

ACCURO (CARE SERVICES)

Policy & Procedure on Safeguarding Adults

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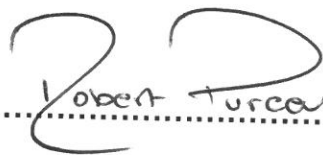
Accuro (Care Services) works within the SET (Southend, Essex and Thurrock) Safeguarding Adult Guidelines produced by the Essex Safeguarding Adult Board. The procedures outlined in this document are intended as a supplement to, not replacement for, the SET guidelines.

NB This policy should be read in conjunction with Accuro (Care Services)'s separate policies on Data Protection, Privacy, Whistleblowing and Recruitment Of Staff.

Date of Last Review: **December 2019**

Date of Next Review: **June 2020**

Chief Executive Officer's Signature:


Robert Turcan

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1. Accuro (Care Services) Adult Safeguarding Policy

This policy applies to all staff, volunteers and trustees working with, or participating in, activities with Accuro (Care Services).

Accuro (Care Services) recognises that the abuse of vulnerable adults does occur and is keen to ensure that users of its services are offered appropriate protection from abuse and that any instances of abuse are dealt with appropriately. This policy has been developed to play an integral role in helping us to achieve these goals.

This policy is based on the premise that ignoring abuse is not an option and that any person or organisation with knowledge or suspicion that a vulnerable adult may be at risk of abuse, or is being abused, must report their concerns at the earliest opportunity.

The purpose of this policy

To protect vulnerable adults who have a disability and utilise Accuro (Care Services) projects.

To ensure that all Accuro (Care Services) staff, volunteers and trustees are aware of their obligation around safeguarding vulnerable adults and to adhere to this Safeguarding Policy and procedures.

To ensure that all Accuro (Care Services) staff, volunteers and trustees are aware that adults with a disability may be more vulnerable to abuse than mainstream adults due to their dependency on others.

Definition of Adult Safeguarding:-

The statutory framework introduced under the Care Act 2014 applies to any person aged 18 or over who:-

- Has need for care and support (regardless of the level of need and whether local authority is meeting any of those needs)
- Is experiencing or is at risk of abuse or neglect and as a result of their needs, is unable to protect themselves against the abuse or neglect, exploitation or the risk of it.

They may include:-

- People with a physical or learning disability
- People with a mental health problem or mental illness (including dementia)
- People with a sensory impairment
- People who are frail and/or experiencing a temporary illness.

Abuse is a violation of an individual's human and civil rights by any other person or persons. It may involve a single or repeated act or omission, occurring within a personal or other close relationship where there is an expectation of trust, which causes harm to a vulnerable person.

This policy should be considered in conjunction with Accuro (Care Services)'s Whistleblowing Policy.

Accuro (Care Services) recognises that:-

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Anyone is potentially at risk of abuse and, for the reasons given above, this may be particularly true for vulnerable adults. Vulnerable adults can experience, or be at risk of, abuse irrespective of social class, status, income, age, gender, sexuality, ability, race or cultural background. Equally abuse may occur in any culture.

2. Types of Abuse

Abuse can occur in several ways and may include:

- Physical abuse
- Domestic abuse including honour-based abuse
- Sexual abuse
- Psychological/emotional
- Financial and material abuse
- Modern slavery (Human Trafficking)
- Discriminating abuse
- Organisational abuse
- Neglect including acts of omission
- Self neglect
- Elder Abuse
- Radicalisation
- Honour Based Abuse

Policy Principles

Ignoring abuse is not an option. Any person connected with Accuro (Care Services) with any knowledge of or suspicion that a vulnerable adult may be at risk of abuse or is being abused **must** report their concerns. Failure to do so will be potentially regarded as gross misconduct that will result in disciplinary action.

All staff working with vulnerable adults will receive a basic Safeguarding Adults Awareness training at a level appropriate to their role and as stated within the Essex Safeguarding Adults Board Training Strategy.

Concerns should be reported to the identified officer (Lead Officers for Safeguarding, LOS, see below) except if/when these concerns relate to this officer in which case the concerns should be reported to the chair of Accuro (Care Services).

Accuro (Care Services) has appointed designated Lead Officers for Safeguarding (hereafter LOS). The responsibilities of the LOS will include:

- Ensuring the organisation operates within this policy and guidelines and that these procedures and guidelines remain compatible with the safeguarding guidelines adopted by Essex Safeguarding Adults Board.
- Resolving any inter-agency issues that arise.
- Acting as the link person with the Essex Social Care – includes taking responsibility for completion/submission of SET SAF forms.

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- Acting as the person to whom all allegations/concerns should be reported (except in the case of concerns/allegations relating to the LOS, when such concerns should be addressed to the Chair of Accuro (Care Services)).
- Ensuring that the appropriate relevant organisations are contacted. The decision about which agency/agencies concerns should be reported to will depend on the individual circumstances of the situation. Where it is thought that a criminal act may have been committed the Police must be contacted. The Care Quality Commission (CQC) must be contacted when a residential care home, domiciliary care agency or any other establishment regulated under the Care Standards Act 2000 is involved. Essex Adults Social Care must be informed in all cases. Contact details for the above agencies are given at the end of this policy.

What you should do if you encounter or suspect abuse or believe someone may be at risk of abuse.

Accuro (Care Services)'s Designated Lead Officers for Safeguarding (LOS) are:

Alison McKeown - Operations Manager
Helen Kenny – Volunteer Co-ordinator

Concerns must be reported at the earliest possible opportunity to the above mentioned Accuro (Care Services) staff.

It is important that you write down why you are concerned about a person as simply and clearly as you can, and as soon as you can after an event. In some cases, this will mean writing in a person's records or notes, in others it might be on a separate record sheet. All original notes must be retained.

- It is important that you record all relevant information including where it was, what you saw, what you heard, and why you acted as you did.
- Sign and date your records and make sure they are kept in a safe place.
- Record any physical signs or injuries using a body map; make sure you sign and date it.
- Write down what is said to you, who said it including their relationship to the vulnerable adult or role and how they can be contacted, if appropriate. Include any questions you have asked, make sure you sign and date it.
- Include any details about what the vulnerable person wants to be done at this stage.
- Make a written record of messages (e.g. answer-phone) to ensure they are not lost. Include the date, time and sign them.
- Ensure you record what action you took and why.
- Sign and date all your records and make sure they are kept in a safe place.

3. Allegations Against Staff and Volunteers

3.1 For the purposes of this policy and guidance a 'worker' is defined as a person whose work brings them into contact with vulnerable adults. As such this definition includes:

- Employees of Accuro (Care Services), both temporary and permanent.
- Individuals working in a voluntary capacity.
- Agency staff.
- Contract workers.

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- 3.2 Any allegations against a worker must be reported to Accuro (Care Services)'s Chief Executive Officer (CEO) at the earliest opportunity.
- 3.3 If the CEO is implicated in the allegation the concern should instead be reported to the Chair of Accuro (Care Services).
- 3.4 In either of the above two situations the person receiving the allegation will compile a written record outlining the details of the allegation. This report should be typed, dated and signed.

The CEO/Chair will decide on how the allegation is to be investigated, selecting from options including:

- Referral to the Police.
- An internal investigation by Accuro (Care Services).
- An investigation by relevant external body.

As noted, failure to pass on the concern by the person receiving it is prohibited and such a failure is likely to lead to disciplinary action being taken against the person responsible.

- 3.5 Any member of staff who believes allegations or suspicions which have been reported to the relevant person are not being dealt with appropriately has a responsibility to inform a more senior person within Accuro (Care Services) or to contact the LADO via Social Care Direct.
- 3.6 If, for any reason, there are any difficulties in following the above procedures a referral should be made directly to Essex Safeguarding Adults Board and/or to the police.
- 3.7 The person who is the subject of the allegation should be:
 - Advised at the outset to contact her/his Union or professional association or seek other relevant advice, e.g. from the CAB or a solicitor.
 - Treated fairly and honestly and helped to understand the concerns expressed, the process involved and the possible outcomes.
 - Kept informed of the progress of the case and of the investigation.
 - Clearly informed of the outcome of any investigation and the implications for disciplinary or related processes.
 - Provided with appropriate support during the case (via occupational health or employee welfare arrangements where these exist).
 - Be kept informed about workplace developments if suspended.

3.8 Suspension

A decision to suspend or temporarily re-deploy staff or volunteers is made without prejudice and is at the discretion of Accuro (Care Services).

Suspension will not be automatic, but it will be considered in every case where:

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- Not to suspend may continue or increase the risk of significant harm for any vulnerable adult, or
- Not to suspend may hamper investigations, or
- The allegation warrants investigation by the Police, or
- The allegation is so serious that it might be grounds for dismissal.

3.9 If a suspended person is to return to work, Accuro (Care Services) will consider and provide appropriate help/support/training e.g. phased return and/or provision of a mentor and how to manage the person's contact with any person who made the allegation.

3.10 Resignations and compromise agreements

All investigations into allegations should be completed and the outcome recorded, regardless of whether the person involved resigns her/his post, responsibilities or position of trust, even if the person refuses to co-operate with the process.

'Compromise agreements', where a person agrees to resign without any disciplinary action and agreed future reference, must not be used.

3.11 In relation to staff/volunteers working on projects that fall within the remit of CQC the LOS/CEO/Chair must inform CQC as the appropriate registering body of any action taken under these procedures.

3.12 Please also refer to the Code of Conduct attached as Appendix 1.

4. Staff & Volunteer Recruitment

Accuro (Care Services) operates a Safer Recruitment process which is covered in our Recruitment of Staff Policy and Procedures. All staff, volunteers and trustees are subject to a satisfactory enhanced DBS check, prior to appointment.

5. Confidentiality

Attention is drawn to Accuro (Care Services)'s Policy on Confidentiality which provides important guidance on the sharing of information and on consent to sharing information.

6. Lone Working

Please refer to Accuro (Care Services) Policy on Lone Working which provides important information to help ensure the safety of its staff and volunteers at all times.

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7. Contact Telephone Numbers

Accuro (Care Services) Head Office	01279 870297 / 871133
Out of hours	07856 544543
Operations Manager (Alison McKeown)	07856 544543
Volunteer Coordinator (Helen Kenny)	01279 870297 / 871133
CEO (Robert Purcell)	01279 870297 / 871133
Chair of Trustees (Matthew Punshon)	01279 870297 / 871133
Social Care Direct	0345 603 7630
Out of hours	0345 606 1212
Essex Duty LADO	0345 603 7630 (Via Social Care Direct)
Police	
- Emergency Situations	999
- Non-Emergency Situations	101
- Or Essex Police Non-emergency	01245 491491
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Care Quality Commission (CQC)	0300 0616161

