

Practice: Safeguarding Vulnerable Adults

Policy ID Number: P015
Policy Passed by Trustees: May 2014
Valid until: May 2019

1. Policy Statements

- 1.1 The aim of this policy is to outline the practice and procedures which contribute to the prevention of abuse of vulnerable adults through raising awareness and providing a clear framework for action when abuse is suspected. ***This policy must be read in conjunction with the RESTORE Safeguarding Guidelines and Procedures.***
- 1.2 The policy covers all categories of people working with Restore service users which includes staff, volunteers, students, trustees and any other person entrusted with delivering the aims of Restore.
- 1.3 It is aimed at protecting the vulnerable adult and also the staff, volunteer, trustee, student or other person providing the service.
- 1.4 Multiple forms of abuse may occur in an on-going relationship or abusive service setting to one person, or to more than one person at a time, making it important to look beyond single incidents or breaches in standards, to underlying dynamics and patterns of harm. Any or all of these types of abuse may be perpetrated as the result of deliberate intent and targeting of vulnerable people, negligence or ignorance.
- 1.5 No abuse is acceptable and some abuse is a criminal offence and must be reported to the Police as soon as possible.

2. Definitions

- 2.1 A 'Vulnerable Adult' is defined as someone over 16 who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him/herself or unable to protect him/herself against significant harm or exploitation' (*Law Commission, 'Making Decisions' Lord Chancellors Dept 1999*)
- 2.2 Abuse is mistreatment by any other person or persons that violates a person's human and civil rights. The abuse can vary, from treating someone with disrespect in a way that significantly affects the person's quality of life, to causing actual physical or mental suffering.
- 2.3 Types of Abuse include:
- Physical
 - Sexual
 - Psychological/emotional
 - Neglect
 - Financial or material
 - Discrimination
- Refer to the RESTORE Safeguarding Guidelines and Procedures for more detail.

3. People Who Might Abuse Vulnerable Adults

- 3.1 Abuse can happen anywhere and can be carried out by anyone:
- Formal and informal carers, family, partners, friends, neighbours
 - Staff, volunteers, trustees, students on placement, support workers
 - Other Restore service users

- Strangers

4. What To Do

- 4.1 All allegations or suspicions are to be treated seriously and must be reported appropriately depending on the issue.
- 4.2 Refer to Restore's Safeguarding Guidelines and Procedures document for more details on what to do in a safeguarding situation.

5. Rights and Responsibilities

- 5.1 Responsibilities of Restore
- 5.1.1 To ensure anyone working for Restore is aware of the safeguarding policy and is adequately trained and supported to address safeguarding issues
- 5.1.2 To ensure that anyone working for Restore that has access to or works with Vulnerable Adults who use Restore's services are vetted according to policy and that any risk they might pose is assessed and mitigated
- 5.2 Responsibilities of all people working for Restore with service users
- 5.2.1 To be familiar with the safeguarding policy, guidelines and procedures
- 5.2.2 To take appropriate action in line with the policies of Restore by notifying the appropriate manager or agencies if abuse is identified or suspected
- 5.2.3 To support and where possible secure the safety of individuals and ensure that all referrals to services have full information in relation to identified risk and vulnerability
- 5.3 Support for those who report abuse
- 5.3.1 All those making a complaint or allegation or expressing concern, whether they be staff, service users, carers or members of the general public should be reassured that:
- They will be taken seriously
 - Their comments will usually be treated confidentially, but their concerns may be shared if they or others are at significant risk
 - If they are service users, they will be given immediate protection from the risk of reprisals or intimidation
 - If they are staff they will be given support and afforded protection if necessary in line with the Public Interest Disclosure Act 1998.
- 5.4 The Vulnerable Adult has the right:
- 5.4.1 To be made aware of this policy and the safeguarding guidelines and procedures
- 5.4.2 To have alleged incidents recognised and taken seriously
- 5.4.3 To receive fair and respectful treatment throughout and be involved in any process as appropriate
- 5.4.4 To receive information about the outcome

6. Good Practice

- 6.1 Recruitment of staff and volunteers
- 6.1.1 It is essential to follow Restore's recruitment procedures and policies, including:
- Check references thoroughly including appropriate voluntary self-disclosure
 - Risk assessment of suitability for the role where any concerns are raised
- 6.2 Declaration of criminal convictions

- 6.2.1 All staff and volunteers have a duty to declare any existing or subsequent convictions as part of the recruitment process. Failure to do so will be considered gross misconduct and may result in dismissal.
- 6.3 Training and Management of staff and volunteers
- 6.3.1 Line managers must facilitate opportunities for staff and volunteers to be able to familiarise themselves with all of Restore policies and procedures during induction.
- 6.3.2 Restore will provide training on:
- Protection of Vulnerable Adults training
 - Risk assessment & management
 - Keeping appropriate records
 - Non-judgemental listening skills
- 6.3.3 All staff will have level 1 Safeguarding of Vulnerable Adults training as part of their induction.
- 6.3.4 Management and Supervision - It is the line manager's responsibility to clarify with the staff member, volunteer, or student what their responsibilities are regarding their relationships with vulnerable adults with whom they may be in contact. Regular supervision will monitor the work they are doing and offer the opportunity to raise or address any issues.

7. Record Keeping

- 7.1 Confidential information relating to specific safeguarding issues will be kept securely by the appropriate person whilst the issue is being addressed and on completion, a final report will then be stored in a secure central place. This is on the H drive in the Safeguarding Reports folder at the following location H:\Administration\Quality\Safeguarding Reports. The senior manager leading the process is responsible for ensuring the report is placed in this folder. This will be kept for as long as deemed necessary, in line with Data Protection and Confidentiality policies.
- 7.2 Any safeguarding concerns for vulnerable adults who are Restore service users should be recorded in their service user folder and only include:
- A brief description of the issue, decisions and actions taken
 - Any referrals made, including date, time, reason and referral agency
- 7.3 Restore may have specific projects that need to keep more detailed records, and these will be identified by senior managers and made known to the staff or volunteer team.

8. Access to an independent person

- 8.1 Any vulnerable adult who comes into contact with Restore staff or volunteers regularly, must be given information on their right to talk with an independent person should they have a complaint, concern or wish to give feedback. Details of who to talk to is on the Statement of Service given to all new service users as part of the registration process.

I have received a copy of Restore's Safeguarding Policy and I will adhere to this policy.

Name: _____

Signature: _____

Date: _____