



Safeguarding Adults at Risk Policy

Purpose

PIP Croydon is committed to providing a safe and supported environment to parent carers. PIP fully adopts the *Protecting adults at risk: London multi-agency policy and procedures to safeguard adults from abuse*. PIP Croydon acknowledges that this will provide greater consistency in practice across the London region.

This Policy sets out how to monitor, record and escalate any concerns that staff may have or receive about the welfare and safety of clients, carers, volunteers and staff. We believe at PIP Croydon that safeguarding adults is everyone's responsibility.

If a person is injured or in immediate physical danger, or if a crime has been committed, contact the police and other appropriate emergency services – dial 999.

The Adult Abuse Reporting line in Croydon is 020 8726 6500 or referral.team2@croydon.gov.uk

To access the alert form, follow the link:

<https://www.croydon.gov.uk/healthsocial/sva/reporting-abuse>

The aim of this policy is to outline how as a member of staff or volunteer, you should alert both internal and external agencies and report what you have heard, seen, suspect or been told.

This Policy is an essential resource that all staff and volunteers need to be aware of and fully understand during day to day involvement with clients.

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Related documents:

The Care Act 2014

The Mental Capacity Act 2005

Office of the Public Guardian safeguarding policy

1. Aims

Protecting Adults at Risk: London multi-agency policy and procedures to safeguard adults from abuse

In London, as elsewhere, the main statutory agencies – local councils, the police and NHS organisations – need to work together both to promote safer communities to prevent harm and abuse and also to deal well with suspected or actual cases of abuse. That is why they have come together to produce the document on *Protecting adults at risk: London multi-agency policy and procedures*. It is our firm belief that adults at risk are best protected when procedures between statutory and voluntary agencies are consistent across London.

Protecting adults at risk

Protecting adults at risk represents the commitment of organisations in Greater London to work together to safeguard adults at risk.

The procedures aim to make sure that:

- the needs and interests of adults at risk are always respected and upheld;
- the human rights of adults at risk are respected and upheld;
- a proportionate, timely, professional and ethical response is made to any adult at risk who may be experiencing abuse;
- all decisions and actions are taken in line with the Mental Capacity Act 2005.

2. Summary of Adult Abuse

Abuse is a violation on an individual's human and civil rights by a person or persons.

The following types of abuse that are listed are recognised within the Protecting adults at risk:

London multi-agency policy and procedures –

Physical Abuse: includes hitting, slapping, pushing, kicking, misuse of medication or inappropriate sanctions or restraint.

Sexual Abuse: includes rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting.

Psychological Abuse: includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

Financial or material abuse: includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Neglect and 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 and heating.

Discriminatory abuse: includes racism, sexism, or those based on a person's disability, and other forms of harassment, slurs or similar treatment

Institutional abuse: includes systemic abuse that goes beyond an individual's abusive practice and transcends a whole organisation.

The above are only examples. If you feel you have come across something which may be abuse but are not sure, you are required to discuss this with your line manager.

3. Safeguarding Procedure

You are not expected to be an expert in identifying abuse or investigating allegations, instead it is your duty to report any concerns to your line manager or other senior person in the organisation and support them in taking action where required. In line with the pan London adult safeguarding policy the organisations alerting manager is the person tasked with making referrals to the local authority.

If you receive a disclosure of alleged abuse or develop a strong suspicion that abuse is taking place, you should:

- **record the allegation clearly and accurately,**
- **notify your line manager.**

In situations in which the line manager cannot be contacted all staff and volunteers should ring the Croydon adult abuse reporting line of 020 8726 6500.

Or e-mail referral.team2@croydon.gov.uk.

4. Responding to reports of abuse/receiving a report

Line manager's response

The line manager may become aware of suspected abuse in the following ways:

- by receiving an allegation directly from the adult at risk;
- by receiving an allegation from someone who is not the adult at risk,
- by receiving a report from outside agencies or other activities the adult at risk may be involved with,
- by developing a strong suspicion based on your own observations or experience.

You should record any report or suspicion on the 'Abuse Recording Form', attached at the back of this policy, making clear notes of the case (dates, times, details of incident).

If you are receiving the report from a third party, you should make them aware that you have a duty to share this information with the relevant statutory agency.

As soon as you have recorded the details of the case, you should notify the relevant statutory agency which within Croydon is the Department of Adult Services, Housing and Health – DASHH

<https://www.croydon.gov.uk/healthsocial/sva/reporting-abuse>

5. Principles underpinning the safeguarding work of the organisation

Partnership Working - PIP is committed to working with other organisations and agencies to safeguard adults at risk from abuse.

Prevention – at PIP all of our work is aimed at preventing abuse occurring in the first place rather than reacting to abuse after it has happened.

Protection – all vulnerable individuals deserve protection from the risk of abuse and actual abuse.

Proportionality – at PIP the response we make to suspected abuse is in line with the risks presented. Safeguarding protocols will be used for those cases in most need of action whilst other protocols will be followed wherever necessary.

Accountability – through the records we keep and the role of the line manager within the organisation we hold ourselves accountable to our clients and outside agencies.

Empowerment – at PIP we want to ensure that our clients are involved with the key decisions they make about their lives. Wherever possible we inform parent carers of the concerns at the earliest opportunity. For those who lack the capacity to understand whether they would benefit from a safeguarding referral, a best interest decision is made.

At PIP we are committed to accessing adult safeguarding training for all volunteers, staff and governing body. E- learning courses are available on both safeguarding and the Mental Capacity Act.

Staff can visit www.kwango.com/lbcrsalogin and then enter under user name volsector – which is case sensitive and then enter under password– again case sensitive LBCROYDON003

6. Dignity in care

Dignity in care and safeguarding are integral to safe dignified care.

Within PIP we are committed to The Dignity Challenge and we believe that our services keep people safe and respect peoples' dignity because we –

- Have a zero tolerance of all forms of abuse;
- Support people with the same respect we would want for ourselves or a member of our own family;

- Enable people to maintain the maximum possible level of independence, choice and control;
- Listen and support people to express their needs and wants;
- Respect people’s right to privacy;
- Ensure people feel able to complain without fear of retribution;
- Engage with family members and carers as care partners;
- Assist people to maintain confidence and a positive self -esteem;
- Act to alleviate people’s loneliness and isolation.

7.Review

This Safeguarding Adults Policy detailed above was agreed and minuted at a meeting of the Board of Trustees on:

Approved by: Julie Newton-Smith Chair of Trustees	Signed:	Date: Review: July 2018
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Appendix 1

PIP Incident Report Form

Date of incident:

Time of incident:

Witnesses: (please give as much detail as possible):

Brief Description of incident:

Signed by staff member (dated)

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Please hand this form to the Line Manager.

Review of incident by manager:

Manager comments and further action required preventing reoccurrence?

Signature of Manager (dated)