



<b>Title of policy:</b>	<b>Adult Safeguarding Policy</b>
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<b>Author:</b>	Locality Leads, Chief Executive Officer
<b>Owned by:</b>	Chief Executive Officer
<b>Approved by/date:</b>	Board of Trustees January 2016
<b>Date of next review:</b>	February 2017 [1 year from approval]

**Related policies, procedures and guidance:**

Safeguarding Children Policy	Safe Recruitment Policy
Lone Working Policy	Home Visiting Policy
Data Protection Policy	Confidentiality Policy
Learning and Development Policy	

This is a discretionary policy which does not form part of a contract of employment. The Board of Trustees of Carers in Bedfordshire may vary or amend the policy as it deems necessary.

The term staff is used in this document as a generic statement to refer to any person working for Carers in Bedfordshire in any capacity and includes volunteers, part time staff, Board members, sessional/ temporary workers and placement students.

- **Policy Statement**

Carers in Bedfordshire supports the right of adults to be protected from abuse and will operate in line with the Bedford Borough and Central Bedfordshire Multi-Agency Adult Safeguarding Policy, Practice and Procedures, acting promptly when dealing with allegations or suspicions of abuse. It is Carers in Bedfordshire's policy to have zero tolerance of abuse.

This Carers in Bedfordshire Adult Safeguarding Policy makes it clear that it is everybody's responsibility to report abuse wherever it is seen, suspected or reported and to take the necessary immediate actions to ensure the protection of any person with care and support needs, including unpaid family carers.

Scope of this policy – this policy applies to all adults who are service users of Carers in Bedfordshire. This includes carers, those for whom they care and other adults connected with the organisation eg volunteers.

## **1.1 Our Commitment**

Carers in Bedfordshire is committed to:

- Identifying the abuse of adults
- Responding effectively to any circumstances giving grounds for concern, or where formal complaints or expressions of concern are expressed
- Raising awareness of the extent of abuse on adults, including carers, and its impact on them
- Making sure our policies, procedures and practices stay up to date with good practice and the law in relation to safeguarding adults and comply with the Multi-Agency Adult Safeguarding Policy, Practice and Procedures
- Training all staff at induction to follow the safeguarding reporting procedures and update training annually
- Regularly monitoring, evaluating and auditing how our policies, procedures and practices for safeguarding adults are working
- Having a Designated Safeguarding Officer for adult safeguarding

The Designated Safeguarding Officer for adult safeguarding will

- Ensure the Carers in Bedfordshire Adult Safeguarding policy is legally compliant
- Act as a specialist advisor in adult safeguarding within Carers in Bedfordshire
- Collate all adult safeguarding incident reports, maintain the safeguarding incident log and provide, as required, reports to the CEO and the Board
- Review adult safeguarding incident reports 6 monthly for organizational and practice learning and provide a learning report to all staff and the Board
- Audit implementation of the adult safeguarding policy annually and report to the Board

## **1.2 Governance**

The Trustee Board of Carers in Bedfordshire have governance responsibility for this policy, including approving the policy, ensuring that the policy is reviewed and that it is compliant with current legislation and good practice. The Board will receive an annual report on the implementation of this policy, including an annual audit of its operation.

### **1.3 Context**

The focus of this policy are people of eighteen years or over who are experiencing abuse, maltreatment or neglect or about whom there is a concern.

This policy enables Carers in Bedfordshire to ensure that adults are appropriately safeguarded by

- Preventing abuse, maltreatment and neglect from happening
- Promoting well-being, safety and
- Responding effectively to instances of abuse, maltreatment and neglect

This safeguarding duty applies to an adult who

- Has needs for care and support
- Is experiencing, or at risk of, abuse or neglect
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

This policy is based on the concept of zero tolerance of abuse of people with care and support needs. Responses to abuse should be proportionate to the situation and the degree of vulnerability is a factor in determining this. These procedures are particularly concerned with people who are unable to protect themselves from significant harm.

This policy and its associated procedures are based on the presumption of mental capacity and on the right of people with care and support needs to make their own choices in relation to safety from abuse, maltreatment and neglect except where the rights of others would be compromised.

### **1.4 Safe Recruitment, Staffing and Volunteers**

Carers in Bedfordshire will operate a safe recruitment, employment and volunteering policy. Carers in Bedfordshire will comply with DBS regulations; all staff will undergo a DBS check and volunteers will undergo a DBS check where required.

All staff and volunteers will receive induction training in adult safeguarding, including reading this Adult Safeguarding Policy and Procedure. Staff and volunteers will sign to verify this (Appendix 3). Annual adult safeguarding training will be provided to update knowledge and practice.

### **1.5 Definitions**

#### **1.5.1 Abuse**

This policy recognises that the impact of harm on a person is what is important, not who did it or what the intent was (ADASS Advice Note April 2011). Our aim is to protect people from abuse and avoidable harm, whether deliberate or not. This policy continues to use the term 'abuse' because people know what it means.

**Abuse is behaviour towards a person that either deliberately or unknowingly, causes him or her harm or endangers their life or their human or civil rights.**

Abuse may happen to people with a learning, sensory or physical disability, older people, people with mental health problems, people with dementia or people who cannot always look after or protect themselves. Abuse can happen anywhere, be passive or active, isolated or repeated. Abuse includes physical, sexual, psychological, financial, discriminatory abuse, organisational, modern slavery, domestic abuse, self-neglect and acts of neglect or omission.

### **1.5.2 Mental Capacity**

Capacity is the ability to

- Understand the information relevant to a decision
- Retain that information
- Use or weigh that information as part of the process of making the decision and
- Communicate one's decision (by talking, sign language or in any other way)

Unless a person can achieve all four of these elements, they lack capacity to make the particular decision.

Carers in Bedfordshire will consult and implement the full description of Mental Capacity and the associated guidance in the Bedford Borough and Central Bedfordshire Multi Agency Adult Safeguarding Policy, Practice and Procedures at

[www.bedfordboroughpartnership.org.uk/adultsafeguarding](http://www.bedfordboroughpartnership.org.uk/adultsafeguarding) and  
[www.centralbedfordshire.gov.uk/safeguardingadults](http://www.centralbedfordshire.gov.uk/safeguardingadults)

## **1.6 Carers and Safeguarding**

Carers in Bedfordshire recognises that there are circumstances in which a carer could be involved in a situation which might require a safeguarding response including

- A carer may witness or speak up about abuse or neglect
- A carer may experience intentional or unintentional harm from the adult they are trying to support or from professionals or organisations they are in contact with; or
- A carer may unintentionally or intentionally harm or neglect the adult they support on their own or with others

If a carer speaks out about abuse or neglect it is essential that they are listened to.

For further guidance on Carers and Safeguarding see section 2.9 Bedford Borough and Central Bedfordshire Multi Agency Adult Safeguarding Policy, Practice and Procedures.

## **2.0 Recognising Abuse**

There are many forms of physical, sexual, and emotional abuse and neglect; multiple forms of abuse may occur at the same time. Abuse of a person often includes behaviour that is abusive in one or more of the following categories –

### **2.0.1 Categories of abuse**

#### **Physical abuse**

May involve

- Hitting
- Slapping

- Burning,
- Kicking
- Pushing or rough handling
- Scratching
- Inappropriate restraint or sanctions, including deprivation of food, clothing, warmth and healthcare needs
- Force feeding
- Misuse (or inappropriate withholding) of medication

### **Domestic abuse**

Including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence

### **Sexual abuse**

May involve

- Unwanted physical and sexual contact
- Intercourse with someone who lacks the capacity to consent
- Rape
- Indecent exposure
- Sexual harassment (verbal or physical)
- Displaying pornographic literature or videos
- Gross indecency
- Being forced or coerced to be photographed or videoed to allow others to look at their body
- Inciting someone who cannot understand to engage into sexual activity
- Sexual abuse or innuendo.
- Any sexual activity involving staff is regarded as contrary to professional standards and hence abusive

### **Psychological or emotional abuse**

May involve

- Harassment
- Intimidation by word or deed
- Verbal abuse
- Blaming
- Controlling
- Coercion
- Excessive criticism
- Humiliation
- Ridicule/mockery
- Threats of harm or abandonment or exclusion from services
- Enforced social isolation (including cultural discrimination) which may include withdrawal from services or supportive networks
- Denial of religious or cultural needs
- Cyber bullying

### **Financial or material abuse**

May include

- Misuse and/or misappropriation of monies, benefits and/or property

- Theft
- Fraud
- Exploitation
- Pressure or coercion in connection with wills, property, inheritance or financial transactions
- Internet scamming

### **Modern slavery**

May involve

- Slavery
- Human trafficking
- Forced labour and domestic servitude
- Coercion, deceit and forcing people into a life of abuse or inhumane treatment

### **Neglect and acts of omission**

May involve

- Inadequate care
- Neglect of physical and emotional needs
- Failure to give prescribed medication
- Deprivation of food, clothing, medical attention, necessities of life such as heating, or aids for functional independence
- Denial of basic right to make informed choices
- Failure to provide access to social, health or educational services
- Failure to give privacy and dignity
- Ignoring medical, emotional or physical care needs
- Self-neglect where this could result in significant harm

### **Discriminatory abuse**

May include

- Treating a person or group less favourably than others on the basis of their race, gender, gender identity, age, disability, sexual orientation or religion
- Slurs, harassment, name calling
- Breaches in civil liberties
- Unequal health or social care
- Hate incidents or hate crime

### **2.0.2 Who may abuse?**

Abuse may occur in any relationship, for example

- A spouse, immediate family members and other relatives
- Professional staff
- Paid care workers
- Volunteers
- Other people accessing services
- Neighbours
- Friends or other associates
- A stranger
- A carer

Carers in Bedfordshire recognises that the following problems exhibited by the carer may increase the risk and likelihood of abuse

- Mental Illness
- Stress
- Chronic fatigue
- Conflicting demands of other family members

### **2.0.3 Where may abuse take place?**

Abuse can take place in any setting where a person with care and support needs lives, works or visits. This could include any services, groups or settings operated by Carers in Bedfordshire. It may also include

- Own home
- Residential or nursing home
- Home of relative, friend or stranger
- Day Centre
- Hospital
- Education or training establishment
- Custodial setting
- A public place

### **2.0.4 How Might Abuse come to our notice?**

Concerns about or evidence of abuse can come to us through:

1. A direct disclosure by the adult with care or support needs
2. A complaint or expression of concern by a member of staff, a volunteer, another service user, a carer, a member of the public or relative
3. An observation of the behaviour of the individual by the volunteer, member of staff or carer.

Carers in Bedfordshire recognises that raising a concern is the first stage in the process of keeping people safe and empowering them for the future. By raising a concern through formal channels, Carers in Bedfordshire will enable a proper assessment and enquiry to be carried forward. It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. This is a task for the professional adult protection agencies.

**Staff and volunteers of Carers in Bedfordshire have a responsibility to**

- **REPORT**
- **RECORD**
- **REFER**

### **3.0.2 Procedures and guidance**

Carers in Bedfordshire operates procedures for responding to concerns, disclosures and indications of abuse and guidance for staff and volunteers. Carers in Bedfordshire will ensure that all staff and volunteers are inducted into these procedures and receive training and professional support to enable staff and volunteers to implement this safeguarding policy. Procedures and Guidance can be found in the following documents, including reporting and recording documentation

- **Carers in Bedfordshire Safeguarding Procedure – Report, Record, Refer**
- **Carers in Bedfordshire Safeguarding Guidance**

- **Carers in Bedfordshire Allegations Management Procedure**



## **Adult Safeguarding Procedure**

### **Report, Record, Refer**

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<b>Author:</b>	Locality Leads, Chief Executive Officer
<b>Owned by:</b>	Chief Executive Officer
<b>Date of next review:</b>	February 2017
<b>Designated Safeguarding Officer</b>	Sandra Rome

## **1.0 Procedure in the event of a concern, disclosure or indication of abuse**

### **1.0.1 Raising concerns**

Carers in Bedfordshire will raise concerns about abuse within the policy and procedures of the Bedford Borough and Central Bedfordshire Adult Safeguarding Policy. All complaints, allegations or suspicions must be taken seriously.

Raising a concern about abuse means

- Recognising signs of adult abuse
- Responding to disclosures
- Stepping in, where appropriate, to protect an adult and preserve evidence in the aftermath of an incident
- Recognising bad practice

- Reporting a concern, disclosure or allegation
- Collating and recording initial information
- Working in accordance with anti-discriminatory practice

Carers in Bedfordshire recognises that raising a concern is the first stage in the process of keeping people safe and empowering them for the future. By raising a concern through formal channels, Carers in Bedfordshire will enable a proper assessment and enquiry to be carried forward. It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. This is a task for the professional adult protection agencies.

**Staff and volunteers of Carers in Bedfordshire have a responsibility to**

- **REPORT**
- **RECORD**
- **REFER**

**1.0.2 Report, Record, Refer Procedure**

In the event of an incident, disclosure or concern the following procedure must be followed

- If a person is in immediate danger, the police or ambulance must be called immediately on 999
- Report the incident, disclosure or concern to your line manager immediately. In the absence of your line manager report immediately to another Lead or inform the CEO
- The CiB manager will make a decision on whether the concern should be reported immediately to the relevant local authority by telephone. Advice may be sought from the designated safeguarding officer
- If a Carers in Bedfordshire manager is not available, report your concerns to the local authority Adult Safeguarding Team
- As soon as possible make a full record of the nature of the incident, disclosure or concern and any other relevant information
- Complete the Carers in Bedfordshire Initial Cause for Concern form – Adult Safeguarding (Appendix 1) and discuss this with your line manager, another Lead or in their absence the CEO
- The CiB manager will make a decision on whether the concern should be reported to the Adult Safeguarding Team and who will make that referral; and may take advice from the Adult Safeguarding Team in making that decision
- Complete the local authority Safeguarding Concern form and send this to the relevant local authority by email or fax (details below)  
[http://www.bedford.gov.uk/health\\_and\\_social\\_care/help\\_for\\_adults/safeguarding\\_adults/publications.aspx](http://www.bedford.gov.uk/health_and_social_care/help_for_adults/safeguarding_adults/publications.aspx)
- Complete a database entry detailing all information, reports, decisions and actions taken
- The completed Initial Cause for Concern form should be filed and logged by the relevant Lead (Appendix 2)

Bedford Borough Council  
Tel 01234 276222  
Fax 01234 276076  
[adult.protection@bedford.gov.uk](mailto:adult.protection@bedford.gov.uk)

Central Bedfordshire Council  
Tel 0300 300 8122  
Fax 0300 300 8239  
[adult.protection@centralbedfordshire.gov.uk](mailto:adult.protection@centralbedfordshire.gov.uk)

Carers in Bedfordshire recognises that a safeguarding allegation may be made against a member of staff or volunteer. The report, record, refer procedure should be followed except

- Where the allegation involves your line manager or any other staff member in the reporting line, you must report your concern to another Lead or the CEO.
- A database entry should not be made where a member of staff or volunteer has access to the database.

Carers in Bedfordshire will follow the Allegations Management procedure in Appendix 3 in the case of a safeguarding allegation against a member of staff.

### **1.0.3 Confidentiality**

Carers in Bedfordshire will work within both our Confidentiality Policy and the Safeguarding Adults Policy. Where abuse to an adult is alleged, or concerns are raised, the Safeguarding Adults Procedure must be followed. The confidentiality of the individual will be respected wherever possible and their consent obtained to share information, however in a safeguarding concern consent to share information is not required. Promises of confidentiality must not be given as this may conflict with the need to ensure the safety and welfare of the individual.

If an adult in need of protection or any other person makes an allegation to you asking that you keep it confidential, you must inform the person that you will respect their right to confidentiality as far as you are able to, but that you are not able to keep the matter secret and that you must inform your manager/designated person.

Where a decision has been made to refer to the to the Adult Safeguarding Team and the adult requests that a concern is not referred, make clear that a referral will be made in order that a risk assessment can take place and they can verify whether there is a legal duty to act.

### **1.0.4 Safeguarding investigation**

Carers in Bedfordshire is not responsible for the investigation of safeguarding incidents. The responsibility to investigate lies with the relevant local authority – Bedford Borough Council or Central Bedfordshire Council.

Carers in Bedfordshire will cooperate fully with the investigating authority.

## **2.0 Monitoring, Audit and Review**

Carers in Bedfordshire will operate systems to monitor, audit and review this Adult Safeguarding Policy and Procedure and its implementation, reporting in line with the governance process in section 1.2 of the Policy.

## **3.0 Adult Safeguarding Guidance**

### **3.0.1 Handling a safeguarding incident – behavioural guidance**

#### **In the event of an incident or disclosure**

##### **DO**

- Make sure the individual is safe.
- Assess whether emergency services are required and if needed call them
- Listen
- Offer support and re-assurance
- Ascertain and establish the basic facts
- Make careful notes of observations or disclosures and obtain agreement of accuracy if possible
- Ensure notation of dates, time and persons present are correct and agreed.
- Follow correct procedures
- Explain areas of confidentiality
- Immediately speak to your manager for support and guidance
- Explain the procedure to the person making the allegation
- Remember the need for ongoing support

##### **DON'T**

- Confront the alleged abuser
- Be judgemental or voice your own opinion
- Be dismissive of the concern
- Investigate or interview beyond that which is necessary to establish the basic facts
- Disturb or destroy possible forensic evidence
- Consult with persons not directly involved with the situation
- Ask leading questions
- Assume information
- Make promises
- Ignore the allegation
- Elaborate in your notes
- Panic

### **3.0.2 Useful Contacts**

Adult Safeguarding team: Bedford Borough 01234 276222  
Central Bedfordshire 0300 300 8122

Out of Hours – Emergency Duty Team - Tel: operating outside usual office hours. 0300 300 8123

Care Quality Commission - Tel: 03000 616161.

## **Adult Safeguarding Procedure Appendix 1**

### **Initial cause for concern form – Adult Safeguarding**

Name of person completing the form

Date of completion:                      Time:

Date of incident

Time of incident

Name of adult with care and support needs (the individual who the safeguarding concern is about)

Date of Birth

Address

Telephone number

Mobile number

Name of person reporting concern

Nature of Concern/Abuse

Description and location of any visible marks, bruising

Name of alleged abuser, relationship (if known)

Action Taken

Concern reported to CiB line manager/lead/CEO:

Date:

Time:

Decision making record



**Adult Safeguarding Procedure**  
**Appendix 2          Safeguarding Incident Log**

<b>Incident Log number</b>	<b>Date of incident</b>	<b>Brief description</b>	<b>Referred to Adult S/G yes/no</b>	<b>Learning from incident</b>	<b>Action taken</b>
<b>1</b>					
<b>2</b>					
<b>3</b>					
<b>4</b>					
<b>5</b>					
<b>6</b>					
<b>7</b>					
<b>8</b>					
<b>9</b>					
<b>10</b>					

# Adult Safeguarding Procedure

## Appendix 3 Allegations Management Procedure

### 1.0 Policy - Concerns or allegations about members of staff or volunteers

Carers in Bedfordshire recognises that safeguarding concerns or allegations may arise regarding the behaviour or practice of a member of staff or a volunteer. The organisation is fully committed to

- taking seriously all such concerns or allegations
- referring concerns to the relevant local authority
- cooperating with any investigation undertaken by the local authority or the Police
- considering the implications for suitability to work with adults and children
- informing the Local Authority Designated Officer of such cases
- considering and addressing the impact of any allegations upon other adults receiving a service from the organisation
- considering and addressing the impact of any allegations upon the staff and volunteers of the charity

### 2.0 Procedure

If any member of staff observes abusive behaviour by another member of staff, or an adult at risk of abuse makes an allegation, the Carers in Bedfordshire procedure is as follows:

- **Report, Record, Refer Procedure**
- If a person is in immediate danger, the police or ambulance must be called immediately on 999
- Report the incident, allegation or concern to your line manager and the CEO immediately.
- The CEO will make a decision on whether the concern should be reported immediately to the relevant local authority by telephone
- If a Carers in Bedfordshire manager or CEO is not available, report your concerns to the local authority Adult Safeguarding Team
- As soon as possible make a full record of the nature of the incident, allegation or concern and any other relevant information
- Complete the Carers in Bedfordshire Initial Cause for Concern form – Adult Safeguarding (Appendix 1)
- The CEO will make a decision on whether the concern should be reported to the Adult Safeguarding Team and who will make that referral; and may take advice from the Adult Safeguarding Team or the Local Authority Designated Officer in making that decision
- Where required the CEO will complete the local authority Safeguarding Concern form and send this to the relevant local authority by email or fax (details below)  
[http://www.bedford.gov.uk/health\\_and\\_social\\_care/help\\_for\\_adults/safeguarding\\_adults/publications.aspx](http://www.bedford.gov.uk/health_and_social_care/help_for_adults/safeguarding_adults/publications.aspx)
- The completed Initial Cause for Concern form should be filed and logged by the CEO
- The CEO will make the decision, where appropriate, to deal with the allegation within the Complaints procedure

### 3.0 Poor Practice

There may be circumstances when the allegations are about poor practice. All incidents including poor practice must be recorded and reported to the CEO who will keep all documentation on file in a secure location. Access to these files will be strictly limited. The CEO will manage allegations of poor practice within the Carers in Bedfordshire human resource policies, including Whistleblowing, Performance Management and Disciplinary policies.

#### **4.0 Complaints**

Where there is a complaint against a member of staff an investigation will take place in line with the Complaints procedure. The CEO may be decided that a member of staff should be suspended during the investigation.

Following the investigation, consideration will be given to whether some form of disciplinary action should be taken, within the Carers in Bedfordshire Disciplinary policy and procedure. The results of any police and the adult safeguarding investigation will be taken into consideration.

#### **5.0 Suitability to work with adults or children**

There may be times when a person is working with adults and their behaviour towards a child or children may impact on their suitability to work with or continue to work with adults with care and support needs. There may also be times when a person's conduct towards an adult may impact on their suitability to work with or continue to work with children. Carers in Bedfordshire will refer such instances to the Local Authority Designated Officer, within the consent and information sharing requirements of section 5.2.2 of the Local Authority Safeguarding Adults policy.