



SAFEGUARDING POLICY (ADULTS)

Healthy Minds (Calderdale Wellbeing) **SAFEGUARDING POLICY (ADULTS)** **July 2020**

Policy Statement

This policy will enable *Healthy Minds* to demonstrate its commitment to keeping safe *all* adults with whom it works alongside. While *Healthy Minds* recognises it may work with some adults deemed ‘at risk’, we believe that *anyone* may be experiencing harm or at risk of harm at any one time and it is therefore our duty to act appropriately to any concerns surrounding the welfare, health and safety of *all* adults who attend our services and to any allegations, reports or suspicions of abuse.

“Adult safeguarding” is working with adults with care and support needs to keep them safe from abuse or neglect. It is an important part of what many public services do, and a key responsibility of local authorities. – Care Act 2014

It is important to have the policy and procedures in place so that staff, volunteers, service users and the board of trustees can work to prevent abuse and know what to do in the event of an abuse. This policy applies to all staff, including board of trustees members, paid staff, volunteers, sessional workers, agency staff, students and anyone working or volunteering on behalf of *Healthy Minds*.

The policy and procedures have been drawn up in order to enable *Healthy Minds* to promote good practice and work in a way that can prevent harm, abuse and coercion occurring. We will ensure that any allegations or suspicions of abuse are dealt with appropriately and the person experiencing the abuse is supported.

The characteristics of adult abuse can take a number of forms and cause individuals to suffer pain, fear and distress reaching well beyond the time of the actual incident(s). These people may be too afraid or embarrassed to raise any complaint. They may be reluctant to discuss their concerns with other people or unsure who to trust or approach with their worries. There may be some situations where the person is unaware that they are being abused or have difficulty in communicating this information to others.

It is acknowledged that significant numbers of adults at risk are abused and it is important that *Healthy Minds* has this policy and a set of procedures to follow to prevent abuse.

In order to implement the policy Healthy Minds will:

- Ensure that all of the people who use our service have a safe environment with people they can trust
- Promote the freedom and dignity of the person who has or is experiencing abuse
- Promote the rights of all people to live free from abuse and coercion
- Ensure the safety and wellbeing of people who do not have the mental capacity* to decide how they want to respond to abuse that they are experiencing
- Manage services in a way which promotes safety and prevents abuse
- Recruit staff, trustees and volunteers safely, ensuring all necessary checks are made
- Provide effective management for staff, trustees and volunteers through supervision, support and training
- Ensure that all board of trustees members, staff, volunteers, service users, and carers/families are familiar with this policy and procedures
- Work with other agencies within the framework of the Calderdale Safeguarding Adults Board Policy and Procedures
- Act within its confidentiality policy and will **usually** gain permission from service users before sharing information about them with another agency. The person making the disclosure could be themselves or another adult at risk
- Inform service users where a person is in danger, a child is at risk or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent
- Make a referral to the Gateway to Care as appropriate
- Endeavor to keep up to date with national developments relating to preventing abuse and welfare of adults
- Ensure that the Designated Named Person understands his/her responsibility to refer incidents of adult abuse to the relevant statutory agencies (Police/Adult Social care)

* “...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 disturbance in the functioning of the mind or brain.”

Mental Capacity Act 2005

People are assumed to have capacity unless there is evidence to the contrary.

Healthy Minds is a mental health charity which provides a range of services to people in Calderdale who are directly affected by mental distress. These procedures have been designed to ensure the welfare and protection of any adult who accesses our service. The procedures recognise that adult abuse can be a difficult subject for workers to deal with. *Healthy Minds* is committed to the belief that the protection of adults at risk from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all managers, board of trustees members, staff and volunteers act appropriately in responding to any concerns.

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1. Preventing abuse

Healthy Minds is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the organisation and that all those involved within *Healthy Minds* will be treated with respect.

Healthy Minds is committed to safer recruitment policies and practices for all paid staff, trustees and volunteers:

- All staff, trustees and volunteers require an Enhanced Level DBS (Disclosure Barring Service) check and must sign up to the Update Service (free for volunteers). The Update Service allows individuals to keep their DBS certificate up-to-date on-line and take it with them from role to role. *Healthy Minds* requires consent before they can check anyone's DBS certificate via the Update Service. Consent will be recorded via a 'DBS Update Service consent form.'
- *Healthy Minds* will document the date of the DBS check, the date seen, the Update Service ID Number and a brief description of any relevant convictions. The record will state whether the applicant is approved to work with adults, children and/or money. This information will be held securely in compliance with the Data protection Act and will only be accessible to the Designated Named Person(s) and the Volunteer Co-ordinator (in the case of Volunteers Only).
- A disclosure on the DBS check of a criminal conviction does not necessarily mean someone cannot work for *Healthy Minds*. A disclosure will necessitate a discussion between *Healthy Minds* and the individual applicant and a decision based on that discussion. A record of this discussion will be kept on file.
- All staff, volunteers and trustees must provide two proofs of identity and address.
- All staff, volunteers and trustees must provide two references, one of which should preferably be from someone known to the applicant in a professional capacity.
- All staff, volunteers and trustees should receive adequate training on Safeguarding Adults at Risk. Staff will have refresher training once a year. Volunteers and trustees will have refresher training every two years.
- All staff, trustees and volunteers are responsible for ensuring that relationships with people who use our services remain on a professional footing at all times.
- It is never acceptable for a staff member, volunteer or trustee to offer a loan to a service user or look after money on behalf of a service user.
- While *Healthy Minds* understands that staff, volunteers and trustees may receive occasional small gifts from our service users, we advise that gifts of a significant monetary value or of a frequent nature are accepted using personal discretion.

- Donations to Healthy Minds should be referred to the Manager who will consider any safeguarding concerns.

2. Recognising the signs and symptoms of abuse

Healthy Minds is committed to ensuring that all staff, trustees and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse. *Healthy Minds* will ensure that the Designated Named Person and other members of staff, trustees and volunteers have access to training around Safeguarding Adults.

‘Abuse’

Abuse is mistreatment by any other person or persons that violates a person's human and civil rights. The abuse can vary, from treating someone with disrespect in a way that significantly affects the person's quality of life, to causing actual physical suffering.

Forms of abuse can include:

- Physical abuse such as: hitting, pushing, pinching, shaking, misuse of medication, scolding, inappropriate restraint, hair-pulling
- Sexual abuse such as: rape or sexual assault; sexual acts to which the adult at risk has not or could not have consented, or to which they were pressurised into consenting or encouraging people to watch inappropriate materials
- Psychological or emotional abuse such as: threats of harm or abandonment; deprivation of social or any other form of contact; humiliation, blaming, controlling, intimidation, coercion, or harassment; verbal abuse; prevention from receiving services or support
- Financial or material abuse such as: theft; fraud or exploitation; pressure in connection with wills, property, or inheritance; misuse of property, possessions or benefits
- Neglect or acts of omission such as: ignoring medical or physical care needs; preventing access to health, social care, or educational services; withholding the necessities of life, such as food, drink, or heating
- Discriminatory abuse such as that based upon a person's race, sexuality, or disability; any other forms of harassment or slurs
- Domestic violence - all forms of abuse can be experienced in a family setting by a partner, family member, or with someone with whom there is a relationship
- Institutional abuse and poor practice - disrespect and unethical practice, ill treatment and professional misconduct

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a

position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

3. Designated Named Person for safeguarding adults

Healthy Minds have appointed an individual who is responsible for dealing with any Safeguarding Adult concerns; this is the Designated Named Person. In their absence, concerns should be raised with the Deputy Designated Named Person. In the event of an abuse please follow pathway in Figure 1 at the back of this policy.

The roles and responsibilities of the Named Person(s) are:

- To ensure that all staff, including volunteers and trustees, are aware of what they should do and who they should go to if they have concerns that any of our service users and/or an adult at risk may be experiencing, or has experienced, abuse or neglect
- To ensure that concerns are acted on, clearly recorded and referred appropriately
- To follow up any referrals and ensure the issues have been addressed.
- To reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security
- To ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision with their named supervisor.

4. Responding to people who have experienced or are experiencing abuse

Healthy Minds recognises that it has a duty to act on reports or suspicions of abuse or neglect. It also acknowledges that taking action in cases of adult abuse is never easy.

How to respond if you receive an allegation:

- Reassure the person concerned
- Acknowledge the impact of the abuse
- Listen to what they are saying
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Don't start to investigate or ask detailed or probing questions
- Don't promise to keep it a secret
- Record what you have been told/witnessed as soon as possible (ideally within one hour of being told). Write down what was said, what was said in reply and

what was happening immediately before being told. Record the dates, times and when the record was made

- Inform the individual of the steps you intend to make
- Discuss sources of support for the individual

If you witness abuse or abuse has just taken place the priorities will be:

- To call an ambulance if required
- To call the police if a crime has been committed
- To preserve evidence
- To keep yourself, staff, volunteers and service users safe
- To inform the Designated Named Person in your organisation
- To record what happened in the Safeguarding Adults Log (located in the office) as soon as possible
- To discuss and identify sources of support for the individual concerned
- Inform the individual concerned of the steps you intend to make if possible

All situations of abuse or alleged abuse should be discussed with the Designated Named Person(s). *

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to self or others, a referral will be made to Gateway to Care by the Designated Named person(s).

If the individual experiencing abuse does not have capacity to consent a referral will be made without that person's consent, in their best interests.

The Designated Named Person may take advice at the above stage from Gateway to Care and/or the Safeguarding Adults Team and/or other advice giving organisations such as Police.

In the event a trustee, staff member or volunteer feels unable to raise this concern with the Designated Named Person(s) (or they are unavailable or implicated in the abuse) then concerns can be raised directly with Gateway To Care on 01422 393000 as stated above. (The Out of Hours emergency number is 01422 288000). The alleged victim should be told that this will happen and consent obtained if possible. This stage is called the **alert.*

5. Raising a Safeguarding Adults Alert

All safeguarding adult concerns should be made by telephone to the Adult Social Care team via Gateway to Care Monday to Friday 9.00am till 5.00 pm

Gateway To Care

Phone: 01422 393000

Available: Monday-Friday 9am-5pm

Safeguarding Adults Team

Phone: 01422 393804

Available: Monday – Friday 9am-5pm.

Please note that this is an advice service ONLY. All alerts should be raised with Gateway to Care Direct.

West Yorkshire Police

Safeguarding Unit 01422 337041

Hate & Mate crime and Domestic abuse are crimes, please seek advice from the Police Safeguarding team in the first instance then refer to Gateway to Care.

In an emergency situation outside of these times please contact Gateway to Care via the Emergency Duty team on 01422 288000

You should ask to make a safeguarding adults alert.

Gateway to Care will then decide if the safeguarding process should be instigated or if other support/services are appropriate. Feedback will be given to the person who raised the safeguarding adults alert.

6. Managing allegations made against member of staff or volunteer

Healthy Minds will ensure that any allegations made against staff, trustees and volunteers will be dealt with swiftly in line with the Disciplinary Policy. Where a member of staff, volunteer or trustee is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.

All allegations against a member of paid staff will be referred to the Chair of Trustees (see Figure 2 at the back of this policy) who will take all concerns to Gateway to Care. All allegations against a volunteer will be referred to the Designated Named Person (s).

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the person alleged to have caused harm. This will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.

The Designated Named Person(s) will liaise with Gateway to Care Direct to discuss the best course of action and to ensure that the *Healthy Minds* disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

7. Recording and managing confidential information

Healthy Minds is committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know. For further information, please see *Healthy Minds'* Confidentiality Policy.

All allegations/concerns should be recorded in the Safeguarding Adults Log (located in the office filing cabinet) where safeguarding adults concerns will be recorded. The information should be factual and not based on opinions, a record of what the person has said, what you have seen and witnessed.

The information that is recorded will be kept secure and will comply with the data protection act. This information will be secured in a locked filing cabinet. Access to this information will be restricted to the Designated Named Person(s) and the Manager and, in the event a member of paid staff is implicated in the allegation/concern, the Chair of the Board.

8. Information Sharing

The Safeguarding Leads will meet with the Operational Manager once a week to monitor Safeguarding incidents and any ongoing concerns.

The Trustee lead for Safeguarding will receive regular safeguarding updates either in the form of notes from meetings, or verbal update from the Operational Manager. This will include regular report of summary of themes to trustee Safeguarding Lead.

Safeguarding Leads, Operational Manager and Trustee Lead will meet four times a year to review Safeguarding procedures including any concerns or complex issues; ensure policies and procedures are maintained and systems for supervision, learning and training are in place.

Safeguarding Leads and Operational Manager will undertake ad-hoc detailed safeguarding review with trustee Safeguarding Lead. Safeguarding Leads and Operational Manager will receive advice, guidance and support from Trustee Safeguarding Lead as required

The Trustee Lead will report formally to the board annually. The Trustee Lead will additionally report to the board in the event of any urgent or important concerns.

9. Disseminating/Reviewing policy and procedures

This Safeguarding Adults Policy and Procedures will be clearly communicated to staff, trustees, volunteers & service users. The Designated Named Person will be responsible for ensuring that this is done.

The Safeguarding Adults Policy and Procedures will be reviewed regularly by the board of trustees. The Designated Named Person for Safeguarding Adults will be involved in this process and can recommend any changes. The Designated Named Person will also ensure that any changes are clearly communicated to staff, board of trustees, and volunteers. It may be appropriate to involve service users in the review and service users and parents/carers need to be informed of any significant changes.

Who to contact if you have a concern about a service user or volunteer during normal work hours:

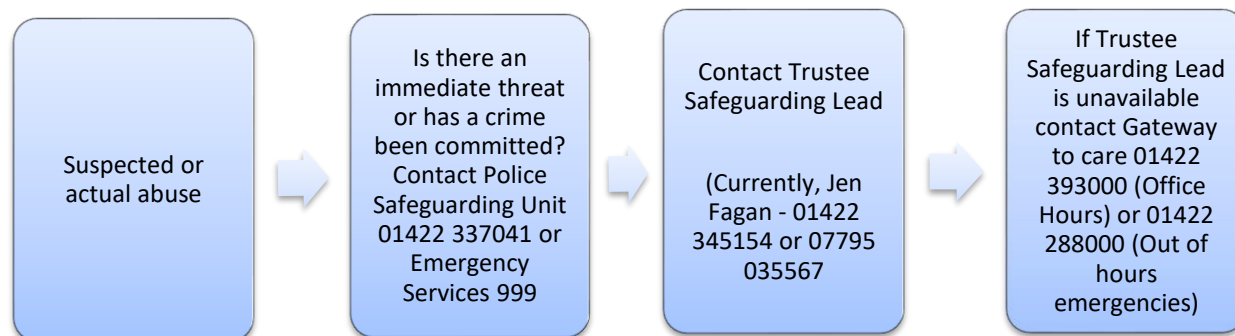


For advice only, contact the Safeguarding Adults Team on 01422 393804

Out of Hours.

In the event you are lone working and have a safeguarding concern in the evening or at weekends please contact your Key Staff Contact to report the incident before directly contacting Gateway to Care. Remember safeguarding is everyone's responsibility and you must act on your concerns.

Who to contact if you have a concern about a member of staff:



10. Trustee Lead and the Board

The Trustee Lead for Safeguarding will be appointed at the first meeting in the business year i.e. April or May. The Trustee Lead will provide an annual report to Board (activity; themes; numbers).

Safeguarding will be a standing item on the Board agenda.

HM's Safeguarding leads will seek to source and make available training or introduction to safeguarding for all Trustees.