

Safeguarding Vulnerable Adults Policy



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Author(s)	
Version	
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Reviewed by	

Date: []

Review Data

Initial Production

Name	Role/Department	RACI	Date

R = Responsible for writing the policy; A = Accountable; C = Consulted; I = Informed

Change History

Version	Date	Details of Change	Author

Emergency Contact Details

Name	Email	Mobile

CQC Fundamental Standards

Regulation Number	Regulation Details
Regulation 13: Safeguarding service users 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	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. In order to practice safeguarding effectively, it is important that staff at Careville 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 service users is our priority.

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 Statement



Policy Aims

This policy will explain what Safeguarding is and how it operates at Careville 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 Careville 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.

Careville Ltd. aims to be the **provider of choice** within our catchment area and believes we will accomplish this aim by meeting the expectations of our clients, the families of clients, staff, and all other associated stakeholders. When service users choose us, they trust and expect us to treat them fairly and keep them safe. We will monitor our performance and customer satisfaction levels in all key areas of our operations and will review, evaluate and implement improvements, where necessary, on a continuous basis.

Safeguarding Vulnerable Adults Policy

1. Introduction & Key Legislation

This policy identifies the roles and responsibilities of Careville 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".

2. Principles

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

Careville 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

3. Lead Responsibility

As the Director of Careville Ltd., XXXXXX 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. Day to day responsibilities may be delegated to XXXXXX, the Registered Manager at Careville Ltd.

Purpose of this Policy

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

- Clarifying the roles and responsibilities for staff and all healthcare professionals working with Careville 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 Careville Ltd. understand and can recognise what a vulnerable adult is.

At Careville 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 Careville Ltd. understand and can recognise what abuse is, as well as any signs of abuse or neglect.

At Careville 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 Careville 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 service users.

-Including inflexible daily routines, re-organising 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 recognized 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 Careville 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 Careville Ltd. we ask all incidents or concerns related to abuse or safeguarding are reported immediately to your line manager or to the Safeguarding Officer (name), 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 Careville 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 organization
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 Careville 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, Careville 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, service users, 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, service users 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 Careville 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, Regulations 4 to 7 and 19(3) CQC regulations.

Training: Training/Induction includes familiarization with all Careville Ltd. policies and procedures. Staff are introduced to and must complete the **Safeguarding Adults: Basic Awareness in Adult Protection Staff Handbook**.

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; Geneva Health International 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 Careville Ltd. This should form part of the normal registration process.



Key Contacts

The Safeguarding Officer for Careville Ltd. is:

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Contact details are:

Telephone number: 0333 577 3351

Email: info@careville.co.uk

Identification of Abuse

At Careville 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 service users 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 organisation money
 - putting potential financial gains before the welfare of service users
- **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 service users;
- 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 Careville Ltd. staff have a duty of care towards all service users and colleagues. It is your responsibility to remain vigilant towards the 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 Careville Ltd. Action should also be taken if it is felt that colleagues are not following the Careville 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?

Careville 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 Careville 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:

Write down the details of the incident.

Pass this report to your Line Manager at the earliest opportunity.

The Line Manager should then take appropriate action to ensure the safety of the Vulnerable Adult and any other person(s) who may be at risk and then proceed with investigating the allegation.

The Line Manager should then take appropriate action to ensure the safety of the Vulnerable Adult and any other person(s) who may be at risk and then proceed with investigating the allegation.

If the matter relates to poor practice, procedures relating to misconduct should be followed. If the matter relates to abuse the matter should be referred to the local Adult Safeguarding Board, and the employee must be suspended pending the outcome of an investigation into the allegations.

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.

Careville 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 2018, 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 Careville Ltd. are aware of the wide range and manners of abuse to ensure any signs are recognised early.
- At Careville 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 Careville Ltd. is: [INSERT NAME].

Policy Review

This policy will be reviewed by a Director 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 Careville Ltd. All employees are expected to work in accordance with this policy and failure to comply with this policy could result in disciplinary action.

Director's Signature

Director