



Doing our best to achieve our best

Clarendon Primary School, Nursery & Family Centre

SAFEGUARDING VULNERABLE ADULTS POLICY

'Due to the nature of the work completed by the Family Centre, this policy largely relates to them. For safeguarding policy and procedures followed in school, please refer to the 'safeguarding child protection policy.'

Introduction

This policy is about safeguarding vulnerable adults. For safeguarding children please refer to the separate policy on Safeguarding and Child Protection.

The safety and welfare of vulnerable adults is of the utmost importance. It is the duty of all staff and volunteers to protect vulnerable adults from abuse and to be alert to the possibility of abuse.

In our centre we may work with parents or family members who are vulnerable and may have been victims of abuse in the past or be experiencing abuse now. Not all victims will recognise that they are being abused so staff working closely with adults need to be well informed about the signs of potential abuse.

Principles and Definitions

The Care Act 2014 provides the legislative framework for this policy. The Act is designed to provide a clear framework for how organisations working with vulnerable people should protect adults at risk of abuse or neglect.

The six principles of the Act are:

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

Vulnerable adults are people over 18, who are in need of care and unable to protect themselves because of:

- A mental or learning disability.
- A physical disability.
- Age or illness.

Some service users who may be additionally vulnerable include:

- Those who may have been in the looked after system and are now a care leaver and have returned to live with family.
- People who, as a child, experienced child sexual exploitation.

People who abuse:

- Are often well known to their victims but can be strangers.

- Might be a relative, partner, son or daughter, friend or neighbour, a paid or voluntary worker, or a health or social care worker.
- Could be another vulnerable adult or service user.
- May not realise they are abusing and can sometimes act out of character and abuse because of the stress of caring.

Recognition

The most common types of abuse are:

Physical abuse: this is usually the use of force to cause pain and injury. Signs might include burns, bruising, scratches or accidents that cannot be explained. Also included is the misuse of medication or forcing someone, for example, to stay in a care home against their wishes.

Neglect: this is when a vulnerable adult does not have their basic needs met, such as adequate food or warmth or help with personal hygiene. Signs might include deteriorating health, appearance or mood.

Financial abuse: this is when a vulnerable adult is exploited for financial gain. Often valuables will go missing or there may be a change in financial circumstances that cannot be explained.

Sexual abuse: this includes rape and sexual assault or sexual acts to which the vulnerable adult has not or could not consent or was pressurised or manipulated. Signs can include changes in behaviour or physical discomfort. This is particularly relevant for adults who have recently turned 18 and were previously considered to be at risk or were being sexually exploited.

Psychological abuse: this might be emotional abuse such as threats of harm or abandonment, enforced isolation, blaming or controlling behaviour or verbal and racial insults. Signs may be fear, confusion or disturbed sleep.

Discriminatory abuse: this includes any sort of abuse based on a vulnerable adult's race, gender or impairment such as their mental or physical health.

Institutional abuse: this is poor professional practice, including neglect, and can take the form of isolated incidents right through to ill treatment or gross misconduct.

Coercive control: this is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.

Action to be taken

It is the responsibility of all staff to report abuse.

If the vulnerable adult is in immediate danger, first ensure they are safe and if immediate help is needed, call the emergency services on 999

If abuse is discovered or suspected, the abuse must in all cases be reported at the earliest opportunity to Surrey County Council Adult Social Care on Multi Agency Safeguarding Hub (MASH) on:

- **Phone:** 0300 470 9100
- **Email:** ascmash@surreycc.gov.uk
- **Availability:** 9am to 5pm, Monday to Friday

For emergency situations outside their standard lines' hours contact:

- **Phone:** 01483 517898
- **Email:** edt.ssd@surreycc.gov.uk
- **Textphone (via Text Relay):** 18001 01483 517898
- **SMS:** 07800000388 (for the deaf or hard of hearing)
- **Fax:** 01483 517895

Then follow the detailed reporting procedure set out below. Action will then be taken to ensure the vulnerable adult is protected in the future.

Procedure

- Only ask the person sufficient questions to establish what has happened, e.g. accident or possible abuse.
- Inform a DSL or other senior member of staff at the earliest opportunity.
- If danger exists, ensure the person is protected and where possible remain with them until police, the LADO or social services have been consulted.
- If the person is seriously injured seek immediate medical treatment. Immediately report the incident to your line manager and adhere to existing policies, e.g. Health and Safety and to the relevant Local Authority's Adult Protection Procedures.
- Be careful not to destroy or contaminate evidence.
- As soon as possible, and within 24 hours of the occurrence staff members are to make an accurate record on a 'Safeguarding Adults Report Form' (See appendix 1). This should include:
 - When and to whom in the Local Authority's Adult Social Care Department the abuse has been reported to.
 - Include all that has happened, including details of dates and times of observations and discussions involved.
 - Any injuries.
 - Explanations given by the adult.
 - Rationale for decision-making and action taken.
 - Any actual words or phrases used by the adult.

Documentation is vital as evidence might be required for criminal proceedings at a later date.

If the allegation relates to a member of staff

If the suspected abuser is a member of staff, the matter will be dealt with through the organisations disciplinary procedure. The police could be involved and the member of staff could be suspended pending an investigation. This will be reported to the Local Area Designated Officer (LADO). Please refer Clarendon School Whistleblowing Policy for more information.

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

- The adult's wishes and preferred outcome.
- Whether the adult has mental capacity to make an informed decision about their own and others' safety.
- Whether there is a person in a position of trust involved.
- Whether a crime has been committed.

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

- The police, if a crime has been committed.

- The relevant person in the local authority (part of adult social services) for a possible safeguarding enquiry.
- Family/relatives as appropriate (seek advice from adult social services).
- Local Area Designated Officer, (LADO) if the suspected abuser is a member of staff.

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.

Section 42: Reporting procedures for cases of alleged/suspected abuse

Section 42 of the Care Act 2014 governs the reporting and investigation of concerns about abuse or neglect of vulnerable adults by relevant agencies and professionals. In effect, Section 42 investigations are the equivalent of Section 47 investigations in respect of children and young people.

The main objective of Section 42 is to improve the independence and well-being of adults by:

- Establishing the facts of any particular case.
- Taking into account the views of wishes of adults regarding potential outcomes.
- Assessing the adult's needs and the support /redress they may need to protect themselves of other persons from a risk of harm.

Key personnel in the Local Authority

1. Safeguarding Adults Manager
2. Safeguarding Enquiry Practitioners who carry out investigations

Confidentiality

People have the right to expect that all staff and volunteers will deal sensitively and sympathetically with their situation. It is important that information remains confidential and that information should only be shared on a "need to know" basis.

Safe Recruitment Procedures

Our organisation's recruitment policy stipulates that all paid staff and volunteers will have to complete an application form detailing past work history and references. Individuals are interviewed and references requested. Only on receipt of satisfactory references will a formal offer of employment be made.

All staff and volunteers working directly and having regular, sustained contact with vulnerable adults are required to have an enhanced check through the Disclosure and Barring Service before commencement of work or activity. If necessary, additional risk assessments will be conducted. For more information please see Clarendon Primary School Safer Recruitment Policy.

Review:

Date reviewed by governing body:	Autumn term 2023
Date due for review:	Autumn term 2024

Appendix 1

Safeguarding Adults Report Form-Clarendon Family Centre
Who is this Concerning (Name, Address, Date of Birth and Telephone Number)
Full name and role of Person Completing Report:
Date and time of incident:
Explanation of Incident/Cause for Concern:
Action Taken and by who:
Follow up information/action:
Name and position of Person Completing Report: Staff Signature and Date:
Date and Time Report was Completed:
Reported to: (Manager's name or authority with contact details whom reported too)