



# Safeguarding Adults Policy

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Safeguarding Adults Policy			
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## 1. Purpose

This policy outlines how Homes for Haringey will protect adults with care and support needs from neglect or abuse.

## 2. Definition of adult with care and support needs<sup>1</sup>

An adult aged 18 or over in their area who:

- Has care and support needs (not dependent on whether Homes for Haringey is meeting them); and
- Is experiencing or at risk of abuse or neglect; and
- Is unable to protect him/her self from that, due to their care and support needs.

The definition also includes people who are vulnerable themselves as a consequence of their role as a carer for such a person. They may need additional support to protect themselves for example in situations such as domestic violence, physical frailty, chronic illness or challenging behaviours.

### 2.1. Examples of adults with care and support needs

Client groups include but are not limited to:

- People with learning disabilities
- People with mental health issues
- Older people
- People with physical disabilities
- People with visual or sensory impairment
- People who rely on others for care and/or support

## 3. Legislative/Regulatory Framework

- The Care Act 2014
- Statutory guidance : self neglect
- The Mental Capacity Act 2005
- The Modern Day Slavery Act 2015
- The Data Protection Act 1998
- Counter-Terrorism and Security Act 2015

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<sup>1</sup> Often described as 'vulnerable adults'



## 4. Linked policies

- ASB
- Hoarding
- Whistleblowing
- Disciplinary
- DBS
- Prevent
- Safeguarding children and young people (related policy)
- Multi Agency Information Sharing Protocol

## 5. Scope

This policy covers all the activities and services we provide and applies to all employees, volunteers, agency workers, contractors and partners working and on behalf of Homes for Haringey who come into contact with vulnerable adults whilst going about their everyday duties, and who may observe even the slightest signs of abuse or neglect.

## 6. Policy statement

It is always unacceptable for a vulnerable adult to experience abuse of any kind and we recognise our responsibility to safeguard their welfare by a commitment to working practices that protect them.

## 7. Safeguarding principles

The Care Act 2014 sets out 6 key safeguarding principles which underpin all adult safeguarding work:

Empowerment	supporting adults to take decisions and informed consent
Prevention	taking action before harm occurs
Proportionality	taking the least intrusive appropriate response
Protection	support and representation
Partnership	working with communities
Accountability	and transparency



## 8. Forms of abuse

There are many forms of abuse including:

- physical
- psychological (includes cyber bullying)
- sexual exploitation / grooming
- financial or material
- organisational
- neglect or acts of omission
- self-neglect
- domestic violence
- modern slavery

For further details see **Appendix 1**.

## 9. Radicalisation

Where there are concerns that an individual may be vulnerable or at risk of being exploited by radical views these should also be reported using the Concern Card (See Prevent Strategy).

## 10. A proactive approach to adult safeguarding

Housing officers, support staff, surveyors and contractors are most likely to visit homes and see action or evidence that gives cause for alarm.

Homes for Haringey will equip and empower front line staff to identify abuse and take a proactive approach to adult safeguarding by ensuring that:

- Safeguarding is covered in induction
- Specific training is given to those actively involved in safeguarding.
- It promotes and provides an ongoing programme of safeguarding training
- Managers are kept updated on current information and policies regarding safeguarding
- All relevant staff members are briefed of policy and practice changes.

## 11. Empowerment

- Homes for Haringey will raise awareness and educate people to protect themselves.



- Empower adults who are at risk of abuse with information, advice and advocacy
- Recognise the central role of carers
- Ensure appropriate access to advocacy or an independent mental capacity advocate.

## 12. Prevention

Homes for Haringey will:

- Raise awareness and educate people about abuse to better enable them to protect adults who are at risk from actual or possible abuse.
- Empower people with care and support needs through education about abuse to better enable them to protect themselves.
- Signpost carers to support.
- Advise residents and staff how to report any concerns they may have.

## 13. Partnership working

Homes for Haringey will:

- Co-operate with the local authorities implementing their statutory duties around adult safeguarding. This may include carrying out 'enquiries' into incidents or attending a case conference.
- Work together with partner agencies where abuse has been substantiated and a protection plan has been put in place.
- Work together with partner agencies to resolve issues where the individual may not be eligible for social care support, refuses support or self neglects.

## 14. Mental capacity and consent

Capacity and consent are central themes in safeguarding adult work. Every adult has the right to make their own decisions and a person is assumed to have capacity unless it is proved that they do not.

The 5 principles of the Mental Capacity Act:

- A person must be assumed to have capacity unless it is established that they don't
- A person must not be treated as unable to make a decision unless all practicable steps to help them have been taken without success
- People have the right to make decision that others might regard unwise or eccentric. This does not mean that they lack capacity.



- If you do something or on behalf of someone who lacks capacity to consent to it you must act in the person's best interests
- Any decision or act must not restrict a person's freedom more than is absolutely necessary.

Where there are concerns that a person being abused lacks mental capacity a referral will be made to **London Borough of Haringey's Integrated Access Team (IAT)**.

Staff there will assess whether a person has the mental capacity to make a specific decisions about their safety or about a risk.

## 15. Confidentiality / Respecting people's wishes

Homes for Haringey respects confidentiality and will not share information unless justified by the assessed risk to the vulnerable person as outlined in the *multi agency information sharing protocol* or when required by law.<sup>2</sup>

If a person refuses intervention **and** has the mental capacity to do so, their wishes should be respected **unless**:

- Other people are at risk
- The alleged perpetrator has care and support needs and may also be at risk
- A serious crime has been committed
- Staff are implicated
- Coercion is involved

Confidentiality will be discussed with the customer where there are safeguarding concerns and an explanation will be given where information may need to be shared in order for a situation to be resolved.

### 15.1. Information sharing and record keeping

Information should only be shared on the basis that it is:

- Necessary for the purpose for which it is being shared
- Shared only with those who have a need for it
- Accurate and up to date

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<sup>2</sup> Individuals have a right to respect for their private life under Article 8 of the European convention on human rights but this is not an absolute right.



- Shared securely and in a timely fashion
- Not kept longer than necessary for the original purpose.

## **16. Leading on safeguarding issues**

Homes for Haringey has a designated safeguarding champion, a senior manager who provides strategic direction and champions safeguarding throughout the organisation.

Homes for Haringey also has a designated safeguarding lead who has the appropriate knowledge, experience and skills to provide help and advice to staff and to act as a lead on safeguarding issues.

## **17. Staff recruitment**

Homes for Haringey recognises the need to be alert to the possibility that any person we engage or employ in a paid or unpaid capacity may pose a risk of harm to a child or vulnerable adult.

Homes for Haringey ensures that all staff with access to people are recruited using safer recruitment practices including DBS and reference checks.

## **18. Working with contractors, agents and other partners**

All contractors, agents, partners working for and on behalf of Homes for Haringey will:

- Be advised that appropriate safeguarding procedures are required to be in place and evidenced on request if they are involved in delivering services which adults may use.
- Be briefed on the safeguarding policy, procedure and the use of the Concern Card.
- Be required to adopt the safeguarding policy and procedure.

## **19. Reporting concerns**

Staff and contractors can raise concerns by completing a simple Concern Card.

## **20. Allegations against staff, contractors or agents**





Any allegations must be immediately be referred to the designated safeguarding lead for investigation and notified to the relevant director.

## 21. Whistleblowing policy

Homes for Haringey will take seriously any safeguarding concerns raised by an employee. The whistleblowing policy will support and protect any employee who has volunteered information in good faith.

## 22. Equalities and diversity

No person will receive less favourable treatment on the grounds of race, gender, religion or belief, age, sexual orientation, physical disability, appearance, economic status or marital status.

## 23. Quality assurance /Performance monitoring

- Regular safeguarding audits
- Number of safeguarding (adults) concern cards submitted by staff
- Number of safeguarding (CYP) concerns cards submitted by contractors
- Regular review of safeguarding including lessons learned
- Training records
- Safer recruitment audits

## 24. Complaints and appeals

A person who believes that they have not been treated in accordance with this policy may complain using the Complaints Policy.

## 25. Version control

Revision	Date	Description of changes	Consultation?	Reviewed by
1.9	21/11/14	Initial Release	Yes	
2.0	08/06/16	Update incorporating changes in legislation. Adults and CYP separated into separate linked policies	Yes	Safeguarding group 16/05/16



## Appendix 1 – Recognising Signs of Abuse

<http://www.helpguide.org/articles/abuse/elder-abuse-and-neglect.htm>

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