evaluation of investigated cases and alerts and lesson learnt.

Alternatively, the policy and all associated procedures will be reviewed immediately following any relevant change to government policy, regulation or legislation, or in the event of a serious case review.

The Chief Executive will be responsible for ensuring that policy reviews are undertaken, that appropriate consultation takes place and that revisions are reported to the Board for its approval.

5. Application

North Devon Homes' Board will approve this policy and delegate responsibility to the Director of Neighbourhoods for ensuring that this policy is communicated and implemented.

The Independent Living Services Manager will provide training for staff to ensure that they fully understand the wider issues surrounding this policy and the procedure.

6. Policy Statement

Policy Statement

6.1 We will have regard for the Six Key Principles of **The Care Act 2014** in our all adult safeguarding work:

The Care Act 2014 sets out the following key principles that will underpin our adult safeguarding work.

Empowerment – Personalisation and the presumption of person-led decisions and informed consent.

Prevention – It is better to take action before harm occurs.

Proportionality – Proportionate and 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. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

Accountability – Accountability and transparency in delivering safeguarding.

As part of this we will recognise our duty to co-operate with local authorities implementing their statutory duties around adult safeguarding. This will include: carrying out 'enquiries' into incidents, information sharing where appropriate, participating in the new statutory local Safeguarding Adults Board where possible. Making staff familiar with the principles of safeguarding, and training staff to be vigilant, recognise signs of abuse and know what to do if they see those signs.

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6.2 We will train staff to be vigilant and support staff to recognise the signs of abuse.

Abuse is a violation of an individual's human and civil rights by another person or persons which may result in significant harm to, or the exploitation of the person subjected to it.

- Abuse may consist of a single act or repeated acts;
- May be physical, verbal, psychological or emotional;
- May be an act of neglect or an omission to act;
- May occur when a person is persuaded to enter into a financial or sexual transaction to which they had not consented, or cannot consent;
- May be deliberate or unintentional or result from lack of knowledge.

The main categories of abuse are:-

- Physical abuse
- Domestic violence or abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational or institutional abuse
- Neglect or acts of omission
- Self-neglect

Institutional Abuse

Institutional abuse is the mistreatment of people brought about by poor or inadequate care or support or systematic poor practice that can affect individuals and a whole group. It occurs when the individual's wishes and needs are sacrificed for the smooth running of a group, service or organisation.

Multiple forms of abuse

Multiple forms of abuse may occur in an ongoing relationship or an abusive service setting to one person, or to more than one person at a time, making it important to look beyond single incidents or breaches in standards, to underlying dynamics and patterns of harm. Any or all of these types of abuse may be perpetrated as the result of deliberate intent and targeting of people at risk, negligence or ignorance.

Abuse may result from a deliberate intention to cause harm but may also occur where a provider of a service lacks the necessary knowledge or skills to respond to an individual's needs appropriately. Abusive behaviour between a member of staff and an "at risk" service user will always be investigated under the code of conduct and could possibly require police involvement.

Where does abuse take place?

Abuse can take place anywhere, including:

- In a person's own home
- In the homes of family and friends
- In public places/the community
- Place of work
- Colleges of further education.

Perpetrators of abuse

Anyone can be the perpetrator of abuse. Abuse can occur in any relationship. An individual, a group, or an organisation may perpetrate abuse.

An abusive relationship often includes the misuse of power by one person over another and is most likely to take place in situations where one person has power over another. For example, where one person is dependent on another for their physical care, or due to power relationships in society e.g. between a professional worker and a service user, a man and a woman and a person belonging to the dominant race/culture and a person belonging to an ethnic minority.

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6.3 Capacity and Consent

We recognise that capacity and consent are central themes in safeguarding adult work and that every adult has the right to make their own decisions, a person will be assumed to have capacity to do so unless it is proved that they do not.

Mental Capacity

A referral will be made to the local Social Care Team where there are concerns that a person being abused lacks mental capacity lacks so a Mental Capacity Assessment can be made and that person will be informed of this referral.

Best interests

- Everything that is done for or on behalf of a person who lacks capacity must be in that person's best interests.
- The Mental Capacity Act 2005 provides a checklist of factors that decision-makers must work through in deciding what is in a person's best interests.

For further guidance please refer to The Mental Capacity Act 2005.

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6.4 Confidentiality

Our staff will respect confidentiality at all times and will not share any information given in confidence unless justified by the assessed risk to the person or required by law.

Confidentiality will be discussed with the customer where there are safeguarding concerns or alerts and an explanation will be given that this information may need to be shared with other people in order for the situation to be resolved.

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6.5 Whistleblowing

As a provider of services to adults at risk we will maintain our whistleblowing policy and make staff aware of this through our safeguarding training.

We will take seriously any matters raised in good faith by employees. The Whistleblowing Policy will support and protect any employee who has volunteered information from reprisals or victimisation.

Our whistle blowing arrangements and policy are set out in our Whistleblowing Policy available on the Intranet

Policy Statement

6.6 Additional Responsibilities

We will consider and wherever possible follow the Local Authority Safeguarding Policy, Procedure and Practice Guidance.

We not only have a responsibility to all adults who have been abused or who are at risk of abuse, but also recognise responsibilities in relation to some perpetrators of abuse.

We have a responsibility to keep confidential and secure records of all safeguarding issues, with access limited to the safeguarding leads and nominees.

Policy Statement

6.7 Service Standards

We will meet our obligations through designing and managing appropriate services. We will follow a process of Plan, Do, Check, Act to ensure that the services remain fit for purpose

Service standards

We will:

- appoint a "Safeguarding Lead", with appropriate knowledge, experience and skills, to provide help and advice to staff and to act as lead on safeguarding issues

- ensure that staff and volunteers are aware of the Safeguarding policy and procedure
- ensure that staff are appropriately trained, including induction training for new members of staff
- ensure that staff understand their roles and responsibilities and required actions
- ensure that managers know when they should alert the Police if they think a serious crime has been committed
- notify the Local Authority Safeguarding Team if abuse is identified or suspected
- support and where possible safeguard customers and staff by ensuring that all referrals to services have full information in relation to identified risk and vulnerability
- DBS check employees that have access to or work with adults at risk or children
- ensure that staff and customers have access to information through in house publications and other media, and awareness raising initiatives
- conduct regular reviews of the Safeguarding policy/ procedures and log.

Performance measures

We will measure:

- Number of Safeguarding Adult referrals
- Annual review of Safeguarding - including monitoring implementation, interagency response, training record and review of policy and procedure
- Evaluation of investigated cases and alerts and lesson learnt.

6.8 Safeguarding Leads

The overall Safeguarding Lead for North Devon Homes is the Director of Neighbourhoods. To contact them, call 01271 312500 or email marc.rostock@ndh-ltd.co.uk

The Safeguarding Adults Lead for North Devon Homes is the Independent Living Services Manager. To contact them, call 01271 313351 or email bill.allen@ndh-ltd.co.uk.

The Safeguarding and Child Protection Lead for North Devon Homes is the Head of Neighbourhood Services. To contact them, call 01271 312507 or email miles.sellick@ndh-ltd.co.uk.

Contacts and Reporting

Devon Safeguarding Adults Team

<https://new.devon.gov.uk/devonsafeguardingadultsboard/>

Policy Statement

6.9 Devon County Council statement.

Taken from the Devon County Council website:

If you see, hear or suspect that an adult may be at risk of abuse or neglect, you must tell someone about it. If they are in immediate danger contact the police on **999**. Otherwise contact Care Direct on freephone **0345 155 1007** or email customerservicecentreperformancesecure-mailbox@devon.gcsx.gov.uk

Care Direct is open to take calls between 8.00am and 8.00pm Monday to Friday and from 9.00am to 1.00pm on Saturdays. Outside these hours and on Sundays and Bank Holidays, in emergency only, please contact DCC Emergency Duty Service on 0845 6000 388 (low-call rate).

7. Implementation

The Board and the Executive Team are responsible for ensuring that this policy is communicated and implemented.

The Chief Executive is responsible for monitoring and review of this policy.

8. Equality Impact Assessment

8.1 Who has been consulted in developing the Policy?

Date	Consultation methodology	Challenge/impact/result
17/12/2015	Review	
	Staff will be consulted and training delivered in quarter 1	

8.2 Identify potential impact on each of the diversity “groups”

Strand	No impact	Negative impact	Positive impact	Comments / evidence
Race	x			This policy relates to abuse of at risk adults, and as such represents a positive contribution to Equality. We have indicated which particular groups may benefit, but the list is not exclusive.
Disability			x	
Gender	x			
Gender Reassignment	x			
Sexual orientation	x			
Religion or belief	x			
Age			x	
Rural issues	x			
Social Inclusion issues			x	
Pregnancy and maternity	x			
Marriage and civil partnership	x			

8.3 Does the Policy promote equality of opportunity?

Yes

8.4 If “adverse impact” identified in the table above, please state how this policy addresses this.

N/A

8.5 A full EIA is not required for this policy.

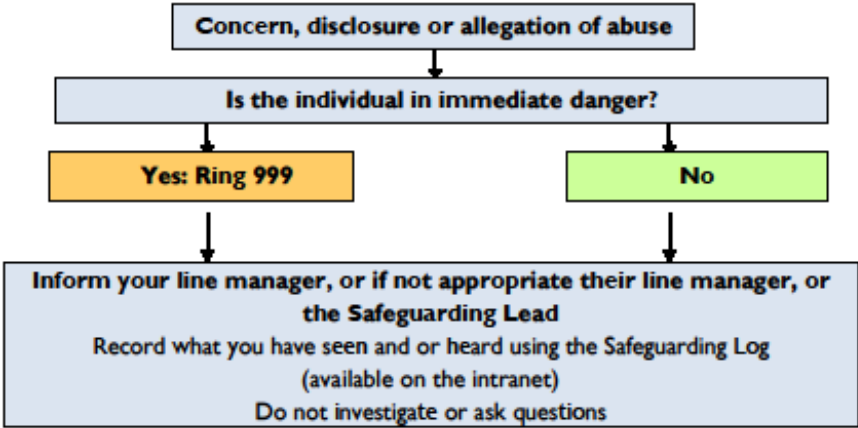
8.6 If suggestions for improvement have been suggested, what should the positive outcome be for North Devon Homes’ customers and stakeholders?

N/A

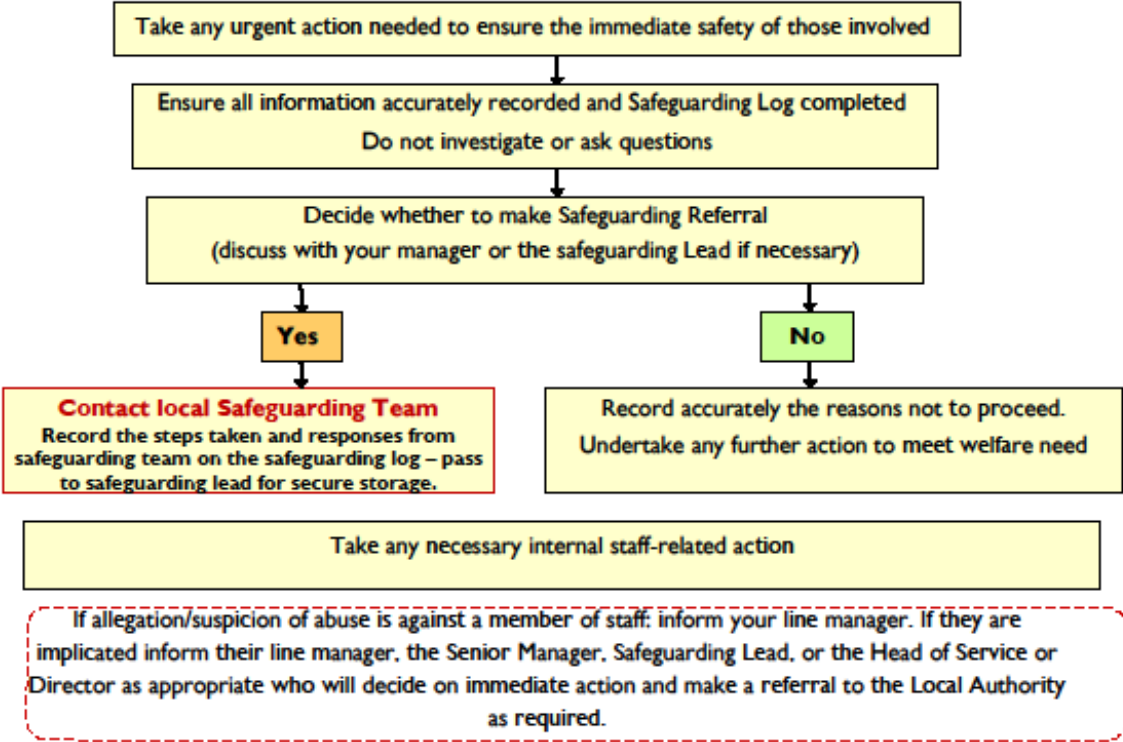
Next review date	
Every three years Next review date: February 2020	
Author	Related Documents
Bill Allen bill.allen@ndh-ltd.co.uk 01271 313351	Whistleblowing Policy

Overview of NDH Safeguarding Reporting and Recording Procedure

To be read in conjunction with the NDH Safeguarding Adults and Safeguarding Children Policies and Procedures. These steps are for anyone who has cause for concern that an individual is at risk of abuse, neglect or exploitation



For all Managers



NOTE: This procedure applies to both Children and Adult safeguarding Policies. If any changes are made, ensure both policies are updated.

Safeguarding Adults – Where to find more information

Devon – reporting a concern

Care Direct -Tel: 0845 1551 007

8am - 8pm weekdays; 9am - 1pm Saturdays; Out of Hours – Tel: 0845 6000 388

Devon Safeguarding Adults Board Procedures and Information:

<https://new.devon.gov.uk/adultsocialcareandhealth/staying-safe-and-support-for-vulnerable-adults/>

Devon Domestic Abuse Helpline – Tel : 0345 155 1074

<https://www.devon-cornwall.police.uk/advice/safeguarding-links/domestic-abuse/>

Torbay Domestic Abuse - TDAS team on 01803 698869;

<http://www.areyouok.co.uk/>

Cornwall Domestic Abuse 24hr Helpline Tel: 01872 22562924-

Hate Crime Reporting Devon and Cornwall Police:

https://secure.met.police.uk/hatecrime_national/index.php?rid=2907

<https://www.devon-cornwall.police.uk/advice/safeguarding-links/hate-crime->

Modern Slavery Reporting and Information: Tel: 0800 0121 700

<https://modernslavery.co.uk/>

Fraud and Scam Reporting and Information: <http://www.actionfraud.police.uk/>

Tel: 0300 123 2040 online reporting; see also: <https://www.devon-cornwall.police.uk/crime-prevention/your-money/fraud/courier-and-telephone->

Action on Elder Abuse Tel: 0808 8088141; www.elderabuse.org.uk/

SCIE Safeguarding Adults for Housing Staff Website:

<http://www.scie.org.uk/publications/guides/guide53/frontline-housing/index.asp>

Can you spot the signs of Adult Abuse?	
Types of Adult Abuse	Possible Indicators
<p>Physical Abuse includes assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.</p>	<ul style="list-style-type: none"> • bruises, cuts, bites, abrasions fractures, burns, scalds, loss of hair in clumps, • unexplained injuries or inconsistent accounts of how they were caused
<p>Domestic Abuse is any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality.</p> <p>Includes: psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence: forced</p>	<ul style="list-style-type: none"> • low self-esteem – • feeling that abuse is their fault when it is not • physical evidence of violence such as bruising, cuts, broken bones • experiencing verbal abuse and humiliation in front of others • fear of outside intervention • damage to home or property • isolation – not seeing friends and
<p>Sexual Abuse includes 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.</p>	<ul style="list-style-type: none"> • significant change in sexual behaviour • appearing withdrawn, depressed, stressed • unusual difficulty in walking or sitting • bruises, bleeding, STDs, pain or itching in genital area; wetting or soiling • eating problems e.g. overeating / anorexia • In receipt of unexpected/unexplained gifts, money, cigarettes accommodation
<p>Psychological Abuse includes 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, trafficking, depriving the person of the right to choice</p>	<ul style="list-style-type: none"> • changes in mood/behaviour/ appetite responsiveness/sleep patterns/ continence being withdrawn / distracted • low self-esteem, deference, passivity and resignation • compulsive behaviour and/or self-harm • unexplained fear or

<p>Financial and Material Abuse includes theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements including in connection with wills, property, financial transactions, the misuse or mis- appropriation of property, possessions or benefits. Includes Mate Crimes when someone befriends an adult at risk in order to exploit them</p>	<ul style="list-style-type: none"> • bills not paid/unexplained lack of money e.g. after benefit/pension day • unexplained withdrawals from account or loss/misplacement of financial documents • unexpected changes in a will or other financial documents • goods or services purchased in someone's name without consent
<p>Modern Slavery – includes slavery, human trafficking, forced labour, domestic servitude, sexual exploitation (such as escort work, prostitution and pornography and debt bondage (being forced to work to pay off debts that are unrealistic to be paid off)</p> <p>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.</p>	<ul style="list-style-type: none"> • looking malnourished /unkempt; appearing withdrawn; frightened or hesitant to talk to strangers; avoid eye contact • rarely allowed to travel on their own, isolated from the community, seem under the control / influence of others • living in dirty, cramped or overcrowded accommodation; wear same clothes every day • lack of personal possessions or ID documents
<p>Discriminatory Abuse includes forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion e.g. Hate Crimes</p> <p>A discriminatory incident is any incident which is perceived to be discriminatory by the victim or any other person.</p>	<ul style="list-style-type: none"> • being withdrawn and fearful as a result of verbal or physical harassment, or from being shunned or denied cultural needs • people prevented from carrying out cultural and or religious practices • lack of self-esteem or confidence • people belittled and humiliated on the basis of their age race, gender, disability, sexual preference or orientation

<p>Organisational / institutional abuse – includes neglect and poor care practice within an institution or specific care setting or in relation to care / support provided in one's own home. This may range from one off incidents to a pattern of 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</p>	<ul style="list-style-type: none"> • poor professional practice • lack of flexibility / choice for service user • lack respect shown to personal dignity • misuse of medication • lack of privacy • inadequate staffing, training, record-keeping, supervision and management • lack of relationships between staff and service users
<p>Neglect or Acts of Omission includes ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition, heating</p>	<ul style="list-style-type: none"> • in pain or discomfort • untreated injuries or medical problems • very hungry, thirsty, untidy, unclean, cold, isolated • absence of or wrong dosage of prescribed medication
<p>Self-Neglect The Care Act 2014 has widened the scope of adult safeguarding to include "self- neglect" as a new category. This means that people who self-neglect can now be supported by safeguarding adults approaches, as well as receiving more general support from other practitioners.</p> <p>Self-Neglect covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.</p>	<ul style="list-style-type: none"> • lack of self-care: personal hygiene, nutrition and hydration, or health • lack of care of one's environment: domestic squalor, hoarding • refusal of services that might alleviate associated risks • concerns for safety due to extreme clutter; windows/locks broken; no heating/ water/ electricity: little or no sign of