

Safeguarding Adults Policy

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Signed	<i>A adil</i>



Family Based Solutions

Moving Forward Together

Family Based Solutions works with vulnerable families including adult carers. We need to be aware at all times that the work we undertake often involves the abuse of an adult by their children/partner. Our aim is to reduce the abuse and if this is not possible take the necessary steps to prevent further harm and referrals to the relevant agencies.

Family Based Solutions will not tolerate the abuse of adults in any of its forms and is committed to safeguarding adults with care and support needs from harm.

This policy outlines the steps Family Based Solutions will make to safeguard an adult with care and support needs if they are deemed to be at risk or at risk. This policy sets out the roles and responsibilities of Family Based Solutions in working together with other professionals and agencies in promoting the adult's welfare and safeguarding them from abuse and neglect.

Family Based Solutions will ensure that decisions made will allow adults to make their own choices and include them in any decision making. Family Based Solutions will also ensure that safe and effective working practices are in place.

This policy is intended to support staff and volunteers working within Family Based Solutions to understand their role and responsibilities in safeguarding adults. All staff and volunteers are expected to follow this policy.

The key objectives of this policy are for all employees and volunteers of Family Based Solutions to:

- have an overview of adult safeguarding
- be clear about their responsibility to safeguard adults
- ensure the necessary actions are taken where an adult with care and support needs is deemed to be at risk

This policy is based on:

- The Care Act 2014 and the Care and Support statutory guidance
- London Safeguarding Adults policy and procedures
- Islington Safeguarding Adults Board's local procedures and appendices

Under the Human Rights Act 1998, everyone has the right to live free from abuse and neglect.

<https://www.equalityhumanrights.com/en/human-rights/human-rights-act>

Copies of this policy should be available within Family Based Solutions and Family Based Solutions will not tolerate the abuse of adults in the organisation and staff and volunteers should be made aware of how this policy can be accessed.

What is Safeguarding adults?

'Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.'

Care and Support Statutory Guidance, Department of Health, updated February 2017

All adults should be able to live free from fear and harm. But some may find it hard to get the help and support they need to stop abuse.

An adult may be unable to protect themselves from harm or exploitation due to many reasons, including their mental or physical incapacity, sensory loss or physical or learning disabilities. This could be an adult who is usually able to protect themselves from harm but maybe unable to do so because of an accident, disability, frailty, addiction or illness.

Family Based Solutions adheres to following the six key principles that underpin safeguarding work (See Care Act guidance)

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

Family Based Solutions will not tolerate the abuse of adults in staff and volunteers should ensure that their work reflects the principles above and ensure the adult with care and support needs is

involved in their decisions and informed consent is obtained. Family Based Solutions should ensure that the safeguarding action agreed is the least intrusive response to the risk. Partners from the community should be involved in any safeguarding work in preventing, detecting and reporting neglect and abuse. Family Based Solutions should be transparent and accountable in delivering safeguarding actions.

What is Making Safeguarding Personal (MSP)?

MSP means a case should be person-led and outcome-focused. The individual should be involved in identifying how best to respond to their safeguarding situation by giving them more choice and control as well as improving quality of life, wellbeing and safety.

Family Based Solutions will not tolerate the abuse of adults. Family Based Solutions will ensure that adults are involved in their safeguarding arrangements and each individual is dealt with on a case by case basis. As adults may have different preferences, histories and life styles, the same process may not work for all.

A parent/carer calls us to let us know their child is abusing them and is threatening further harm. We must try to ensure that the parent has a safe place to retreat to and call 999.

Who do adult safeguarding duties apply to?

The Care Act 2014 sets out that adult safeguarding duties apply to *any* adult who:

- has care and support needs, and
- is experiencing, or is at risk of, abuse and neglect, and
- is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs.

Who do I go to if I am concerned?

The named responsible persons for safeguarding duties for Family Based Solutions is Ayse Adil, Tel:07375 912084 (out of hours) Office: 0208 363 6262 Email: ayse@familybasedsolutions.org.uk

Joseph Lettieri 07720 651633 (out of hours) Office: 0208 363 6262 Email: joe@familybasedsolutions.org.uk

All staff and volunteers should contact Ayse or Joe for any concerns/queries they have in regards to safeguarding adults. A log of the concern must be kept.

Joe and Ayse will be responsible to make decisions about notifying adult social services if required and consider alternative actions, where necessary.

Joe and Ayse will also ensure that the safeguarding adults policies and procedures are in place and up to date. They will ensure a safe environment is promoted for staff and volunteers and adults accessing the service. Joe and Ayse will ensure they are up to date with their safeguarding adults training.

What should I do if I am concerned?

Staff and volunteers at Family Based Solutions who have any adult safeguarding concerns should:

1. Respond

- Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention. Dial 999 for emergency services
- Get brief details about what has happened and what the adult would like done about it, but do not probe or conduct a mini-investigation
- Seek consent from the adult to take action and to report the concern. Consider whether the adult may lack capacity to make decisions about their own and other people's safety and wellbeing. If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this.

2. Report

- Name the person to whom staff/volunteers need to report any potential safeguarding concerns. This will usually be the organisation's designated safeguarding lead (see above)

3. Record

Any concerns regarding the safeguarding of a vulnerable adult using FAMILY BASED SOLUTIONS service should be reported in the first instance to the safeguarding team:

Ayse Adil: 07375 912084

Joseph Lettieri: 07720 651633

If the allegation is against a member of the FAMILY BASED SOLUTIONS safeguarding team then contact should be made directly to the MASH team in Enfield or if a crime is suspected to the Police.

Multi Agency Safeguarding Hub (MASH)

- The MASH ensures that vulnerable people and their families within Enfield are able to live safe lives, free from the risk of abuse and neglect. It is an integrated approach where a number of agencies work together in one place, sharing information and making collaborative decisions. Interventions are put in place at the earliest opportunity across the MASH partnership.
- Safeguarding and promoting the welfare of vulnerable adults and older people is everyone's responsibility and the evidence nationally and locally indicates that information sharing is vital to achieving this. MASH provides the opportunity for agencies to provide all professionals with information on which to make better decisions.
- The MASH focuses on vulnerability for the purpose of safeguarding vulnerable adults/older people. It does this by receiving referrals from professionals and from the public. The outcomes of this process inform the level of risk to the vulnerable person and can escalate or de-escalate the concern so that appropriate action is taken.

Concerns can be received by **MASH** by telephone, e-mail or letter:

Useful contacts

If you believe that someone you know is being, or has been, abused or neglected then you can report this to Enfield Council via:

- Telephone: 0208 379 3196
- E-mail: TheMASHteam@Enfield.gov.uk There is also a dedicated phone line which is available day or night Tel: 0208 379 5212
- Address: Room 2, First Floor, Civic Centre, Silver Street, Enfield, Middx EN1 3XA

If the danger is immediate, always call the Police on 999.

If the client resides in Haringey the following details apply:

Please use the numbers below to contact staff for advice on any suspected adult abuse or neglect:

Contact the First Response Team (adult social services):

- Telephone: 020 8489 1400
- Email: firstresponseteam@haringey.gov.uk

If the client resides in Barnet the following details apply:

Please use the numbers below to contact staff for advice on any suspected adult abuse or neglect:

Contact Social Care Direct on 020 8359 5000 (Monday to Friday, 9am - 5pm) or 020 8359 2000 (out of hours).

Email: socialcaredirect@barnet.gov.uk

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- As far as possible, records should be written contemporaneously, dated and signed.
- Keep records about safeguarding concerns confidential and in a location where the alleged abuser will not have access to the record. Access should not be given to any unauthorised personal for accessing confidential information including the sharing of passwords.

4. Refer

In making a decision whether to refer or not, the designated safeguarding lead should take into account:

- (1) the adult's wishes and preferred outcome
- (2) whether the adult has mental capacity to make an informed decision about their own and others' safety
- (3) the safety or wellbeing of children or other adults with care and support needs
- (4) whether there is a person in a position of trust involved
- (5) whether a crime has been committed

This should inform the decision whether to notify the concern to the following people:

- the police if a crime has been committed and/or

- Islington's Access & Advice Team (part of adult social services) for possible safeguarding enquiry
- relevant regulatory bodies such as Care Quality Commission, Ofsted, Charities commission
- service commissioning teams
- family/relatives as appropriate (seek advice from adult social services)

The designated safeguarding lead should keep a record of the reasons for referring the concern or reasons for not referring.

Incidents of abuse may be one-off or multiple and may affect one person or more. Staff and volunteers should look beyond single incidents to identify patterns of harm. Accurate recording of information will also assist in recognising any patterns.

As soon as Adult Social Services becomes involved, a 4-stage safeguarding adults process is followed. For more information about this 4-stage safeguarding adults process, refer to the London Safeguarding Adults Procedures.

What are your roles and responsibilities?

All staff, management, trustees and volunteers at Family Based Solutions are expected to report any concerns to the named person for safeguarding. If the allegation is against one of Family Based Solutions members, volunteers, trustees or directors, seek advice from Family Based Solutions safeguarding leads Joe and Ayse. If the allegation is against the safeguarding lead, seek advice from Enfield's Access & Advice Team.

The designated safeguarding adults lead should be responsible for providing acknowledgement of the referral and brief feedback to the person raising the original concern. Feedback should be given in a way that will not make the situation worse or breach the Data Protection Act. If the police are involved, they should be consulted prior to giving feedback to the referrer to ensure any criminal investigation is not affected.

The local authority will decide on who will lead on a safeguarding enquiry should it progress to that stage. The named organisation should not conduct its own safeguarding enquiry unless instructed to do so by the local authority.

Staff and volunteers should ensure that the adult with care and support needs is involved at all stages of their safeguarding enquiry ensuring a person-centred approach is adopted.

Complaints procedure

Family Based Solutions promotes transparency and honesty when things go wrong. All staff and volunteers should apologise and be honest with service users and other relevant people when things go wrong.

If a staff or volunteer or any other member of the organisation is unhappy with Family Based Solutions decision about the safeguarding concern, refer them to complaints policy.

Family Based Solutions is committed to ensuring that staff and volunteers who in good faith whistle-blow in the public interest, will be protected from reprisals and victimisation.

The Mental Capacity Act 2005 is to be used when decisions on behalf of those adults with care and support needs who are unable to make some decisions for themselves. Refer to the Mental Capacity Act Code of Practice, <https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice>. You will need to involve an advocate if the person lacks capacity to make decisions about the safeguarding concern.

Why is it important to take action?

It may be difficult for adults with care and support needs to protect themselves and to report abuse. They rely on you to help them.

Confidentiality and information sharing

Family Based Solutions expects all staff, volunteers, trustees to maintain confidentiality at all times. In line with Data Protection law, Family Based Solutions does not share information if not required.

It should however be noted that information should be shared with authorities if an adult is deemed to be at risk of immediate harm. Sharing the right information, at the right time, with the right people can make all the difference to preventing harm. For further guidance on information sharing and safeguarding see: <https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp>

Recruitment and selection

Family Based Solutions is committed to safe employment. Safe recruitment practices, such as Disclosure and Barring checks reduce the risk of exposing adults with care and support needs to people unsuitable to work with them.

Training, awareness raising and supervision?

Family Based Solutions ensures that all staff and volunteers receive basic awareness training on safeguarding adults as they may come across adults with care and support needs who may be at risk of abuse. Those adults may report things of concern to staff or volunteers who should be equipped with the basic knowledge around safeguarding adults and be confident to identify that abuse is taking place and action is required. All staff and volunteers should be clear about the core values of Family Based Solutions and commitment to safeguarding adults.

It is also useful to discuss training with staff who have attended training sessions to ensure they are embedding this in practice.

Voluntary organisations (including volunteers) who support adults with care and support needs can access the basic awareness safeguarding adults training provided by Enfield Council. Free on-line training is also available.

Similarly, staff and volunteers may encounter concerns about the safety and wellbeing of children. For more information about children's safeguarding, refer to Family Based Solutions Children's safeguarding policy.

Prevent

Radicalisation and extremism of adults with care and support needs is a form of emotional/psychological exploitation. Radicalisation can take place through direct personal contact, or indirectly through social media.

If staff are concerned that an adult with care and support needs is at risk of being radicalised and drawn into terrorism, they should treat it in the same way as any other safeguarding concern.

For more information about Prevent see: <https://www.gov.uk/government/publications/prevent-duty-guidance>

Useful links

Care act- <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

London Safeguarding adults policy and procedures- <http://londonadass.org.uk/wp-content/uploads/2015/02/LONDON-MULTI-AGENCY-ADULT-SAFEGUARDING-POLICY-AND-PROCEDURES.pdf>

Carer and support statutory guidance- https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/506202/23902777_Care_Act_Book.pdf

Prevent- <https://www.gov.uk/government/publications/prevent-duty-guidance>

Information sharing- <https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp>

Appendix 1

What are the types of safeguarding adults abuse?

The Care and Support statutory guidance sets out the 10 main types of abuse:

- Physical abuse
- Neglect
- Sexual abuse
- Psychological
- Financial abuse
- Discriminatory
- Organisational
- Domestic violence
- Modern Slavery
- Self-neglect

However, you should keep an open mind about what constitutes abuse or neglect as it can take many forms and the circumstances of the individual case should always be considered.

For more information, read section 14.17 of the Care and Support Statutory Guidance.

What are the possible signs of abuse?

Abuse and neglect can be difficult to spot. You should be alert to the following possible signs of abuse and neglect:

- Depression, self-harm or suicide attempts
- Difficulty making friends
- Fear or anxiety

- The person looks dirty or is not dressed properly,
- The person never seems to have money,
- The person has an injury that is difficult to explain (such as bruises, finger marks, 'non-accidental' injury, neck, shoulders, chest and arms),
- The person has signs of a pressure ulcer,
- The person is experiencing insomnia
- The person seems frightened, or frightened of physical contact.
- Inappropriate sexual awareness or sexually explicit behaviour
- The person is withdrawn, changes in behaviour

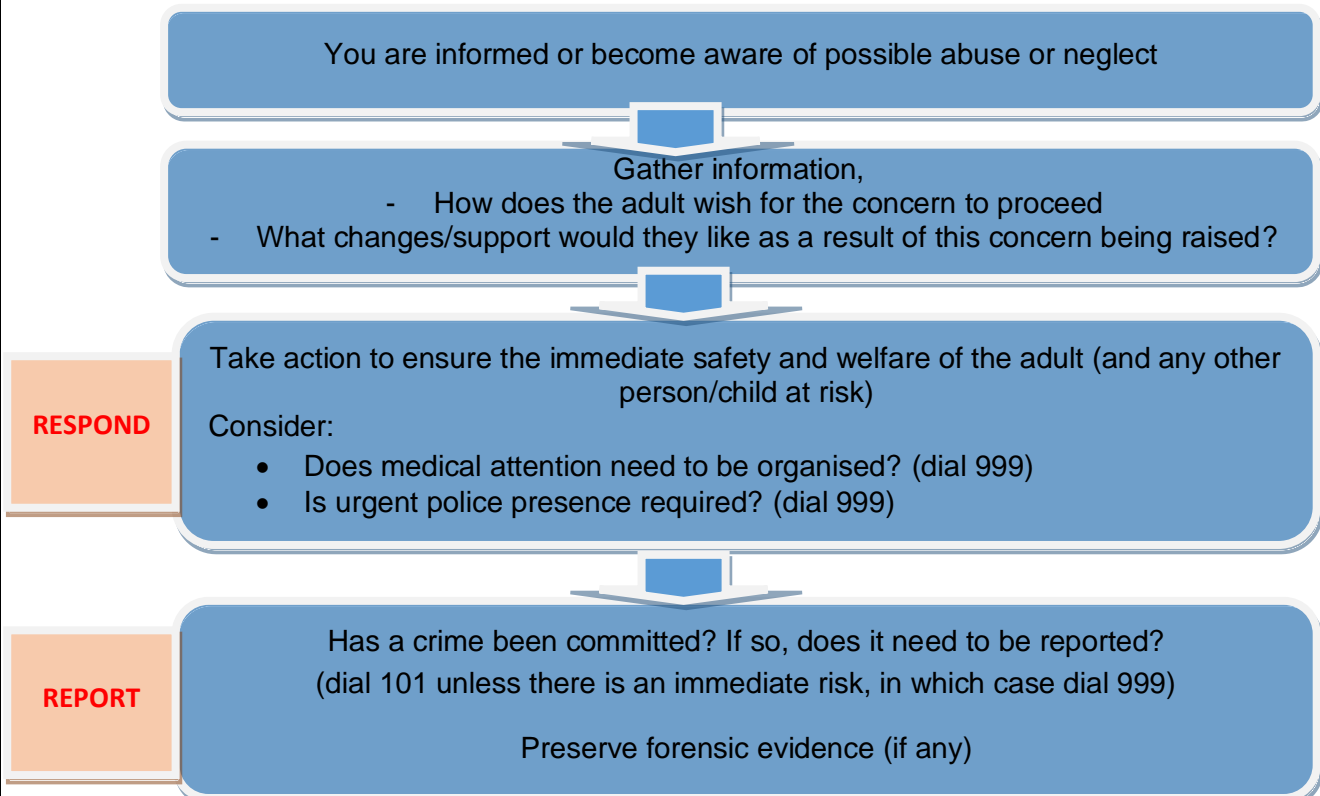
You should ask the person if you are unsure about their well-being as there may be other explanations to the above presentation.

Who abuses and neglects adults?

Abuse can happen anywhere, even in somebody's own home. Most often abuse takes place by others who are in a position of trust and power. It can take place whether an adult lives alone or with others. Anyone can carry out abuse or neglect, including:

- partners;
- other family members;
- neighbours;
- friends;
- acquaintances;
- local residents;
- people who deliberately exploit adults they perceive as vulnerable to abuse;
- paid staff or professionals; and
- volunteers and strangers

Raising a safeguarding concern





REFER

Decide whether to raise a safeguarding concern, and if so, take action
Do this:

- Immediately where the concern is urgent and serious
- Within the same working day for any other concerns



RECORD

Document the incident and any actions or decisions taken



REFER

Ensure key people are informed
For example, Responsible safeguarding lead, CQC, relatives as appropriate,
service commissioning teams



SUPPORT

Provide support or feedback for the person identifying the safeguarding concern

With thanks and acknowledgements to West and North Yorkshire and York regional Multi-Agency Policy and Procedures from which this flowchart has been adopted.
<http://www.wakefield.gov.uk/Documents/health-care-advice/adult-services/safeguarding/safeguarding-adults-from-abuse/summary-guide-policy-procedures.pdf>