

SAFEGUARDING ADULTS POLICY

Policy Statement

Purpose

The purpose of this policy is to promote awareness of abuse to ensure that all concerns are managed appropriately to safeguard people and by being aware and vigilant abuse is prevented.

Orwell maintains a zero tolerance to abuse and recognise our duty to protect people's health, wellbeing and human rights, enabling people to live free from harm, abuse and neglect.

This policy applies to all staff, including senior managers, the Board, paid staff and volunteers or anyone working on behalf of Orwell – Safeguarding vulnerable people is everyone's business.

Legal Obligations

The Care Act 2014 sets out clear principles and legal framework for how local authorities and the care system should protect adults at risk of abuse or neglect. The legal obligation for Orwell is to ensure that information required by Safeguarding Boards is supplied, and where requested Orwell will undertake an internal review under section 42 of the Act.

The Mental Capacity Act 2005 and Deprivation of Liberty (DOLS) provides frameworks that protects and supports people who do not have the ability to make decisions for themselves. It also provides guidance to support people who need to make decisions on behalf of someone else to ensure rights, best interests and wellbeing of people are protected.

Orwell's Commitment

Orwell endorses good practice to ensure the wellbeing, security and safety of adults who have care and support needs are consistent with the law, their rights, capacity and personal choices.

Orwell undertakes to work in a way that, as far as possible, prevents abuse being part of the experience of an adult with care and support needs by working in partnership with the adult themselves, their Carer's and all involved organisations.

Orwell strives to empower and promote wellbeing and person-centred values and recognises that support plans direct services to appropriately meet a person's needs, preferences and to help deliver desired and necessary outcomes. This will include a shared appreciation of risk which will be considered to provide positive safeguards but not limit life experiences.

If Orwell knows or suspects that an adult with care and support needs is being abused, immediate action will be taken to protect the adult from harm. All actions will be properly recorded and be proportionate.

Orwell recognises that all people, regardless of protected characteristics such as age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to safeguarding from all types of harm.

Preventing of Abuse

Orwell's recruitment policy reflects our commitment to safeguarding by ensuring that all required checks are undertaken for staff and volunteers prior to engagement and during employment to enable an assessment of suitability.

Orwell will provide mandatory training to staff employed to deliver care and support that will enable them to be able to competently recognise all forms of abuse prevent them when possible and be clear on the reporting process.

Employees who provide or record information will take care to distinguish between fact, observation, allegation and opinion in relation to concerns.

Orwell uses a process of supervision, appraisal, training and clear policies provide support and guidance to staff to promote best practice.

Recognising Abuse

- **Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- **Domestic violence** – including psychological, physical, sexual, financial, emotional abuse; to include Honour Based Violence, Forced Marriage and Female Genital Mutilation (FGM)
- **Sexual abuse** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- **Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- **Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection

with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

- **Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- **Discriminatory abuse** – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
- **Organisational abuse** – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- **Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Self-neglect** – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Radicalisation is not included as an abuse type in Care Act Guidance. It is however important to include, raise awareness and provide operational guidance to staff. The Prevent Strategy (Home Office 2011) recognises that the presence of key vulnerabilities such as Learning Disabilities, autism or Mental Health problems can increase an individual's susceptibility towards radicalisation and to be influenced by extremism.

In all cases the concern in this area needs to be reported to the Police. As they have the specific expertise available to respond.

Responding to abuse

Orwell will operate a confidential reporting system to enable anyone who knows or suspects that abuse is taking place to utilise our "whistle blowing" policy without fear of blame or recrimination.

Orwell will be alert and responsive to the mental capacity of individuals and operate in accordance with the Mental Capacity Act 2005 to protect the rights, best interests and wellbeing of people.

Orwell will work in partnership with adults at risk of abuse and follow the reporting and enquiry procedures set by locally appointed safeguarding boards.

Orwell will seek to demonstrate continuous improvement in all areas of service including the experiences and response to allegations of abuse.

We will centrally record and review all referrals and annually report these and outcomes to our governing board.

Our annual satisfaction surveys and reviews will evidence outcomes by asking if people are treated with dignity and respect, able to make choices, properly supported and satisfied with the service they receive.

Where a member of staff has knowledge or a suspicion of abuse taking place, this will be shared with their line manager at the earliest opportunity. Where this is not possible, they may choose to either report their concern to a line manager within Orwell or directly report their immediate concern to the local area MASH team (Multi Agency Safeguarding Hub).

Where a referral has been made concerning serious harm the safeguarding lead shall be advised as soon as possible of the concerns and immediate actions undertaken. The safeguarding lead will ensure the senior executive team are advised at the earliest opportunity, who in turn will appraise appropriate board members.

All appropriate information must be recorded clearly including dates and time when events took place.

We will ensure that any action or reporting is undertaken in consultation with the adult at risk to ensure that outcomes are supportive and enhance their wellbeing and quality of life. However, we do recognise that on occasions people may not consent to a safeguarding referral being made. In these situations, we will consider the necessity and proportionality to protect the person's best interests and public interests. Staff should consider the impact of delays and seek advice from either their line manager or the safeguarding board.

Referrals should be made using the appropriate format recommended by the relevant safeguarding board. A timely record of the referral should be made and reported to the line manager at the earliest opportunity.

Reporting Concerns

If the concern places the child or adult in immediate danger, you must use 999 to summon an immediate response.

Where concerns relate to adult care services contracted by Suffolk County Council [Provider Incident Report Form for ACS Commissioned Providers \(microsoft.com\)](#) should be used to report incidents that do not meet the threshold for safeguarding using the suffolk framework

Where the concern is not immediate, advice should be sought as soon as possible either from a line manager or the MASH team.

Norfolk

Alerts can be made on 0344 800 8020 or online

<https://www.norfolk.gov.uk/care-support-and-health/protecting-someone-from-harm/help-an-adult-at-risk-of-harm/report-a-concern>

Suffolk

Alerts can be made on 0808 800 4005 or online

<https://www.suffolk.gov.uk/care-and-support-for-adults/protecting-people-at-risk-of-abuse/report-abuse-of-an-adult/>

Cambridge

Alerts can be made on 0345 045 5202 or online

<https://www.cambridgeshire.gov.uk/residents/adults/report-abuse/>

Essex

Alerts can be made on 0345 603 7630 or online

<https://www.essexsab.org.uk/>

Dissemination

All new staff will read and understand the policy as part of their induction.

This policy will be disseminated to all staff to ensure consistency via the intranet and through mandatory training of staff employed to deliver care and support services.