

July 2017

Safeguarding Vulnerable Adults Policy

Live  Care

Date Written	03.07.2017
Author(s)	Registered manager
Version	2.0
Date Signed Off	12/07/2017
Reviewed by	

Unit 1 Chandos House,
Hankridge Way,
Taunton,
Somerset
TA1 2LR

Review Data

Initial Production

Name	Role/Department	RACI	Date
Registered manager	Registered Manager	RA	03.07.2017
Registered manager	Registered Manager	RA	04/12/2017

R = Responsible for document production; A = Accountable; C = Consulted; I = Informed

Change History

Version	Date	Details of Change	Author
2.0	03.07.2017	Re-write and re-structure of original policy in line with most recent legislative updates.	Registered manager

Emergency Contact Details

Name	Email	Mobile
Registered manager	fran@livein.care	

CQC Fundamental Standards

Regulation Number	Regulation Details
Regulation 13: Safeguarding Clients from abuse and improper treatment	Providers must have robust procedures and processes to prevent people using the service from being abused by staff or other people they may have contact with when using the service, including visitors.

Key Lines of Enquiry

KLOE	How this applies to Safeguarding
Safe	<p>This Safeguarding policy is an aspect of 'Safe' as it is designed to ensure staff understand the company's processes for safeguarding vulnerable adults, and realising our duty of care.</p> <p>In order to practice safeguarding effectively, it is important that staff at Living Carers Ltd. understand and can recognise what abuse is, as well as any signs of abuse or neglect, and the way to report any sign of abuse. The safety of our Clients is our priority.</p>

Related Documents

This policy should be read in conjunction with our:

1. [Consent Policy](#)
2. [Compliments Form \(Appendix 2\)](#)
3. [Safeguarding Policy](#)
4. [Confidentiality Policy](#)

Policy Aims

This policy will explain what Safeguarding is and how it operates at Living Carers Ltd. with respect to caring for Vulnerable Adults.

It will help you to understand how we go about safeguarding through monitoring our performance and the quality of the services we deliver and it will describe your role in keeping Vulnerable Adults safe and free from harm.

Reading this policy should enable you to:

- Understand what Safeguarding is;
- Understand how Safeguarding works at **Living Carers Ltd.**;
- Understand your role in our Safeguarding processes;
- Understand how we can all work together to safeguard vulnerable people and realise our duty of care.

Living Carers Ltd aims to provide a range of live in Care services and support for people who cannot wholly look after themselves, in their own homes 24 hours a day and in ways, they find most agreeable. We have sound principles for the way we run our service, and have robust safeguarding procedures in place in order to ensure the safety of our Clients.

Introduction & Key Legislation

This policy identifies the roles and responsibilities of Living Carers Ltd. in relation to Safeguarding Vulnerable Adults. It complies with the **Safeguarding Vulnerable Groups Act 2006, Care Act 2014, Working Together 2013, The Mental Capacity Act 2005, and the NHS CB “Arrangements to Secure Children and Adult Safeguarding in the Future NHS – A New Accountability and Assurance Framework – Interim Advice September 2012”**.

- The Care Act 2014 introduced a duty to promote well-being whilst delivering care. This is referred to as the wellbeing principle.

Living Carers Ltd.’s Safeguarding Vulnerable Adults policy incorporates the wellbeing principle together with the six principles of safeguarding adults as set out in the Statement of Government Policy on Adult Safeguarding (DoH, May 2013), as follows:

- **Empowerment** – people being supported and encouraged to make their own decisions with informed consent
- **Proportionality** – the least intrusive response appropriate to the risk presented

- **Accountability** - the way in which the safeguarding process is conducted should be transparent and consistent
- **Partnership** – people can be satisfied that agencies are working together to make them safe
- **Protection** – ensuring that people are safe and that they have support and representation as necessary during the process
- **Prevention** – minimising the likelihood of repeated abuse and recognizing the person’s own contribution to this

Lead Responsibility

As the Registered Manager of Living Carers Ltd., Registered manager is the Safeguarding Officer and has **Lead Responsibility** and **Accountability** for ensuring that all operations are carried out in compliance with this Policy and that any concerns that arise are dealt with in accordance with the reporting procedures outlined in this policy.

Purpose

The purpose of this policy is to **protect vulnerable adults and their care staff** recognising the risks involved in lone working, and includes:

- Clarifying the roles and responsibilities for staff and all healthcare professionals working with Living Carers Ltd. and together contribute to the prevention of abuse of vulnerable adults through raising awareness.
- Outlined practice and procedures for all parties within the scope of the policy.
- A clear framework for action when abuse is suspected.

Definition of the Vulnerable

In order to practice safeguarding effectively, it is important that staff at *Living Carers Ltd.* understand and can recognise what a vulnerable adult is.

At Living Carers Ltd. we **define a vulnerable adult** as:

“...a person over the age of 18 who is in, or may be in need of, care services by reason of mental or other disability, age, or illness; and who is unable to take care of himself/herself, or unable to protect himself or herself against significant harm or exploitation.”

Vulnerable People

A **vulnerable person** may include someone who:

- Is elderly and frail;
- Has a mental illness, including Dementia;
- Has a physical or sensory disability;
- Has a learning disability;
- Has a severe physical illness;
- Is a substance misuser;
- Is homeless.

Definition of Abuse

In order to practice safeguarding effectively, it is important that staff at Living Carers Ltd. understand and can recognise what abuse is, as well as any signs of abuse or neglect.

At Living Carers Ltd. we **define abuse** as:

“...the harming of another individual usually by someone who is in a position of power, trust or authority over that individual. The harm may be physical, psychological or emotional or it may be directed at exploiting the vulnerability of the victim in more subtle ways (for example, through denying access to people who can come to the aid of the victim, or through misuse or misappropriation of his or her financial resources). The threat or use of punishment is also a form of abuse... In many cases, it is a criminal offence.”

Centre for Policy on Ageing (1996)

Types of Abuse

Abuse takes place in all manner of forms. It is important that staff at Living Carers Ltd. are aware of the wide range and manners of abuse to ensure any signs are recognised early.

Below are examples of different types of abuse. Staff are reminded **this list is not exhaustive**; it is the responsibility of all staff to **remain vigilant to all signs of abuse**.

- Physical abuse

- Bodily assaults resulting in injuries e.g. hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions;
- Bodily impairment e.g. malnutrition, dehydration, failure to thrive;
- Medical/healthcare maltreatment.

- **Sexual abuse**

- Rape, incest, acts of indecency, sexual assault;
- Sexual harassment or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting;
- Sexual abuse might also include exposure to pornographic materials, being made to witness sexual acts and encompasses sexual harassment/non-contact abuse.

- **Psychological/emotional abuse**

- Including threats of harm, controlling, intimidation, coercion, harassment, verbal abuse, enforced isolation or withdrawal from services or supportive networks;
- Humiliation;
- Bullying, shouting, swearing.

- **Neglect**

- Including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services;
- Withholding life's necessities, such as medication, adequate nutrition and heating.

- **Financial or material abuse**

- Theft and fraud;
- Exploitation, pressure in connection with Wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

- **Discrimination**

- Including racist, sexist, or based on a person's disability, and other forms of harassment, slurs or similar treatment.

- **Organisational Abuse**

- When a service, agency or care home putting its own needs before those of the Clients. Including inflexible daily routines, reorganising a staff rota to suit its own costs

- **Modern Slavery**

- the use of individuals working for little or no wages is now the business of the Safeguarding Adults Boards

Domestic Violence

- domestic violence is now recognised as the jurisdiction of the Safeguarding Adults Boards across the country when it is committed against an adult in need of care services.

- Self Neglect

- where the individual refuses to attend to their personal care and hygiene, their environment or even refusal of care services offered to them. Care workers should be educated on this condition and prepared to work with the individual to improve their situation.

Multiple forms of abuse may occur in an on-going relationship or 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 vulnerable people, negligence or ignorance.**

At Living Carers Ltd, we hold a **zero-tolerance policy** whereby we strongly articulate that **no abuse is acceptable**; abuse is a criminal offence and must be reported to the **Safeguarding Adults Board**

At Living Carers Ltd, we ask all incidents or concerns related to abuse or safeguarding are reported immediately to your line manager or to the Registered Manager, who will then report to the Safeguarding Adults Board, if appropriate.

In extreme cases of abuse or imminent danger, individuals are advised to call the Police.

Rights and Responsibilities

With a view to Safeguarding, the responsibilities of Living Carers Ltd. are:

1. To ensure staff/healthcare professionals are aware of the Safeguarding Vulnerable Adults Policy and are **adequately trained**;
2. To ensure staff are aware of who the Safeguarding Officer is within the organisation
3. To **notify the appropriate authorities** if abuse is identified or suspected;
4. To support and, where possible, **secure the safety of individuals**;
5. To ensure that all referrals to services and authorities have **full information** in relation to identified risk and vulnerability;
6. To instruct staff to **promote good practice** to all healthcare professionals.;
7. To DBS check all healthcare professionals who have access to or work with Vulnerable Adults.

Safeguarding is not achieved in isolation. We work in partnership with healthcare professionals and identify their responsibilities to be:

1. To be familiar with the Safeguarding Vulnerable Adults Policy and procedures;
2. To take appropriate action in line with the policies of Living Carers Ltd.
3. To declare any existing or subsequent convictions. Failure to do so will be regarded as gross misconduct as per our policy disclosure.

As an employer, Living Carers Ltd. has a **duty of care** towards its employees. To this end it is our responsibility to **support those who report abuse**:

All those making a complaint/allegation or expressing concern, whether they are staff, Clients, carers or members of the general public, should be reassured they will be taken seriously and their comments will be treated confidentially; however, concerns may be shared if they (or others) are at significant risk- as determined by the Safeguarding Officer. In such cases, Clients will be given immediate protection from the risk of reprisals or intimidation; staff, will be given support and afforded necessary protection in line with the **Public Interest Disclosure Act 1998**.

To promote safeguarding effectively, it is essential staff understand the **rights of the Vulnerable Adult**. Their rights are:

- To be made aware of this policy;
- To have alleged incidents recognised and taken seriously;
- To receive fair and respectful treatment throughout;
- To be involved in any process as appropriate;
- To receive information about the outcome.

Good Practice

At Living Carers Ltd, we implement good practice on a daily basis to ensure safe, effective and high quality services.

Recruitment: Our recruitment procedures and policies of healthcare professionals are designed to uphold the highest levels of safeguarding and are written in line with Schedule 3 Regulations 4 to 7 and 19(3) CQC regulations.

Training: Training/Induction includes familiarisation with all Living Carers Ltd. policies and procedures.

Record Keeping: A **written record** of any concerns will be kept on file. This confidential information will be stored securely and appropriately, and will be kept for as long as deemed necessary, in line with **Data Protection** principles.

All incidents should be discussed in supervision with your Line Manager. Records kept should only include:

- Contacts made;
- Referrals made, including date, time, reasons and referral agency;
Living Carers Ltd may have specific projects that need to keep more detailed records, and these will be identified by the Team Leader and made known to the team.

Planning: Healthcare professionals should inform all Vulnerable Adults in their care of their right to talk with an independent person within Living Carers Ltd. This should form part of the normal registration process.

Key Contacts

The Safeguarding Officer for *Living Carers Ltd.* is: Registered manager

Contact details are:

Telephone number: 0800 772 3567

Email: fran@livein.care

The local Safeguarding Adults Team has the lead responsibility for Safeguarding. Their contact details are:

- Barkshire Adult Social Care
Tel: 01635 503050
<http://info.westberks.gov.uk/index.aspx?articleid=29909> Policy and Procedure Link
- Birmingham Adult Social Care
Tel: 0121 303 1234
<https://www.bsab.org/publications/policy-procedures-and-guidance/> Policy and Procedure Link
- Cornwall Adult Social care
Tel: 0300 1234 131
<http://www.cornwall.gov.uk/health-and-social-care/adult-social-care/safeguarding>
Policy and Procedure link
- Devon Adult Social Care
Tel: 0345 155 1007
<https://new.devon.gov.uk/devonsafeguardingadultsboard/> Policy and Procedure Link
- Dorset Adult Social Care
Tel: 01202 633600

- <https://www.dorsetforyou.gov.uk/dorsetsafeguardingadultsboard> Policy and Procedure link
- Gloucestershire Adult Social Care
Tel: 01452 426000
<http://www.gloucestershire.gov.uk/gsab/safeguarding-adults-board/publicity-documents-information-leaflets> Policy and Procedure link
 - Hampshire Adult Social Care
Tel: 0300 555 1378
http://www.hampshiresab.org.uk/professionals-area/hampshire_4lsab_multiagency_safeguarding_adults_policy_guidance/ Policy and Procedure link
 - Oxford Adult Social Care
Tel: 0345 050 7666
<http://www.osab.co.uk/professionals/multi-agency-procedures/> Policy and Procedure link
 - Reading Adult Social Care
Tel: 0118 937 3747
<http://www.reading.gov.uk/jsna/safeguarding-adults> Policy and Procedure Link
 - Somerset Adult Social care
Tel: 0300 123 2224
<http://ssab.safeguardingsomerset.org.uk/information/policies-and-procedures/> Policy and Procedure Link
 - Surrey Adult Social Care
Tel: 0845 603 5630
<https://www.surreycc.gov.uk/social-care-and-health/care-and-support-for-adults/raising-concerns-and-staying-safe> Policy and Procedure link
 - West Midlands Adult Social Care
Tel: 0845 111 2922
<http://wm-adass.org.uk/wp-content/uploads/2015/04/Regional-Safeguarding-Policy.pdf> Policy and Procedure link
 - Wiltshire Adult Social Care
Tel: 0300 456 0111
<http://www.wiltshire.gov.uk/policy-and-procedures-for-safeguarding-vulnerable-adults-2006-sept.pdf>

Identification of Abuse

At Living Carers Ltd. we understand abuse can be perpetrated and shown in many ways. Abuse can also happen anywhere and be carried out by anyone e.g., Informal carer's, family, friends, neighbours, paid staff, volunteers, other Clients and strangers or tenants. Staff should be vigilant of all of the following signs and act on any other signs they may feel concerned about.

- Physical Abuse Signs

- A history of unexplained falls or minor injuries;
- Bruising in well protected areas, or clustered from repeated striking;
- Finger marks;
- Burns of unusual location or type;
- Injuries found at different states of healing;
- Injury shape similar to an object;
- Injuries to head/face/scalp;
- History of GP or agency hopping, or reluctance to seek help;
- Accounts, which vary with time or are inconsistent with physical evidence;
- Weight loss due to malnutrition, or rapid weight gain;
- Ulcers, bedsores and being left in wet clothing;
- Drowsiness due to too much medication, or lack of medication causing recurring crises/hospital admissions;

Note: Some ageing processes can cause changes which are hard to distinguish from some aspects of physical assault e.g. skin bruising can occur very easily due to blood vessels becoming fragile.

- Sexual Abuse Signs

- Disclosure or partial disclosure (use of phrases such as '*it's a secret*');
- Medical problems, e.g. genital infections, pregnancy, difficulty walking or sitting;
- **Disturbed behaviour** e.g. depression, sudden withdrawal from activities, loss of skills, sleeplessness/nightmares, self-injury, showing fear/aggression to one particular person, repeated or excessive masturbation, inappropriately seductive behaviour, loss of appetite/difficulty in keeping food down;
- Behaviour of others towards the Vulnerable Adult.

- Psychological/Emotional Abuse Signs

- Isolation;
- Unkempt, unwashed, smell;
- Over meticulous;
- Inappropriately dressed;
- Withdrawn, agitated, anxious not wanting to be touched;
- Change in appetite;
- Insomnia, or need for excessive sleep;
- Tearfulness;
- Unexplained paranoia or excessive fears;
- Low self esteem;
- Confusion.

- **Neglect Signs**

- Poor physical condition;
- Clothing in poor condition;
- Inadequate diet;
- Untreated injuries or medical problems;
- Failure to be given prescribed medication;
- Poor personal hygiene.

- **Financial or Material Abuse Signs**

- Unexplained or sudden inability to pay bills;
- Unexplained or sudden withdrawal of money from accounts;
- Disparity between assets and satisfactory living conditions;
- Extraordinary interest by family members and other people in the vulnerable person's assets.

- **Discriminatory Abuse Signs**

- Lack of respect shown to an individual;
- Signs of substandard service offered to an individual;
- Exclusion from rights afforded to others (i.e. health, education, criminal justice).

- **Organisational Abuse Signs**

- Staff rotas designed purely to save the organization money
- putting potential financial gains before the welfare of Clients

- **Domestic Abuse Signs**

- Suspected physical, emotional, or sexual abuse within the home

- **Modern Slavery Signs**

- individuals working for none or very little remuneration

- **Self Neglect Signs**

- Lack of willingness to care for oneself
- Lack of attention to person hygiene
- Not taking prescribed medications

- **Other Signs of Abuse**

- Inappropriate use of restraints;
- Sensory deprivation e.g. spectacles or hearing aid;
- Denial of visitors or phone calls;

- Failure to ensure privacy or personal dignity;
- Lack of flexibility of choice e.g. bedtimes, choice of food;
- Restricted access to toilet or bathing facilities;
- Lack of personal clothing or possessions;
- Controlling relationships between care staff and Clients;
- Any errors in medication administration.

Abuse & Recognising the Signs

This section of our Safeguarding Vulnerable Adults Policy has highlighted that **abuse can happen at any time and in any place and can be perpetrated by anyone.**

At Living Carers Ltd. staff have a **duty of care** towards all Clients and colleagues. It is your responsibility to **remain vigilant** towards to presence and perpetration of abuse and **act quickly** as soon as signs of abuse have been identified by confiding in your Line Manager or other Senior member of staff, or the Safeguarding Officer.

What to Do

Any member of staff who suspects abuse or notices any of the signs listed above **must immediately make their concerns known** to Living Carers Ltd. Action should also be taken if it is felt that colleagues are not following the Living Carers Ltd. **Protection of Vulnerable Adults Policy and Guidelines.**

All allegations or suspicions are to be treated seriously. No abuse is acceptable and some abuse is a criminal offence and must be reported to the Police as soon as possible. To determine the appropriate action, it is important to consider:

- **Risk** – Does the Vulnerable Adult or staff member understand the nature and consequences of any risk they may be subject to, and do they willingly accept such a risk?
- **Self-determination** – Is the Vulnerable Adult able to make their own decisions and choices, and do they wish to do so?
- **Seriousness** – A number of factors will determine whether intervention is required. The perception of the victim must be the starting point.

Factors informing assessment of seriousness will include:

- The perception by the individual and their vulnerability;
- The extent of the abuse;
- The length of time it has been going on;

- The impact on the individual;
- The risk of repetition or escalation involving this or other vulnerable adults;
- Is a criminal offence being committed?

Living Carers Ltd. acknowledges that reporting safeguarding concerns is an **extremely sensitive issue** for staff and assures all staff and persons working on its behalf that it will fully support and protect anyone, who in good faith, reports a concern that a colleague is, or may be, abusing Vulnerable Adult.

Information to Record: In all situations, including those in which the cause for concern arises from a disclosure made in confidence, it is vitally important to record the details of an allegation or reported incident, regardless of whether or not the concerns are shared with a statutory agency.

As far as possible an accurate note should be made of:

- The date and time of the incident and disclosure;
- The parties who were involved;
- What was said and done by whom;
- Description of any visible injuries or bruising;
- Any further action taken by Living Carers Ltd. to investigate the matter;
- Any further action e.g. the suspension of a worker;
- Where relevant, reasons why there was no referral to a statutory agency;
- The full name of the person(s) reporting and to whom reported.

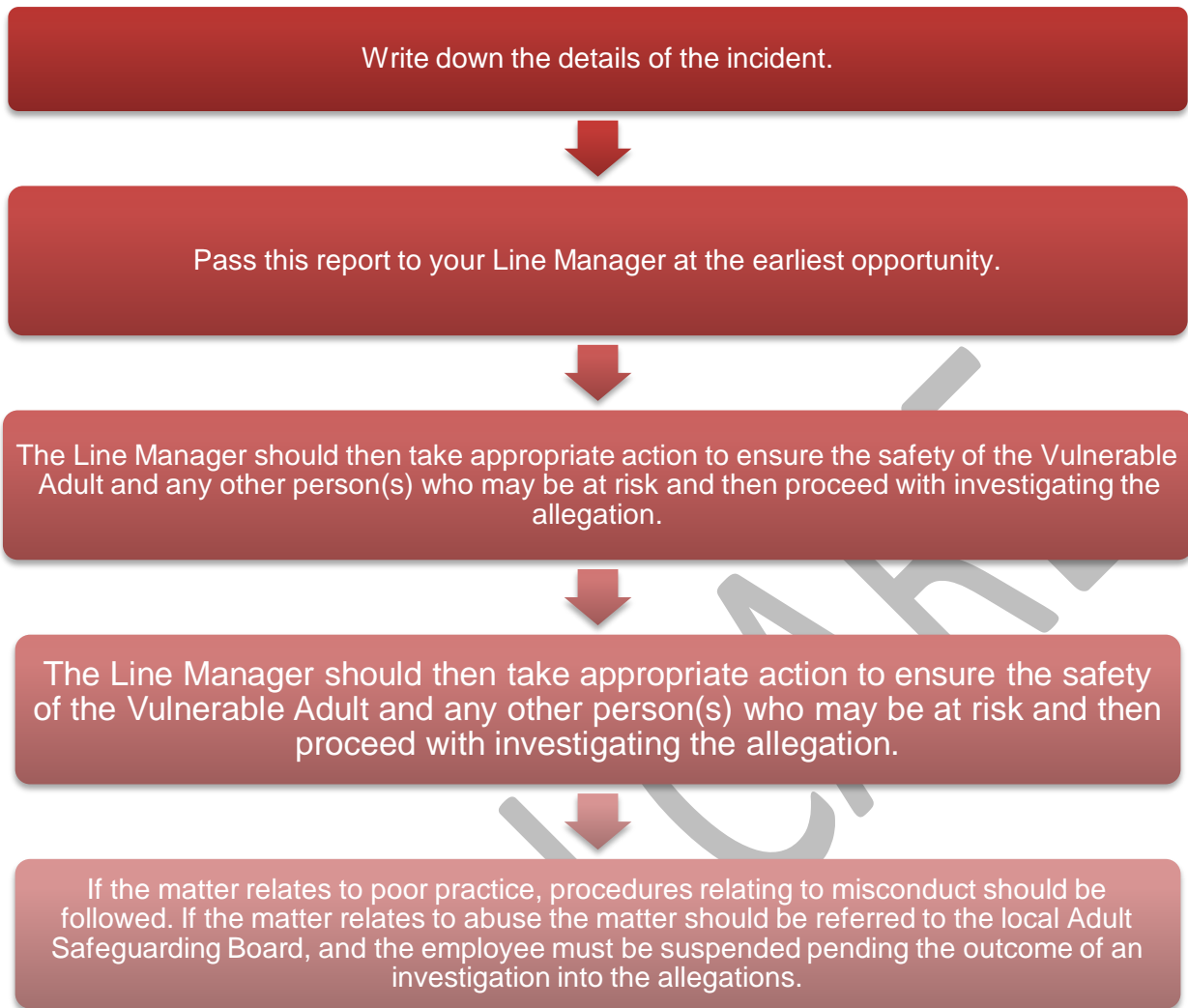
Records and reports should be stored securely and shared only with those who need to know. **All referrals made to the Adult Safeguarding Board should be confirmed in writing and followed up with a copy of the incident report within 24hrs. If you have not heard back within 3 working days, contact your local Safeguarding Board again.**

You should also record the member of staff to whom concerns were passed and the date and time of the call and subsequent letters sent.

These procedures not only serve to protect Vulnerable Adult, but also protect the employees.

Reporting Safeguarding Concerns

When **reporting a safeguarding concern**, the following **guidelines** should be adhered to:



Information requested by another Organisation

The safety and well-being of the Vulnerable Adult overrides considerations of confidentiality. However, every effort should be made to ensure that confidentiality is maintained for all concerned both when the allegation is made and whilst it is being investigated.

Living Carers Ltd has a duty to share information with other agencies and authorities if requested in connection with an assessment of a Vulnerable Adult or in connection with court proceedings. Although the Data Protection Act 1998, Human Rights Act 1998 or common law duty of confidence would need to be considered the welfare of the Vulnerable Adult would normally override the need to keep the information confidential.

To ensure rigorous investigation, this policy will also be used in conjunction with:

- Disciplinary Procedure, Grievance Procedure and Whistle Blowing Policy.
- Data Protection Policy.
- IT Acceptable Use Policy.

- Equalities Policy.
- Corporate Complaints procedure.
- Harassment and Bullying Policy.
- Health & Safety at Work guidance.
- Mental Capacity Act and Deprivation of Liberty
- Recruitment

Key Points to Take Away

- **Abuse takes place in all manner of forms.** It is important that staff at Living Carers Ltd. are aware of the wide range and manners of abuse to ensure any signs are recognised early.
- At Living Carers Ltd., we **define a vulnerable adult** as:
“...a person over the age of 18 who is in, or may be in need of, care services by reason of mental or other disability, age, or illness; and who is unable to take care of himself/herself, or unable to protect himself or herself against significant harm or exploitation.”
-If you suspect abuse, please inform your line manager or Safeguarding Officer who will, if applicable, report to the local Adult Safeguarding Board
-If you feel you or someone else is in danger, call 999 immediately
- The Safeguarding Officer for Living Carers Ltd. is: Registered manager, Registered Manager.

Policy Review

This policy will be reviewed by the Registered Manager at least annually to make any updates and amendments necessary to ensure the policy conforms to current legislation, reflects current practice and expectations.

Authorisation and Signature

This policy is the official and authorised version agreed by the Directors of Living Carers Ltd. All employees are expected to work in accordance with this policy and failure to comply with this policy could result in disciplinary action.

Registered Manager

04.12.2017