

Bridgend Centre

Adult Safeguarding Policy & Procedure

1. Statement of policy

The Bridgend Centre is committed to ensuring that all employees, volunteers, trustees and service users are safeguarded while receiving services in line with the provisions of the Care Act 2014 and the Mental Capacity Act 2005.

Adult 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.

It must be recognised that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances. People have complex lives and being safe is only one of the things they want for themselves.

2. Scope of the Policy and Procedure

The aim of this policy and procedure is to ensure-

- the safety of adults at risk by outlining clear procedures and
- that all staff, Trustees and volunteers within the Bridgend Centre are clear about their responsibilities

3. Definition of Adult at risk

An adult at risk is a person aged 18 or over; who

- has needs for care and support (whether or not the local authority is meeting any of those needs), and
- is experiencing, or is at risk of, abuse or neglect, and
- as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

This may include a person who:

- is an older person who is frail due to ill health, physical disability or cognitive impairment;
- has a learning disability;
- has a physical disability and/or a sensory impairment /or communication difficulty i.e. autism
- has mental health needs including dementia or a personality disorder;
- has a long-term illness/condition;
- misuses substances or alcohol;
- lacks capacity to make specific decisions

Within the services provided by the Bridgend Centre adults at risk could be present in any group or session at any time; so this safeguarding policy statement is applicable throughout all of the Bridgend Centre's activities. In the case of suspected abuse; staff, trustees or volunteers should raise an alert and submit this to the named Safeguarding lead who will contact the Local Safeguarding Adults Board (see below) and other authorities as applicable.

4. What is abuse?

Abuse of an adult can take many forms. Abuse is a violation of an individual's human and civil rights by any other person or persons. It can take a variety of forms and can be both overt and covert. The following list is not exhaustive, but is illustrative of the kinds of abuse that might be experienced.

- Physical
- Domestic Abuse
- Psychological
- Sexual abuse
- Financial or material abuse
- Modern Slavery
- Neglect & Acts of Omission
- Discrimination abuse
- Organisational abuse
- Self-Neglect
- Deprivation of liberty

5. Standards

Bridgend Centre staff and volunteers are required to:

- Demonstrate respect for all service users as individuals in all matters.
- Reflect on their own approach and style, recognising the inherent power their position bestows.
- Undertake relevant training in safeguarding, disclosure and diversity matters where required. Ask a senior member of staff if they have any uncertainties about how to deal with a specific service user.
- Ensure that all service users experience a suitable and supportive environment to encourage service user disclosure of any issues, which might affect the way in which they should be treated.

Service users are expected to:

- Demonstrate respect for other users of the Bridgend Centre

- Help prevent inappropriate behaviour by challenging and reporting behaviour that appears to be causing distress to others
- Support an open, constructive environment within which diversity is valued positively

6. Safeguarding Procedure

a) First steps

If you think abuse has or may have occurred act immediately. It is the responsibility of the person first becoming aware of a situation where there may be an adult subject to, or at risk of, abuse to deal with the immediate needs of the person. This may mean taking reasonable steps to ensure the adult is in no immediate danger and seeking medical treatment, if required, as a matter of urgency.

Do NOT discuss the allegation of abuse with the alleged perpetrator. Do NOT disturb or destroy articles that could be used in evidence. Where an assault of some kind is suspected do NOT wash or bathe the person unless this is associated with first aid treatment necessary to prevent any further harm.

If the allegation is about a staff member or volunteer of any organisation, ensure that the allegation is properly managed. Tell your safeguarding lead or another manager if your safeguarding lead is unavailable or is implicated in the allegation.

Contact the police if it is thought a crime has just been committed. Telephone 101 or 999 if an emergency.

Record details of the allegation as soon as possible somewhere that can be kept secure.

Include:

- a) The allegation or concerns, including the date and time of the incident.
- b) What the adult at risk said about the abuse and how it occurred or what has been reported to you.
- c) The appearance and behaviour of the victim.
- d) Any injuries observed.

b) Bring the concern to the attention of your Safeguarding Lead

It is the responsibility of the Safeguarding Lead to:

- Decide without delay on the most appropriate course of action once the allegation or suspicion of abuse has been raised.
- Deal with any immediate needs.
- Ensure that the victim of the alleged abuse is safe.
- Ensure that any necessary emergency medical treatment is arranged.
- Ensure that no forensic evidence is lost.

- If the alleged perpetrator is also an adult at risk, ensure that another member of staff/manager is allocated to attend to their needs and ensure that other service users are not put at risk.
- Clarify the facts stated by the member of staff but do NOT in any circumstances discuss the allegation of abuse with the alleged perpetrator or, if possible, the victim.
- Check that the circumstances fall within the safeguarding adults procedure i.e. meeting the definition of abuse as defined in this Policy and Procedure.
- Address issues of consent and confidentiality.
- A formal referral must be made on the same day as the alert is raised when:
 - A crime has been or could have been or could yet be committed.
 - There is a suspicion that an abuse has taken place.
 - The alleged perpetrator is themselves an adult at risk.
 - They are unsure if abuse has taken place.
- Where a decision is made NOT to refer, the alert must be recorded, with the reasons for the decision not to refer.

c) The referral stage

This involves bringing the concern regarding alleged abuse or potential abuse formally to the attention of the following authorities as appropriate:

- All referrals should be made to: **Cheshire East Safeguarding Adults Board** on the following number **0300 123 5010**.
- The police if you think a crime may have been committed - Tel: 101 and specify it is a safeguarding issue (999 in an emergency).
- If a child is also at risk contact Children's Services on **0300 123 5012**.
- Outside normal office hours or on weekends or Bank Holidays, contact should be made for children and adults on the **out of hours** number **0300 123 5022**.

The person making the referral should ideally have the following information available; however, the lack of any of this information should not delay the referral:

- The name of the adult.
- Date of birth and age.
- Address and telephone number.
- Why the adult is considered to be at risk.
- Whether consent has been obtained for the referral and if not, state the reasons why e.g. the adult lacks mental capacity or there is an over-riding public interest (e.g. where other adults are at risk).
- Whether there are any concerns or doubts about the mental capacity of the adult at risk.
- Whether the police are aware of the allegation and whether a police investigation is underway.

You can get more information on the Cheshire East website at:

<https://www.cheshireeast.gov.uk/livewell/staying-safe/keeping-adults-safe/concerned-about-an-adult.aspx>

7. Recruitment, Selection and Screening of Staff

The organisation must have sound recruitment practices in place to ensure that anyone considered to be a risk to adults or children does not enter the organisation's service. The following precautions will reduce this risk:

- Anyone applying to work for the organisation will be interviewed and asked to provide two references from former employers.
- Anyone applying to volunteer for the organisation will be interviewed and asked to supply one reference.
- If an applicant is unable to provide employer references, they will be asked to provide references from alternative sources, such as volunteer managers, community leaders or other appropriate people.
- Anyone who will be working with adults at risk and children unsupervised; will be DBS checked.
- Staff or volunteers whose work is specifically targeted at legally defined vulnerable adults or children will have enhanced DBS and barred list checks.
- In addition, the following roles will be DBS checked:
 - Advisers who undertake solo home visits.
 - Those with direct line management responsibilities for the above.
 - Any adviser whose role changes to incorporate any of the above conditions.
 - Re-screening will take place every three years.

8. Supervision

Thorough induction training will be provided to ensure that staff / volunteers are aware of the Bridgend Centre's core values, confidentiality and good practice in working with the public.

Staff and volunteers will be given regular supervision and have their training needs assessed.

Regular case checking will take place and any unusual or excessive contact with a vulnerable adult or child client will be investigated.

The Centre Manager/Safeguarding Lead is required to:

- Ensure all service users are aware of our Safeguarding and Equality & Diversity policies and that they know how to complain if they become victims of bullying, harassment or unfair treatment.

- Ensure a diverse range of services and training that is sensitive to the different needs of people in the community.
- Invite and encourage constructive feedback from service users about standards and styles of behaviour and promote an open and honest culture of respect for diversity.
- Deal with complaints of abuse, unfair treatment, harassment and bullying promptly, sensitively, confidentially and in accordance with procedures.
- Ensure that all persons working for or providing services to Bridgend Centre are provided with a briefing on these safeguarding policies and procedures before any work is undertaken or any services delivered.
- Report any incidents immediately to Social Care providers, the Police, Cheshire East Adult Safeguarding Board and any Commissioners as appropriate.

9. Safeguarding Lead Person

The details of the named contact for the Bridgend Centre is :

Rebecca Lea – Centre Manager

The named person will have full awareness of the above policy and procedures guidelines.

10. Accompanying policies

This policy and procedure should be read in conjunction with the following relevant policies:

- Equality and Diversity
- Safeguarding policy - Children
- Whistleblowing