

The Charity of the Order of The Regular Canonesses of the Holy Sepulchre of our Lord Registered Charity Number 1167869

Policy for Safeguarding Adults at Risk of Abuse or Neglect

1. Aims

The Charity is committed to:

- Ensuring that the welfare of adults is paramount at all times.
- Maximising people's choice, control and inclusion and protecting their human rights.
- Working in partnership with others in order to safeguard vulnerable adults.
- Ensuring safe and effective working practices are in place.
- Supporting staff and volunteers within the Charity.

2. Definition of Vulnerable Adults

Definition of Adult in Section 42 of the Care Act 2014

An adult who may be vulnerable to abuse or maltreatment is deemed to be someone aged 18 or over, who is in an area and:

- Has needs for care and support (whether or not the authority is meeting any of those needs),
- Is experiencing, or 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.

The Safeguarding of Vulnerable Groups Act 2008 and the Health & Social Care Act 2012 give further details.

A person is a vulnerable adult if, having attained the age of 18, s/he –

- is in residential accommodation,
- is in sheltered housing,
- receives domiciliary care,
- receives any form of health care,
- is detained in lawful custody,
- by virtue of an order of a court, is under supervision per criminal Justice Act 2003 sections regarding community sentences,
- receives a welfare service of a prescribed description,
- receives any service or participates in any activity provided specifically for persons who have particular needs because of their age, has any form of disability or has a prescribed physical or mental problem. (Dyslexia, dyscalculia and dyspraxia are excluded disabilities),
- has payments made to him/her or to an accepted representative in pursuance of arrangements under Health and Social Care Act 2012, and/or
- requires assistance in the conduct of own affairs.

3. Forms of Abuse

- **Physical abuse:** Assault, hitting, slapping, pushing, misuse of medication, restraint, inappropriate physical sanctions.
- **Domestic violence/abuse:** Psychological, physical, sexual, financial, emotional abuse; so-called 'honour' based violence and forced marriage.

- **Sexual abuse:** Rape, sexual assault, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, sexual act to which the adult has not consented or was pressured into consenting.
- **Psychological abuse:** Emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber-bullying, isolation, unreasonable and unjustified withdrawal of service or supportive networks.
- **Financial or material abuse:** 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.
- **Discriminatory abuse:** Harassment, slurs or similar treatment because of race, gender and gender identity, disability, sexual orientation or religion.
- **Organisational abuse:** Neglect and poor care practice within an institution or specific care setting, such as a hospital or care home, or in relation to care provided in someone's own home.
- **Neglect and acts of omission:** Ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, withholding of the necessities of life, such as medication, adequate nutrition and heating
- **Self-neglect:** A wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding

SET Safeguarding Adults guidelines, V4, 20015, p12-13

4. **Responding to allegations of abuse**

Under no circumstances should any of us carry out our own investigation into the allegation or suspicion of abuse. The person in receipt of allegations or suspicions of abuse will do the following:

- Concerns must be reported as soon as possible to the Compliance Co-ordinator, Professor Michael Alder (michaeldalder@hotmail.com, 01245 363649) who is nominated as the designated safeguarding lead by the Charity.
- In the absence of the Co-ordinator, or if the suspicions in any way involve the co-ordinator, then the report should be made to the Prioress (01206 867296 crssuk@canonesses.co.uk)
- The Charity has a designated safeguarding lead (DSL) for its two main sites of operation. For Chelmsford, this is Sister Margaret (01245 604108) and for Colchester, Mrs Joy Hopkinson (01206 867296). Concerns at local level can be passed to these individuals if preferred.
- The local Social Services office telephone number between 9.00 am and 5.00 pm is 01245 493622.
- Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made and kept in a secure place.
- Whilst allegations or suspicions of abuse will normally be reported to the Co-ordinator the absence of the Co-ordinator or Deputy co-ordinator should not delay referral to the Social Services Department.
- It is, of course, the right of any individual as a citizen to make a direct referral to the child protection agencies.
- The role of the Co-ordinator is to collate and clarify the precise details of the allegation or suspicion and pass this information on to the Social Services Department. It is Social Services task to investigate the matter under the 2015 Children's Act.

5. **Confidentiality and Information Sharing**

If an adult discloses any information to you relating to possible harm or abuse in any form, you should:

- (i) **Listen** carefully to what the person tells you. **Tell** him/her that you must pass that information on to those responsible for Safeguarding within the Charity, so that they can decide what further action is needed. That may then include a duty to inform Social Care and/or the Police.
- (ii) **Reassure** the person that you will respond in a way which is intended to safeguard their welfare, and protect him/her and others from further harm.

- (iii) **Do not** share anything disclosed to you, or any other concerns about possible non-accidental injury or abuse, or any written records of this, or with anyone other than the Designated Lead – Safeguarding. To do so may complicate any investigation, or cause unnecessary distress.
- (iv) Where possible, and if it is safe and appropriate to do so, offer to go back to the person, preferably with the Designated Lead – Safeguarding, to let him/her know what action is being taken.

6. Code of Conduct

You must:

- treat all adults with respect
- provide an example of good conduct you wish others to follow
- ensure that, whenever possible, there is more than one adult and/or peer volunteer present or at least that you are within sight or hearing of others
- respect each person's right to personal privacy/encourage people to feel comfortable and caring enough to point out attitudes or behaviour they do not like
- remember that someone else might misinterpret your actions, no matter how well-intentioned
- be aware that any physical contact may be misinterpreted
- recognise that special caution is required when you are discussing sensitive issues
- challenge unacceptable behaviour and report all allegations/suspicions of abuse.

You should also:

- give guidance and support to less experienced staff and volunteers.

Incidents that must be reported/recorded:

If any of the following occur you should report this immediately to another colleague and record the incident. You should also ensure that family or carers are informed:

- If you accidentally hurt a person
- If he/she seems distressed in any manner
- If a person appears to be sexually aroused by your actions
- If a person misunderstand or misinterprets something you have done.

You must not:

- have inappropriate physical, verbal, phone, text or online contact with anyone who uses the Charity's services
- allow yourself to be drawn into inappropriate attention-seeking behaviour
- make suggestive inappropriate or derogatory remarks or gestures, jump to conclusions about others without checking facts
- show favouritism to any individual
- either exaggerate or trivialise abuse issues
- rely on your good name or that of the Charity to protect you
- believe 'it could never happen to me'
- take a chance when common-sense, policy or practice suggests another more prudent approach.

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