

# Safeguarding Adults Policy

<b>Reviewed:</b> July 2019	<b>Next review date:</b> July 2021
<b>Approved SMT:</b> 15 <sup>th</sup> October 2019	<b>Approved Board:</b> n/a
<b>Approved OPC:</b> 28 <sup>th</sup> October 2019	<b>Approved FARC:</b> n/a
<b>Ownership:</b> Senior Manager, Support Services	

## Policy Statement

BHT considers the abuse of adults at risk to be wholly unacceptable. BHT views safeguarding adults as extremely serious and is committed to exposing, investigating and addressing issues of suspected abuse or self-neglect and to working towards minimising the potential for harm to occur.

It is the responsibility of all staff to immediately report any suspected abuse or self-neglect, or allegations of abuse, through line management.

BHT recognises the sensitivity of the issue of abuse, suspected abuse or self-neglect and acknowledges the need for concerns or incidents of this nature to be addressed in accordance with the law, policy and good practice guidance.

BHT will promote a multi-agency approach by raising concerns with appropriate statutory services in accordance with the guidance set out in the 'Sussex Safeguarding Adults Policy and Procedures.'

BHT will ensure that employees are aware of the law and statutory requirements relating to Safeguarding, in particular the Care Act 2014, and the requirements of Safeguarding Adults Boards in the areas in which it operates. BHT's Safeguarding Lead is: Simon Hughes, Senior Manager, Support Services ([simon.hughes@bht.org.uk](mailto:simon.hughes@bht.org.uk)).

BHT will act in a way which supports the rights of the individual and will take a person-led and outcome-focused approach to Safeguarding that is led by the person, not the process.

BHT recognises that abuse may occur both outside of the organisation and within the organisation. In the case of a suspected abuse by an employee, BHT's intention will be to address any suspected abuse through thorough formal statutory investigation procedures and its own internal disciplinary procedures. BHT will support the employee to seek advice and support from their union representative.

Where considered appropriate BHT will involve other external agencies, including the police where it is considered that a criminal offence may have occurred.

BHT will cooperate fully with safeguarding enquiries and support the work of Safeguarding Adults Boards.

During all investigations the alleged abuser will have fair opportunity to state their case in response to allegations and to be represented.

## Recruitment

All BHT staff will supply two professional references and undergo a Disclosure and Barring Service check prior to commencing their employment. An employee cannot take up a position until all references and checks have been authorised.

## Training

All staff whose work brings them into contact with adults in need of care and / or support will receive training in safeguarding adults as part of their induction and through regular refresher training. Training will ensure that all staff are aware of internal reporting procedures and of local statutory arrangements in respect of the disclosure or discovery of abuse or self-neglect and the required action they should take appropriate to their role.

## Individual Roles

Project Managers are responsible for implementing this policy within their service.

Project Managers are responsible for meeting regularly with a staff member who is dealing with issues of adult abuse or self-neglect to provide support and guidance until such times as any enquiries and/or any HR processes are concluded.

Project Managers will ensure that appropriate referrals to statutory agencies are made and to liaise with these other agencies.

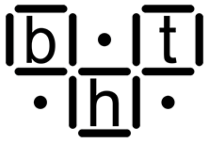
Project Managers will ensure that all clients are aware of what adult safeguarding is and the procedures for raising concerns regarding abuse and self-neglect.

Project Managers of premises, where adults may visit or reside, will ensure that the project is risk assessed to ensure a safe environment.

All staff are responsible for being aware of adult safeguarding procedures.

All staff are responsible for disclosing concerns regarding abuse or self-neglect according to the guidance laid out in the BHT Safeguarding Policy, Procedures and Guidelines documents.

The BHT adult safeguarding lead officer is responsible for attending and representing BHT at local working groups and Safeguarding Adults Boards. The lead officer will share feedback from these meetings, giving regular updates via the safeguarding working group and BHT managers' meetings. Minutes of these meetings are stored in the Global/Safeguarding folder.



# Safeguarding Adults Procedure

<b>Reviewed:</b>	July 2019	<b>Next review date:</b>	July 2021
<b>Approved SMT:</b>	15 <sup>th</sup> October 2019	<b>Approved Board:</b>	n/a
<b>Approved OCP:</b>	n/a	<b>Approved FARC:</b>	n/a
<b>Ownership:</b>	Senior Manager, Support Services		

## Background

This procedure should be used if you suspect, or someone alleges, that abuse has occurred or there is a risk of abuse occurring to an adult – this is likely to be a client from your project but it applies to **any** adult who

- has needs for care & support (whether or not the local authority is meeting any of those needs) **AND**
- is experiencing, or at risk of, abuse or neglect **AND**
- as a result of their care & support needs, the adult is unable to protect themselves from either risk of, or the experience of abuse or neglect

For policy information please see the BHT Safeguarding Adults policy.

For more information about safeguarding please see the BHT Safeguarding Adults Guidance

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## Dealing with disclosures of abuse

All allegations or suspicions of abuse or self-neglect raised by staff, clients or others must be taken seriously and prompt action taken.

Any member of staff who is concerned that abuse or self-neglect may have taken place or may occur has a duty to take the following actions

- Ensure that the client is out of immediate danger
- Preserve any evidence
- Call emergency services if there is immediate danger or there has been an alleged crime
- Do not confront or give any information to anyone who is alleged to be responsible for what has happened

Then

- Discuss what happened with the client to help you understand what is happening, use phrases such as “Tell me a bit more”, “Explain what happened”, “Describe How You Feel” but do not try to investigate the incident at this stage
- Ask the client what outcome they would like to see, and discuss their consent if information is to be shared
- Record what happened and what outcome the clients wants to see as soon as possible
- Record what type of abuse the client is experiencing and why they are unable to protect themselves from either risk of, or the experience of abuse or neglect
- Inform your line manager as soon as possible
- Observe confidentiality as much as possible but explain you have to inform your line manager
- Raise a safeguarding concern
- Remember to keep the client informed of what is going on at all stages

## Dealing with disclosures from a perpetrator

BHT staff may work with perpetrators of abuse as well as victims of abuse. If a perpetrator makes a disclosure of abuse to a member of staff, the staff member should report this to their line manager immediately and if safe to do so, inform the perpetrator that they have a duty to report any such incidents to the relevant authorities.

The same procedure should then be followed as with disclosures of abuse.

## Recording information

Any written record should clearly distinguish factual information from opinion. Incidents should be recorded accurately and in detail outlining the nature of the allegations and the immediate action that has been taken.

You must record in as much detail as possible what the alleged abuse is and who alleged it, who the alleged perpetrator of the abuse is, how the adult who it is alleged has been the victim of abuse has been involved in discussions, what they want to see happen, what they would like the outcome of the safeguarding process to be.

You should also record why the client is in need of support and why they are unable to protect themselves from either risk of, or the experience of, abuse or neglect.

You must also record if the adult does not want any further action to be taken.

Your manager will support you to complete the necessary forms to raise your concern with the appropriate authorities. If a concern is raised using an electronic form, this should be attached to the relevant client's Inform page.

*When a safeguarding concern is sent to an external authority the incident must be recorded on Inform or BThink*

All records will be monitored by the BHT lead officer for Safeguarding and will be accessible to statutory bodies such as Safeguarding Adults Boards and the Care Quality Commission.

## Informing your line manager

You must report your concerns about suspected abuse or self-neglect to your line manager or the person deputising for them at the earliest opportunity and certainly by the end of the working day on which the allegation was raised.

Your manager will take the decision whether to refer the incident to the appropriate authority.

This decision will make reference to

- The wishes of the client
- What the client wants to see as an outcome
- Known indicators of abuse
- Definitions of abuse
- Whether the client is able to protect themselves
- Circumstances in which a client's wishes may be overridden
- The mental capacity of the client
- The level of risk to the client
- The level of risk to others (public interest considerations)

Your manager will support you through the process of raising a concern with your local authority and with informing other statutory bodies such as the Care Quality Commission.

If it is decided that a concern will *not* be raised the reasons for this should be recorded clearly on Inform or BThink. Your manager should then e-mail the safeguarding officer at BHT explaining the reasons for the decision not to raise a safeguarding concern.

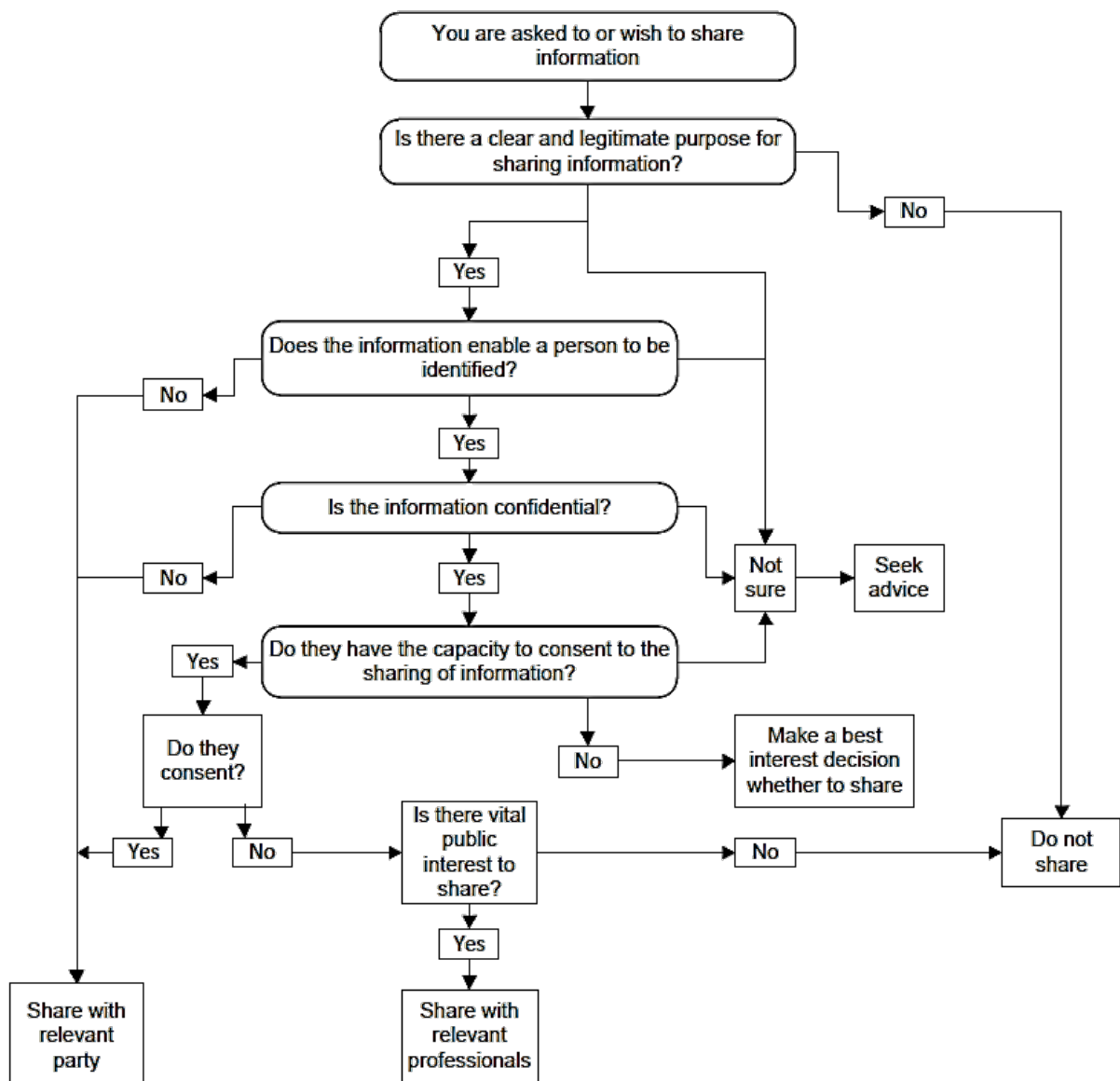
If you disagree with the decision not to raise a safeguarding concern you should try and resolve this with your manager in the first instance otherwise you should contact the lead safeguarding officer within BHT.

## Observing confidentiality

You should always inform your line manager or the person deputising for them of any allegations of abuse within the same working day as the allegation was made.

When sharing information other than with your line manager you must consider the wishes of the client relating to confidentiality. However there are circumstances where you may have to share information regardless of the wishes of the client.

The following diagram details how you can arrive at a decision to share information based on the guidelines from the Social Care Institute for Excellence (SCiE)



## Raising a safeguarding concern

If the abuse is suspected or there is no immediate need for action, you should report the incident or allegation to your line manager or the person deputising for them at the first opportunity and certainly by the end of the working day on which the allegation was made.

A safeguarding concern should be made to the relevant authority at the earliest opportunity.

Your line manager will support you to complete the necessary forms to raise a safeguarding concern if you are not able to.

You do not have to have the permission of your line manager in order to raise a safeguarding concern.

You can raise a safeguarding concern with external authorities over the telephone however it is usual for professionals to raise them electronically. The contact details are detailed in the table below.

Authority	Telephone	E-documents
Brighton and Hove Access Point	01273 295 555	<a href="mailto:accesspoint@brighton@hove.gov.uk">accesspoint@brighton@hove.gov.uk</a>
East Sussex Adult Social Care	0345 60 80 191	<a href="mailto:socialcaredirect@eastsussex.gov.uk">socialcaredirect@eastsussex.gov.uk</a>
West Sussex Adult Social Care	01243 642121	<a href="#">West Sussex safeguarding concern</a>

As soon as the referral is made, Adult Social Care from the area in which your project is located will co-ordinate any action that is required, and are responsible for deciding if they will cause an enquiry to be made under Section 42 of the Care Act.

Every adult safeguarding concern raised will receive a clear response from statutory services regardless of whether or not an enquiry is to be made.

Regardless of whether a statutory referral is made or not, steps must be taken to support the individual and where appropriate protect them from future abuse.

Each concern will be different and you should let your manager know immediately if you believe a concern you have raised is not being acted upon in a timely way.



## Safeguarding enquiries

After raising a safeguarding concern, legal safeguarding duties under S42 of the Care Act apply for the local authority where:

- the adult has needs for care & support (whether or not the local authority is meeting any of those needs) **AND**
- the adult is experiencing, or at risk of, abuse or neglect **AND**
- as a result of their care & support needs, the adult is unable to protect themselves from either risk of, or the experience of abuse or neglect.

The enquiry is to decide whether or not the local authority or another organisation, or person, should do something to help to protect and ensure the well-being of the client. The length and scope of the enquiry will vary according to each set of circumstances.

The purpose of the enquiry is to

- Establish facts
- Ascertain the adults views & wishes
- Assess / reassess the needs of the client
- Protect the client from the abuse or neglect in accordance with their wishes
- Decide what actions need to be taken in terms of the person / organisation thought to be the cause of risk
- Enable the client to achieve resolution and recovery

The local authority will appoint an Enquiry Manager who will coordinate the enquiry to be made by someone external to BHT, such as a social worker, or they may ask the manager of the BHT project to make the enquiry. The response from the local authority will take account of the wishes of the person regarding any further action they may want or not want to be taken, the seriousness of the concern, and whether anyone else is affected or at risk in relation to the allegation or concern raised.

It is likely that you will be involved in the enquiry if you are the person currently supporting the individual so the enquiry can clarify and questions arising from the circumstances which led to the safeguarding concern being raised. If you think it is important to be involved in the enquiry make this clear on the concern e-form, email, or phone call. If you are asked to be involved in the enquiry your manager will support you through this process.

The outcome of the enquiry and actions taken will be recorded by the project on Inform or BThink and held by the lead officer for BHT safeguarding on a central record.

Regardless of the outcome of the enquiry measures should be taken to reduce or eliminate the risk of similar incidents of abuse occurring. These can include measures such as; if a particular client is found to present a significant danger to others it may require that their service is likely to be terminated or that they are transferred to another, more appropriate, service. Other measures include disciplinary action or pursuing prosecution, self-protection work with clients, staff training or re-training. Any significant incident will trigger a review of policies, procedures or working practices.

## Allegations against a BHT employee

If an allegation is made against a member of staff, the employee's line manager or the person deputising for them should be informed immediately. Allegations will be passed to the senior manager and to the chief executive.

In the first instance the allegation should remain confidential between you and your manager until a decision has been made by the management team regarding what is an appropriate level of disclosure to the team.

Line managers, in consultation with human resources department and the chief executive, will need to clarify the action to be taken in accordance with personnel procedures.

The action taken will:

- Protect the rights and wishes of the client
- Protect the rights of the member of staff concerned
- Enable managers to take appropriate action either on behalf of the client or against the staff member where appropriate
- Provide appropriate support the alleged victim and perpetrator

The staff member involved in the allegation may be suspended from work whilst further enquiries are carried out however this does not imply any guilt.

## Support for staff

All BHT staff receive regular supervision and are supported in their work with clients. Through training & supervision, BHT staff will be made aware of the potential impact being involved in abuse cases can have upon them. Additional supervision will be used to support staff under these circumstances as required.

## Related policies and procedures

BHT Adult Safeguarding Policy

BHT Adult Safeguarding Guidance

The Sussex Safeguarding Adults Policy and Procedures

Safeguarding Children

Third Party Reporting

Whistleblowing Policy