

SAFEGUARDING OF VULNERABLE ADULTS POLICY AND PROCEDURE



All reference to personnel includes both paid employees and volunteers.

Anglia Care Trust recognises that every person has the right to live a life free from abuse, exploitation and neglect.

Anglia Care Trust operates under the 'Safeguarding Adults Multi-Agency Policy' and 'Adult Safeguarding Operational Guidance' as recommended by the Suffolk Safeguarding Partnership. Anglia Care Trust is committed to promoting the wellbeing, security and safety of adults at risk of abuse and our strategic plan outlines our values which include the emphasis we place on this.

Safeguarding Adults Multi-Agency Policy

This multi-agency policy aims to ensure that each adult with care and support needs in Suffolk has their chosen outcomes at the heart of the safeguarding process and that their dignity and respect are central to all professional practice. The aim is to ensure that the safeguarding process is focused on the adult and not on the process.

The policy details how Suffolk manages safeguarding concerns. It references both the Safeguarding Adults Framework and the Safeguarding Journey and details roles and responsibilities of key organisations. It should be used in conjunction with providers' own policies and procedures for safeguarding adults.

Safeguarding Adults Multi-Agency Policy

Anglia Care Trust will appoint a team of Designated Safeguarding Officers, details of which will be held by Business Support. They will have specialisms in Prevent, E-safety, Child and Adult safeguarding.

In addition, we will always nominate a Board Member responsible for Adult Protection.

Note – in all cases where there is a serious and immediate threat to a vulnerable adult the police must be contacted without delay by dialling 999.

Definition of a Vulnerable Adult

A vulnerable adult refers to any person aged 18 years and over who "is or may be in need of community care services by reason of mental or other disability, age or illness; and who

is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation”

The Mental Capacity Act

The Mental Capacity Act 2005 (the Act) provides the legal framework for acting and making decisions on behalf of individuals who lack the mental capacity to make particular decisions for themselves. Everyone working with and/or caring for an adult who may lack capacity to make specific decisions must comply with this Act when making decisions or acting for that person, when the person lacks the capacity to make a particular decision for themselves. The same rules apply whether the decisions are life-changing events or everyday matters.

“For the purposes of this Act, a person lacks capacity in relation to a matter if at the material time he is unable to make a decision for himself in relation to the matter because of an impairment of, or a disturbance in the functioning of, the mind or brain.” Examples of an impairment or disturbance in the functioning of the mind or brain may include the following:

- Conditions associated with some forms of mental illness
- Dementia
- Significant learning disabilities
- The long term effects of brain damage
- Physical or medical conditions that cause confusion, drowsiness or loss of consciousness
- Delirium
- Concussion following a head injury, and
- The symptoms of alcohol or drug use

An assessment of a person’s capacity must be based on their ability to make a specific decision at the time it needs to be made, and not their ability to make decisions in general.

Definition of Abuse

Abuse is a violation of an individual’s human and civil rights by any other person or persons, adult or child. Abuse may consist of a single act or repeated acts. It may be physical, sexual or emotional, it may be an act of neglect or an omission to act or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

Responsibilities of Anglia Care Trust

- Observe and adhere to relevant legislation
- Respond to all concerns and allegations appropriately

- Carefully recruit and select all personnel in line with our Recruitment Policy and Procedures
- Offer training to all personnel to ensure that they are able to respond to all concerns and allegations
- Where there are concerns about a vulnerable adult, all personnel are expected to share those concerns with the Designated Officer.

Responsibilities of the Designated Board Member

It will be the role of the Board member designated to Safeguarding to ensure Anglia Care Trust complies with the Charity Commissions best practice in this area. They will also act as a liaison between the Designated Safeguarding Team and Governance Committee, where Safeguarding is a standing agenda item at their quarterly meetings.

Responsibilities of the Designated Safeguarding Officer

- Act as the first point of contact for personnel
- Advise and provide guidance to personnel for making referrals
- Ensure the effective monitoring personnel working with vulnerable adults by line management, through supervision, progress and performance reviews and Volunteers' personal development
- Monitor and record concerns about vulnerable adults and actions taken
- Liaise with appropriate local agencies for support and advice where necessary
- Promote the importance of safeguarding across the organisation
- Train staff about how to respond to vulnerable adult concerns.

Responsibilities of Personnel

Anyone whose work brings them into contact with vulnerable adults, and who expresses concerns for the safety or welfare of a vulnerable adult, has a personal responsibility to ensure that their concerns have been heard, understood and acted on.

All personnel should during initial meetings with Service Users explain the content of the Safeguarding Policy and what they can expect if at any point personnel are concerned for their, or anyone else's safety and welfare.

This means taking personal responsibility and acting sensibly to ensure that information reaches the intended recipient and not simply relying on someone else to do this; doing this with the minimum possible delay, subject to appropriate consultation with a Manager and/or the Designated Safeguarding Officer as required by organisational Policy and Procedures. It is also the responsibility of personnel to ensure an update is received as to any concerns raised. The personnel must forward to the Designated Safeguarding Officer the completed record sheet detailing concerns and actions taken.

All personnel should follow the Safeguarding Referral Procedure Flowchart attached to this Policy.

It is the responsibility of personnel to attend training organised by Anglia Care Trust and to learn about safeguarding in accordance with and as appropriate to their roles and responsibilities as well as ensuring that children and young people, parents, carers, family members or other concerned people are aware of the organisations safeguarding policy and procedures.

Confidentiality

In cases of disclosure of abuse, by either children, parents, family members or other concerned people, personnel are obliged to share this information with the Designated Safeguarding Officer who may have to refer these concerns to either Social Care or where necessary the police.

Procedure

In the event that you are told of, involved in or witness an incident of abuse the following procedure should be followed:

- Do not promise confidentiality. Make this clear to all involved parties
- Listen to what you are being told and do not make any judgements
- Support and protect the service user. Believe, listen, comfort and reassure
- Assess the situation as much as you are able
- Ensure medical treatment if required
- Preserve any forensic evidence
- Be aware that you will have to provide a clear factual record, including date, time and signature.

Inform your Line Manager and/or the Designated Safeguarding Officer whom is on duty according to the daily rota on your Outlook calendar under 'Designated Safeguarding Officer'. Then make a referral yourself to the appropriate agencies e.g. Social Services, Police etc. In the absence of your line manager or Designated Safeguarding Officer, if the situation is an emergency, please contact the Police direct on 999.

If at any stage of the process you are unhappy with the manner in which the incident has or is being handled please follow the Grievance and/or complaints procedure as outlined in the organisation's policies and procedures.

Concerns with regards to the actions or behaviours of the Designated Safeguarding Officer

If at any time you are concerned about the actions or behaviours of the Designated Safeguarding Officer, either because of something they have or have not said or done, you should raise this immediately with either the Head of Business or the Head of Operations. In this safeguarding capacity, this role is directly line managed by the Heads. You should raise your concerns either in writing by email or in person by telephone or

meeting. You should be able to produce a written account of your concerns in any case to enable them to act. This action should be taken immediately you are aware of your concerns.

Allegations against staff or adults in a position of trust

Concerns about the behaviour of adult(s) in the organisation will be referred without delay to the Designated Safeguarding Officer who will implement the Allegations Management Policy accordingly.

All allegations made against a member of staff will be reported to the Local Authority Designated Officer (LADO) if relating to children (details below)

LADO@suffolk.gcsx.gov.uk or 0300123 2044 - Suffolk
norfolkLADOsecure@norfolk.gcsx.gov.uk or 01603 223473 – Norfolk

Cambridge LADO – referral made through calling

Telephone: 01223 727 967 (Monday to Friday during office opening hours)
Telephone: 01733 234 724 (Emergency Duty Team - out of hours queries)

Email: LADO@cambridgeshire.gov.uk

Essex LADO

03330 139 797 or by e-mail: lado@essex.gov.uk

If referring an allegation, a written referral is required. The referral form can be accessed via the [Essex Safeguarding Children Board website](#).

If the allegation relates to someone working with a vulnerable adult, the Position of Trust Procedure should be carried out.

For Suffolk, a referral form should be completed, details of which can be found on the Suffolk Safeguarding Partnership website.

<https://suffolksp.org.uk/safeguarding-topics/safer-recruitment/>

In Norfolk, a Safeguarding Adults Data Sharing Referral (SADS) Form should be completed. To make a SADS referral, ring 0344 800 8020. select Option 1 and ask to speak to a member of the adult social care safeguarding team in the Multi Agency Safeguarding Hub (MASH). Then ask them to send a Safeguarding Adults Data Sharing Referral (SADS) Form.

Anglia Care Trust has adopted the Policies and Procedures of the Suffolk Safeguarding Partnership and Norfolk Safeguarding Adults Board. Their policies and procedures can be viewed online at <https://suffolksp.org.uk/> for Suffolk and <https://www.norfolksafeguardingadultsboard.info/> for Norfolk.

Training and Information Sharing

All personnel receive training in safeguarding both children and vulnerable adults as part of their induction. Refresher training is completed at regular intervals thereafter and forms part of the agenda for all monthly team meetings. A quarterly newsletter is shared with personnel to update them on any changes to ensure knowledge is kept up to date.

Retention and Storage of records

ACT adheres to the guidance set down by the Suffolk and Norfolk Safeguarding Boards with regards to the retention and storage of this data.

Other relevant policies

The Allegations Management Policy should be followed should anyone have any reason to make an allegation against a member of personnel regarding abuse of a young person or vulnerable adult.

The Whistleblowing Policy should be followed for any malpractice within the organisation which could affect Service Users, members of the public or other members of personnel.

The Complaints Policy should be followed for complaints made by external parties relating to Anglia Care Trust's services and personnel. All complaints received will be recorded and investigated, in accordance with the policy.

Date of next review – June 2024