

Jubilee House Care Trust
Safeguarding Adults at Risk Policy and Procedure
Adults Services



This policy supersedes Ops AP/7 July 2015

Policy Statement

This policy sets out Jubilee House Care Trust's (Jubilee House) commitment to the safeguarding of people who use the services of Jubilee House. This policy/procedure has been written with reference to the multi-agency document:

Hertfordshire Safeguarding
Adults at Risk HCS 666
Jan 2019 Issue 12

All these policies are kept in the Operations section of the Company policy and procedure file, located in all services.

The policy adheres fully to the Care Act 2014 and CQC Regulation 13 'Safeguarding Service users from abuse and improper treatment'.

It aims to set out the organisation's response to CQC's KEY Question: Is it Safe?

To meet the requirements of this regulation, the organisation will take appropriate steps to ensure a zero-tolerance approach to abuse, including neglect and subjecting service users to degrading treatment, and to preventing service users from being abused by its staff or others with whom they come into contact when using the services and those visiting. In addition, the organisation will take appropriate steps to ensure a zero-tolerance approach to unlawful discrimination or restraint and to unnecessary or disproportionate restraint or deprivation of liberty.

A copy of Jubilee House's policy and Hertfordshire's Safeguarding Adults at Risk HCS66 / issue 12 document is kept in each service, latest updates on the HCS document can be found at: <https://www.hertfordshire.gov.uk/services/adult-social-services>

The term 'adults at risk' describes an adult who:

- Has care needs and support
- Is experiencing or is at risk of abuse or neglect
- As a result of their needs is unable to protect themselves from risk, abuse or harm

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Aim of Policy

This policy is intended to set out the organisation's zero tolerance approach to abuse. It also identifies the values and principles of Jubilee House, to give guidance for staff in order to ensure all service users are supported in a safe and caring environment and adult safeguarding procedures are understood and followed on any suspicion of potential or actual abuse. People who use the services will be safeguarded from abuse, or the risk of abuse, whilst maintaining:

- Choice and control
- Safety
- Health
- Quality of life
- Dignity and respect

The policy and its procedures aim to follow the guidance on Making Safeguarding Personal, ensuring that people at risk are able to:

- Identify outcomes they want to achieve at the commencement of any safeguarding activity
- Review with the person at the end of safeguarding activity that their outcomes have been achieved
- Record and monitor to inform practice
- Work with a multi- agency team to support people to meet their desired outcomes and reduce risk of reoccurrence of abuse

Policy

Definition of Abuse

The Care Act 2014 and the Supporting Statutory guidance define the categories of abuse as:

- Physical Abuse
- Sexual
- Financial or material
- Neglect, including an omission to act or a failure to provide adequate care
- Psychological, including emotional and/or verbal abuse

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- Organisational abuse
- Discriminatory abuse
- Self-neglect
- Modern slavery
- Domestic violence

It could also be abuse when an adult at risk is persuaded to enter into a financial or sexual transaction to which they have not consented or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Abuse is defined as being a violation of an individual's human and civil rights by any other person or persons.

It may be single or repeated acts.

- Abuse is when a person/persons have caused harm, or may be likely to do so, to the physical, sexual, emotional, financial or material well-being of an adult at risk
- Harm may be caused by direct acts, or by failure to provide adequate care. It may be systematic and repeated or may consist of a single incident

For further definitions and details of types of Abuse refer to HCS 666 'Safeguarding Adults at Risk' and the Care Act statutory guidance which can be found at www.gov.uk/government/publications. The guidance in this publication replaces the previous "No Secrets 2000" document.

Safeguarding

Jubilee House carries out stringent recruitment procedures including the scrutinising of previous work history, references and enhanced Data Barring Service (DBS) check (formally CRB), which take place prior to appointment. All potential staff are also subject to a "personal effectiveness interview" as well as an interview of skill, which is based on the Warner Guidelines, which was initially recommended for Children's services.

Jubilee House, through formal and informal procedures, monitors the care and support given to service users, on a regular basis, so as to ensure that individual support plans are implemented, maintained and updated and that support is provided where and

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when it is needed and wanted, to the required standards and with the well being and safety of the service user being of the highest priority.

Jubilee House will not tolerate abuse in any form (either of service users, employees or anyone connected with the organisation) and where abuse is suspected, or witnessed, then immediate action will be taken, as outlined in following procedure.

Staff should refer to page 24 of the HCS 666 document on how to raise a concern. For those placed by Hertfordshire County Council the appropriate Alert form must be completed – appendix 1a. For all other placements staff to complete the relevant organisational Alert form.

It is the duty of all employees to report immediately to their manager or supervisor any witnessed or suspected incidents of abuse (including neglect). Employees are encouraged to discuss any concerns that they might have, with a senior staff member, however minor they may at first appear. Employees may be assured that their jobs will not be threatened by reporting abusive behaviour by others. Any employee who is found to have abused anyone will face disciplinary action which may include dismissal. Employees should refer to Jubilee House's Whistle Blowing Policy. Reference to supporting immediate needs Page 23 Protection and Freedoms Act 2012.

Jubilee House will inform the Independent Safeguarding Authority of any cases of abuse by employees as set out in the Protection and Freedoms Act 2012.

Jubilee House will work with other professionals and give full cooperation in any safeguarding enquiry, to ensure service users are properly safeguarded against abuse.

All incidents of suspected and actual abuse will be reported to the relevant local authority and also to the Care Quality Commission - HSCA_notifications@cqc.org.uk or through the CQC portal which Registered managers have access to Regulation 13 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Training and Monitoring

All staff will read this policy as part of their induction and all staff will receive Safeguarding Adults at Risk training to the appropriate level and frequency as dictated by regulatory bodies. All staff will receive formal training at least three yearly, with

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refresher and in-house training throughout the year. The Registered Manager of the service will ensure this policy and procedure is brought to the attention of new and existing staff via staff meetings and the supervision process.

Staff are also required to participate in the E-Learning courses on Safeguarding Adults at Risk.

Jubilee House has an appointed Safeguarding champion who will carry out annual audits to monitor Safeguarding standards. The Registered Manager of the service will be responsible for ensuring that the outcomes of auditory monitoring processes are completed and will review practice as appropriate ensuring ongoing compliance as set out by current legislation.

Procedure

Reporting and recording concerns of abuse

- All staff with any concerns over possible abuse of a service user should discuss this with their manager, however minor the concern may at first appear
- If a service user discloses any allegation of abuse to an employee, the employee will first ensure there is no immediate danger to the person
- For incidents concerning a service user where there is danger to life, risk of injury or a crime is being committed dial 999. If the person needs immediate medical attention an ambulance must be called (999)
- If the person needs immediate protection from a family member or carer the Police must be called (999)
- If a serious incident occurs, where there is no immediate risk to life or property, but prompt police response is required due to the seriousness of the incident and/or potential loss of evidence, phone: 101
- The employee will record all conversations/observations in a factual manner, listen to the person making the allegation but not ask any leading questions
- The person making the disclosure must not be pressed for details or cross examined. They need to be reassured that they are safe
- The worker may ask “is there anything else you want to tell me?” but they should not ask probing questions

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- The worker should record factually and accurately as soon as is possible (Hertfordshire Safeguarding form):
 - **Date and time of disclosure**
 - **Details of the conversation/s**
 - **Description of any injuries**
 - **Any signs of injury on a body chart**
 - **Discussions with their line manager**
- The Safeguarding Alert form, can be found on Page 52-53 of the HCS 666 Safeguarding Adults at Risk or in appendix 1a When raising a concern, the following should be considered: the mental capacity of the adult at risk, level of vulnerability, the nature and extent of the abuse, the impact on the individual and the future risk of reoccurrence
- The Manager will refer to the guidance as set out in HCS 666 document pages 60-63 to ensure that an appropriate decision is made to raise a concern and that the service user is at the centre of the decision
- Staff will not give promises of confidentiality to the person making the disclosure but should explain that they may have to inform other relevant professionals. In making a decision to raise a concern consideration must be made to the person's capacity. If the person has capacity and does not give consent to the concern being raised and there are no public or vital interest considerations, they should be given information on where to gain help and advice. A record must be made of the concern and the reasons for not raising the concern. The record should include what information and support they were given. If the adult at risk is assessed not to have capacity to make decisions about their safety and to consent to refer, the manager will make a decision in their best interest in accordance with guidance as set out in the Mental capacity Act 2005
- The member of staff should report all incidences as soon as possible to the Project Manager or in their absence another Project Manager. If out of office hours the On-Call manager should be contacted
- The manager will refer to the 'safeguarding adults at risk' threshold guidance in the process of making a decision to raise a concern
- If immediate protection is needed, this must take priority and should not be delayed due to an inability to contact the relevant people

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- The Manager should immediately inform the Service user’s Social work team and should record this conversation. The relevant Social Work team/ Emergency Duty team will be contacted ASAP on suspicion /disclosure of abuse
- If out of office hours the manager or delegated person should contact the HCC Customer Service Centre: 0300 123 4042 giving details of the alleged abuse, and name of service user. If there is an immediate risk to life, serious injury or a crime has been committed the police should be called
- If you are raising a safeguarding alert and need to send information to HCC about an adult at risk who has been abused or is at risk send via adult.safeguarding@hertfordshire.gov.uk
- If the alleged abuser is an employee/volunteer the HR manager must be informed and HR procedures to be followed. If out of hours, the On-Call Manager must be informed immediately. The alleged abuser should not be informed of the allegation until the police have decided a course of action
- Safeguarding Adults investigations take priority over disciplinary investigations and will be conducted completely separately. No employee must investigate a possible safeguarding issue unless this has been agreed by the Investigating team of the local authority
- The Registered Manager will notify, in writing, the Care Quality Commission using the appropriate statutory regulation forms which can be found on the CQC website. A copy of this notification will be sent to the investigating team. (Master form and guidance attached to this policy, appendix 1)

All concerns must be recorded and reported immediately to relevant personnel at Jubilee House on the day of the concern.

If placements are from outside of Hertfordshire and a safeguarding issue arises staff are to follow the same procedures for management of the concern but refer to the individual’s file for relevant authority details.

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