

Safeguarding Adults Policy

PROJECT5

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Designated Safeguarding Officer	Lizz Fields-Pattinson
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Signed	xxx

Aims

Project5 is a Community Interest Company providing online brief solution focussed wellbeing and coaching sessions for self-referring NHS staff who due to the demands of their work are experiencing high levels of stress, burnout, and a disruption in the capacity to carry out their professional roles. This support is provided free of charge by trained volunteer health, care, and coaching professionals. Although not aimed at those with mental health concerns it is likely that NHS staff with such issues will occasionally seek the help of Project5 and we ensure the smooth transition to statutory services.

Project5 will not tolerate the abuse of adults in any of its forms and is committed to safeguarding adults with care and support needs from harm.

This policy outlines the steps Project5 will make to safeguard an adult with care and support needs if they are deemed to be at risk or are vulnerable. This policy sets out the roles and responsibilities of Project5 in working together with other professionals and agencies in promoting the adult's welfare and safeguarding them from abuse and neglect.

Project5 will ensure that decisions made will allow adults to make their own choices and include them in any decision making. Project5 will also ensure that safe and effective working practices are in place.

This policy is intended to support staff and volunteers working within Project5 to understand their role and responsibilities in safeguarding adults. All staff and volunteers are expected to follow this policy.

The key objectives of this policy are for all employees and volunteers of Project5 to:

- have an overview of adult safeguarding
- be clear about their responsibility to safeguard adults
- ensure the necessary actions are taken where an adult with care and support needs is deemed to be at risk

This policy is based on:

- The Care Act 2014 and the Care and Support statutory guidance
<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

Under the Human Rights Act 1998, everyone has the right to live free from abuse and neglect.
<https://www.equalityhumanrights.com/en/human-rights/human-rights-act>

Copies of this policy should be available within Project5, and Project5 will not tolerate the abuse of adults in the organisation and staff and volunteers should be made aware of how this policy can be accessed.

What is Safeguarding adults?

Safeguarding refers to the actions that are taken to promote the health, welfare and human rights of all individuals, and enable them to live free from abuse, harm, and neglect, whatever their background. Project5 through its statement on difference and diversity, its complaints process, and whistleblowing policy, ensures that all those involved in the service have an opportunity to take action that will lead to **general safeguarding** being protected and promoted.

The safeguarding policies of Project5 deal with the protection of **vulnerable adults and all children**, and follow the principles enshrined within the Care Act 2014 - <https://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

Vulnerable adults and children are two sections of society which are particularly vulnerable to abuse, neglect, and exploitation, and who require particular actions and policies to protect them. A vulnerable adult is someone aged 18 or above who is likely to receive health and care services for poor mental health, disability, age, or illness. They will struggle to adequately care for and protect themselves, and as a consequence be more susceptible to harm, neglect or exploitation from others.

Any child or young person under the age of 18 can be considered to be at risk of harm or abuse, regardless of age, ethnicity, gender, sexuality, or religion. It is the responsibility of everyone who comes into contact with vulnerable adults and all children to ensure their wellbeing is being promoted and that they are protected from harm.

Project5 staff and volunteers have a responsibility to recognise a safeguarding concern about a vulnerable adult or child when a disclosure of abuse, harm or neglect has been made; respond with reassurance to the individual making the disclosure; ask what they would like to happen and explain how Project5 will act; record the disclosure; report the disclosure to the Designated Safeguarding Officer.

Project5 staff and volunteers can refer for further information and advice on safeguarding to the Social Care Institute for Excellence - <https://www.scie.org.uk/safeguarding/adults>

Project5 adheres to following the six key principles that underpin safeguarding work (See Care Act guidance)

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

Project5 will not tolerate the abuse of Project5 will not tolerate the abuse of adults in the organisation. Staff and volunteers should ensure that their work reflects the principles above and ensure the adult with care and support needs is involved in their decisions and informed consent is obtained. Project5 should ensure that the safeguarding action agreed is the least intrusive response to the risk. Partners from the community should be involved in any safeguarding work in preventing, detecting, and reporting neglect and abuse. Project5 should be transparent and accountable in delivering safeguarding actions.

What is Making Safeguarding Personal (MSP)?

MSP means a case should be person-led and outcome-focused. The individual should be involved in identifying how best to respond to their safeguarding situation by giving them more choice and control as well as improving quality of life, wellbeing, and safety.

Project5 will not tolerate the abuse of adults. Project5 will ensure that adults are involved in their safeguarding arrangements and each individual is dealt with on a case-by-case basis. As adults may have different preferences, histories and lifestyles, the same process may not work for all.

Who do adult safeguarding duties apply to?

The Care Act 2014 sets out that adult safeguarding duties apply to *any* adult who:

- has care and support needs, and
- is experiencing, or is at risk of, abuse and neglect, and
- is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs.

Who do I go to if I am concerned?

The designated safeguarding officer is responsible for safeguarding duties for Project5 and can be contacted at support@project5.org . Please also contact your supervisor.

All staff and volunteers should contact the designated safeguarding officer or the acting designated safeguarding officer for any concerns/queries they have in regard to safeguarding adults. A log of the concern must be kept.

The designated safeguarding officer will be responsible to make decisions about notifying adult social services if required and consider alternative actions, where necessary.

The designated safeguarding officer will also ensure that the safeguarding adults' policies and procedures are in place and up to date. They will ensure a safe context is promoted for staff and volunteers and adults accessing the service. The designated safeguarding officer will ensure they are up to date with their safeguarding adults training.

Project5 is not a 24 hour service. As such, any out of hours safeguarding concerns where there is an immediate risk of danger to the person or to others should be signposted to the appropriate out of hours services where possible. For adults deemed to be at immediate risk of self-harm or suicide resources are available for direct email to that person. (see the Project5 website for details). Guidance can be found at www.project5.org/safeguarding

What should I do if I am concerned?

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Contact the designated safeguarding officer to discuss your concerns and raise these with your supervisor.

(See also Appendix 1 at the bottom of this policy).

1. Respond

- Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention. Dial 999 for emergency services
- Get brief details about what has happened and what the adult would like done about it, but do not probe or conduct a mini-investigation
- Seek consent from the adult to act and to report the concern. Consider whether the adult may lack capacity to make decisions about their own and other people's safety and wellbeing. If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this.

2. Report

- Report to Lizz Fields-Pattinson and your supervisor any potential safeguarding concerns.

3. Record

- Please use the PIPOT form to record the safeguarding concern. This can be found on the Project5 safeguarding page www.project5.org/safeguarding.
- As far as possible, records should be written contemporaneously, dated, and signed.
- Keep records about safeguarding concerns confidential and in a location where the alleged abuser will not have access to the record. Access should not be given to any unauthorised personal for accessing confidential information including the sharing of passwords. For more information and guidance see Project5 privacy policy here www.project5.org/privacy

4. Refer

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

- (1) the adult's wishes and preferred outcome
- (2) whether the adult has mental capacity to make an informed decision about their own and others' safety
- (3) the safety or wellbeing of children or other adults with care and support needs
- (4) whether there is a person in a position of trust involved
- (5) whether a crime has been committed

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

- the police if a crime has been committed and/or
- relevant regulatory bodies such as Care Quality Commission, Ofsted, Charities commission

- family/relatives as appropriate (seek advice from adult social services)

The designated safeguarding officer 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.

As soon as a complaint is made the Project5 safeguarding adults process is followed. The Project5 Safeguarding Process. See Appendix 1 at the bottom of this policy.

What are your roles and responsibilities?

All staff, management, trustees and volunteers at Project5 are expected to report any concerns to the named person for safeguarding. If the allegation is against one of Project5 members, volunteers, trustees or directors, seek advice from Project5 designated safeguarding officer by contacting them at support@project5.org. If the allegation is against the designated safeguarding officer, seek advice from the Standards and Advisory group chair info@project5.org

The designated safeguarding adults officer should be responsible for providing acknowledgement of the referral and brief feedback to the person raising the original concern. Feedback should be given in a way that will not make the situation worse or breach the Data Protection Act. If the police are involved, they should be consulted prior to giving feedback to the referrer to ensure any criminal investigation is not affected.

The local authority will decide on who will officer on a safeguarding enquiry should it progress to that stage. The named organisation should not conduct its own safeguarding enquiry unless instructed to do so by the local authority.

Staff and volunteers should ensure that the adult with care and support needs is involved at all stages of their safeguarding enquiry ensuring a person-centred approach is adopted.

Complaints procedure

Project5 promotes transparency and honesty when things go wrong. All staff and volunteers should apologise and be honest with service users and other relevant people when thing go wrong.

If a staff or volunteer or any other member of the organisation is unhappy with Project5 decision about the safeguarding concern, refer them to Project5 complaints policy www.project5.org/complaints

Project5 is committed to ensuring that staff and volunteers who in good faith whistle-blow in the public interest, will be protected from reprisals and victimisation. **Whistle blowing policy in review.**

The Mental Capacity Act 2005 is to be used when decisions on behalf of those adults with care and support needs who are unable to make some decisions for themselves. Refer to the Mental

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Capacity Act Code of Practice, <https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice>. You will need to involve an advocate if the person lacks capacity to make decisions about the safeguarding concern.

Why is it important to take action

It may be difficult for adults with care and support needs to protect themselves and to report abuse. They rely on you to help them.

Confidentiality and information sharing

Project5 expects all staff, volunteers, trustees to maintain confidentiality at all times. In line with Data Protection law, Project5 does not share information if not required.

It should however be noted that information should be shared with authorities if an adult is deemed to be at risk of immediate harm. Sharing the right information, at the right time, with the right people can make all the difference to preventing harm. For further guidance on information sharing and safeguarding see: <https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp>

Recruitment and selection

Project5 is committed to safe employment. Safe recruitment practices, such as Disclosure and Barring checks reduce the risk of exposing adults with care and support needs to people unsuitable to work with them. Board members must have an enhanced DBS.

Training, awareness raising and supervision?

Project5 ensures that all staff and volunteers receive basic awareness training on safeguarding adults as they may come across adults with care and support needs who may be at risk of abuse. Those adults may report things of concern to staff or volunteers who should be equipped with the basic knowledge around safeguarding adults and be confident to identify that abuse is taking place and action is required. All staff and volunteers should be clear about the core values of Project5 and commitment to safeguarding adults.

It is also useful to discuss training with staff who have attended training sessions to ensure they are embedding this in practice.

Voluntary organisations (including volunteers) who support adults with care and support needs can access the basic awareness safeguarding adults training provided by [TBC]

Similarly, staff and volunteers may encounter concerns about the safety and wellbeing of children. For more information about children's safeguarding, refer to Project5 Children's safeguarding policy

Prevent

Radicalisation and extremism of adults with care and support needs is a form of emotional/psychological exploitation. Radicalisation can take place through direct personal contact, or indirectly through social media.

If staff are concerned that an adult with care and support needs is at risk of being radicalised and drawn into terrorism, they should treat it in the same way as any other safeguarding concern.

For more information about Prevent see: <https://www.gov.uk/government/publications/prevent-duty-guidance>

Useful contacts

The Designated Safeguarding Officer - support@project5.org

The Standards and Advisory Group Chair – info@project5.org

Useful links

Care act- <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

London Safeguarding adults policy and procedures- <http://londonadass.org.uk/wp-content/uploads/2015/02/LONDON-MULTI-AGENCY-ADULT-SAFEGUARDING-POLICY-AND-PROCEDURES.pdf>

Safer recruitment-

<http://www.islingtonscb.org.uk/SiteCollectionDocuments/Safer%20recruitment%20-%20safeguarding%20children%20and%20adults%205%20August%2013.pdf>

Carer and support statutory guidance-

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/506202/23902777_Care_Act_Book.pdf

Prevent-

<https://www.gov.uk/government/publications/prevent-duty-guidance>

Information sharing-

<https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp>

Acknowledgements

This document has been adapted from a template produced by Islington Borough council with grateful thanks.

www.islington.gov.uk/safeguardingadults

Appendix 1

What are the types of safeguarding adults abuse?

The Care and Support statutory guidance sets out the 10 main types of abuse:

- Physical abuse
- Neglect
- Sexual abuse
- Psychological
- Financial abuse
- Discriminatory
- Organisational
- Domestic violence
- Modern Slavery
- Self-neglect

However, you should keep an open mind about what constitutes abuse or neglect as it can take many forms and the circumstances of the individual case should always be considered.

For more information, read section 14.17 of the Care and Support Statutory Guidance.

What are the possible signs of abuse?

Abuse and neglect can be difficult to spot. You should be alert to the following possible signs of abuse and neglect:

- Depression, self-harm, or suicide attempts
- Difficulty making friends
- Fear or anxiety
- The person looks dirty or is not dressed properly,
- The person never seems to have money,
- The person has an injury that is difficult to explain (such as bruises, finger marks, 'non-accidental' injury, neck, shoulders, chest and arms),
- The person has signs of a pressure ulcer,
- The person is experiencing insomnia
- The person seems frightened or frightened of physical contact.
- Inappropriate sexual awareness or sexually explicit behaviour
- The person is withdrawn, changes in behaviour

You should ask the person if you are unsure about their well-being as there may be other explanations to the above presentation.

Who abuses and neglects adults?

Abuse can happen anywhere, even in somebody's own home. Most often abuse takes place by others who are in a position of trust and power. It can take place whether an adult lives alone or with others. Anyone can carry out abuse or neglect, including:

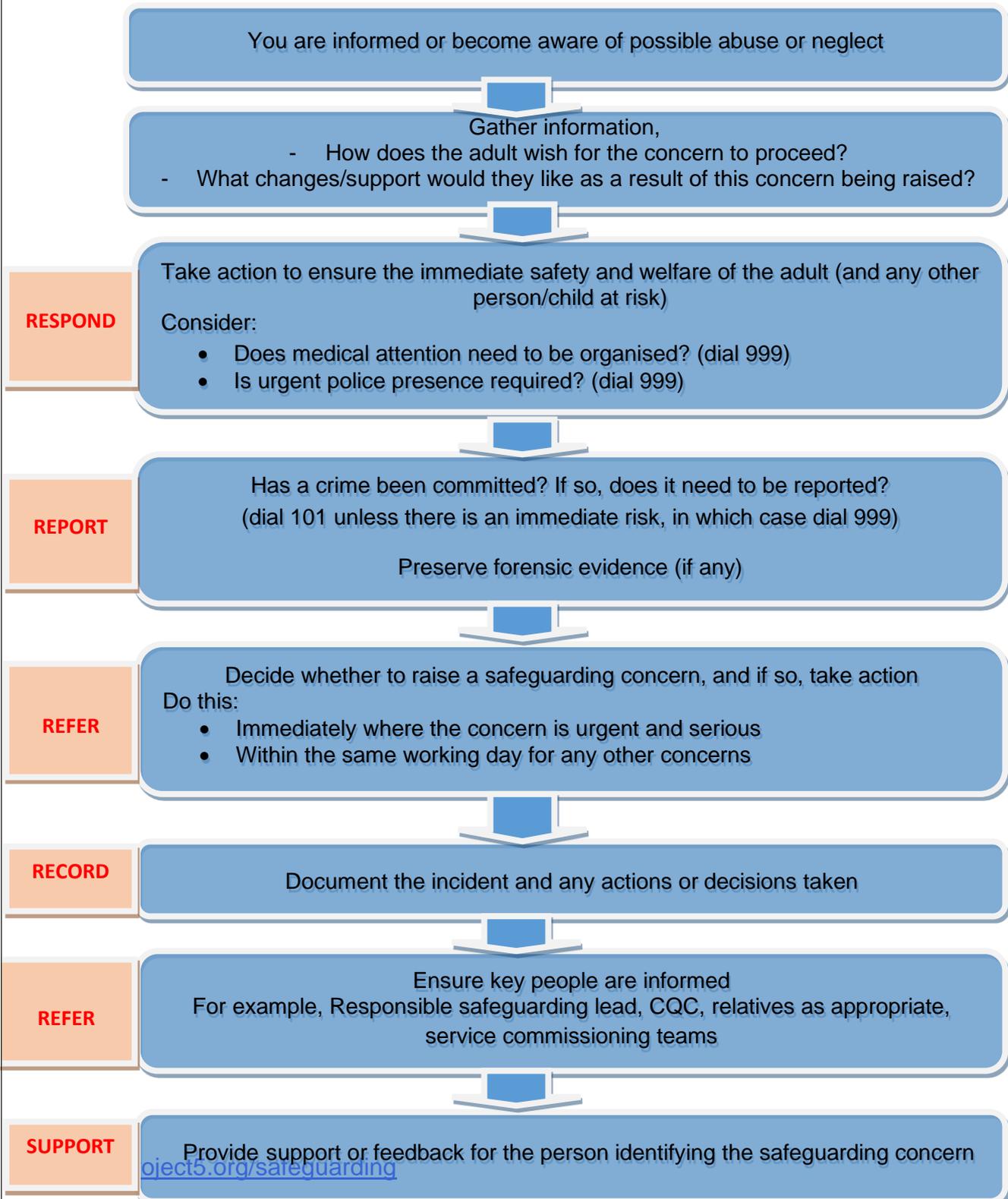
- partners.
- other family members.
- neighbours.

www.project5.org/safeguarding

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- friends.
- acquaintances.
- local residents.
- people who deliberately exploit adults they perceive as vulnerable to abuse.
- paid staff or professionals; and
- volunteers and strangers

Raising a safeguarding concern



With thanks and acknowledgements to West and North Yorkshire and York regional Multi-Agency Policy and Procedures from which this flowchart has been adopted.

<http://www.wakefield.gov.uk/Documents/health-care-advice/adult-services/safeguarding/safeguarding-adults-from-abuse/summary-guide-policy-procedures.pdf>