Adult Safeguarding Strategy, Policy and Procedures

1. Introduction

Live Well with Cancer (LWWC) welcomes and encourages the involvement of people from all walks of life in our work. From time to time this may bring us into contact with 'adults at risk' who access our services.

The purpose of this strategy and policy is to:

- protect adults at risk of abuse or neglect who access our services
- provide clear guidance on our approach to safeguarding adults at risk

This strategy and policy applies to all staff, volunteers and trustees, at all levels within the organisation and extends to sessional workers, or anyone else acting on behalf of LWWC. The strategy and policy has been developed in line with the work of the North Tyneside Adult Safeguarding Board:

www.my.northtyneside.gov.uk/category/1033/safeguarding-adults

Details of the types of abuse that adults at risk may experience are provided in Appendix 1.

2. Definition of an Adult Risk

An 'adult at risk' is defined by The Care Act 2014 as a person, aged 18 and over, who meets all three of the following criteria:

- Has needs for care and support (whether or not the authority is meeting any of those needs)
- Is experiencing, or at risk of, abuse or neglect
- As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it

An adult at risk may therefore be a person who:

- Is elderly and frail due to ill health, physical disability or cognitive impairment
- Has a learning disability
- Has a physical disability and/or a sensory impairment
- Has mental health needs including dementia or a personality disorder
- Has a long-term illness/condition
- Misuses substances or alcohol
- Is a carer such as a family member/friend who provides personal assistance and care to adults and is subject to abuse
- Is unable to demonstrate the capacity to make a decision and is in need of care and support.

3. Our commitment

LWWC takes seriously our safeguarding responsibilities and is committed to:

- Reporting and acting upon safeguarding concerns in a timely way
- Prioritising the dignity, safety and well-being of adults at risk
- Having our own internal operational procedures to complement this policy
- Ensuring all staff, including volunteers and trustees and others working on behalf of LWWC, understand their roles and responsibilities in regard to safeguarding
- Ensuring that staff and volunteers have access to training and support appropriate to their safeguarding responsibilities.

4. Designated Safeguarding Officer (DSO)

LWWC has a named Designated Safeguarding Officer (DSO)

Purpose of the DSO role:

Strategic: To take the lead role in ensuring that appropriate arrangements are in place at LWWC for keeping safe adults who are at risk.

Operational: To promote the safety and welfare or adults at risk who are using LWWC's services.

Duties and responsibilities

1. Ensure that all issues concerning the safety and welfare of adults at risk who access are properly dealt with through policies, procedures and administrative systems.

2. Make sure that all staff, including volunteers and trustees, are made aware of the procedures and what they should do if they have concerns about an adult at risk.

3. Receive and record information from anyone who has concerns about an adult at risk who accesses LWWC.

4. Take the lead on dealing with information that may constitute an adult safeguarding concern. This includes assessing and clarifying the information and taking decisions where necessary in consultation with colleagues.

5. Consult with, pass on information to and receive information from statutory agencies, such as the Adult Social Care team and the police. This includes making formal referrals to these agencies when necessary.

6. Offer support to team members who have been involved in a safeguarding matter.

7. Be familiar with and work within local inter-agency adult safeguarding procedures developed by the local safeguarding boards.

8. Be familiar with issues relating to safeguarding and abuse, and keep up-to-date with new developments in this area.

9. Attend training on issues relevant to safeguarding from time to time and share knowledge from that training with staff and trustees.

4. Responding to concerns

Safeguarding is everyone's responsibility. All sessional staff, volunteers, trustees and others acting on behalf of LWWC have a duty to report any safeguarding concerns in line with the guidance provided below.

How to respond if you receive an allegation:

- Reassure the person concerned
- Listen to what they are saying
- Record what you have been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Do not start to investiage or ask detailed or probing questions
- Do not promise to keep any secrets
- Let them know what will happen next
- Share this information immediately, or as soon as possible with LWWC's designated safeguarding officer.

If you witness abuse or abuse has just taken place the priorities will be to:

- If medical assistance is required call an ambulance (999)
- Call the police if you believe a crime has been committed (999 or 101 if not an emergency)
- Preserve evidence
- Keep yourself, staff, volunteers and service users safe
- Inform LWWC's designated safeguarding officer as soon as possible

How to Record a Safeguarding Allegation

When making a record of a safeguarding incident or allegation you should:

- Write down exactly what you are told or have seen
- Use the exact words of the person telling you, not your own
- Include times of incident
- Include the type of alleged abuse
- Include the location of the alleged abuse
- Make it clear who said what and when
- Write down everything you saw, keep it factual
- Write down people's names in full, explaining who they are
- Be accurate - write down facts as they happened, be unbiased/do not take sides, do not ask leading questions, use the phrases 'tell me about it, explain that to me, describe that'
- Share your concerns with LWWC's Designated Safeguarding Officer immediately, providing them with a fully completed Safeguarding Report form (Appendix 2).

What happens next?

All situations of abuse or alleged abuse will be discussed with LWWC's Designated Safeguarding Officer as soon as possible. If the person sharing the information feels unable to raise this concern with the Designated Safeguarding Officer then concerns can be raised directly with the Adult Social Care Gateway Team. The alleged victim will be told that this will happen. This stage is called the 'Alert'.

When LWWC's Designated Safeguarding Officer receives a safeguarding alert they will review the information to make sure they have sufficient and accurate details. If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral will be made by the Designated Safeguarding Officer to the Adult Social Care Gateway Team. If the individual experiencing abuse does not have capacity to consent a referral will be made without that person's consent, in their vital interests.

- Adult Social Care Gateway team telephone number: **0191 643 2777**

- Online referral form: **https://mycare.northtyneside.gov.uk/web/portal/pages/worriedadult**

6. Managing allegation made against a member of LWWC team

LWWC will ensure that any allegations made against members of staff will be dealt with swiftly.

Where a member of staff/volunteer is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the alleged perpetrator. This will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.

The Designated Safeguarding Officer will liaise with the Adult Social Care team to discuss the best course of action.

7. Information Sharing

To ensure clear information sharing LWWC is committed to the simple process of sharing relative information and follows the seven "Golden Rules" for information sharing taken from the HM Government Information Sharing guidance package (2008):

1. Remember that the Data Protection Act is not a barrier to sharing information but provides a framework to ensure that personal information about living persons is shared appropriately.

2. Be open and honest with the person from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.

3. Seek advice if you are in any doubt, without disclosing the identity of the person where possible.

4. Share with consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You should go ahead and share information without consent if, in your judgement, that lack of consent can be overridden in the public interest. You will need to base your judgement on the facts of the case.

5. Consider safety and well-being: Base your information sharing decisions on considerations of the safety and well-being of the person and others who may be affected by their actions.

6. Necessary, proportionate, relevant, accurate, timely and secure: Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those people who need to have it, is accurate and up to date, is shared in a timely fashion, and is shared securely.

7. Keep a record of your decision and the reasons for it - whether it is share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

8. Document details

Organisation:	Live Well with Cancer
Version Number:	4.0
Policy owner:	Chief Executive Officer/Board of Trustees
Date approved:	21st June 2019
Latest review:	May 2026
Next review:	May 2027

This policy will be reviewed annually or in response to updated regulations or guidance.

Appendix 1: Types of Abuse

Physical abuse includes hitting, shaking, throwing, poisoning or misuse of medications, burning or scalding, drowning, suffocating or otherwise causing physical harm.

Sexual abuse including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, sexual exploitation and sexual assault or sexual acts to which the vulnerable adult has not consented, could not consent to or was pressured into consenting.

Psychological or Emotional abuse includes threats of harm, bullying or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, withholding affection, shouting and deprivation of privacy or unreasonable or unjustified withdrawal from services or support networks.

Neglect and acts of omission include ignoring medical or physical care needs, failure to provide access to appropriate health care, social care or educational services. Withholding of the necessities of life such as medication, adequate nutrition and heating.

Financial or material abuse includes theft, fraud and internet scamming exploitation. Pressure that is applied in connection with wills, property or inheritance, financial transactions, or the misuse, or misappropriation of property, possessions or benefits.

Self-neglect covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Professional abuse is the misuse of power or trust and the failure of professionals to act on suspected abuse / crimes.

Organisational abuse is neglect and poor care practice within an organisation, care setting or in relation to care provided in a person's own home. This may be one-off incidents or ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Domestic abuse includes psychological, physical, sexual, financial, emotional and so called 'honour' based violence.

Modern Slavery encompasses slavery, human trafficking, forced labour and domestic servitude.

Discriminatory abuse exists when values, beliefs or culture result in a misuse of power that denies opportunity to some groups or individuals. It can feature in any form of abuse of an Adult at Risk. It can result from situations which exploit a person's vulnerability by treating them in a way that excludes them from opportunities or services they should have as an equal citizen. It is important to note that an individual may be targeted because of a particular characteristic and this may result in actions which are considered Hate Crime (also known as Mate Crime). This can be verbal abuse, threatening behaviour, deliberate 'outing', criminal damage, physical attack.

Radicalisation is the abusive process whereby adults with care and support needs are radicalised.

Appendix 2: Safeguarding Report Form (based on Child Safeguarding Policy)

Safeguarding Report Form

Reporting concerns about an adult at risk: This form should be used in conjunction with the procedure for dealing with concerns about an adult at risk.

Details of adult

Name of adult:		
Gender	Age	Date of Birth
Ethnicity	Language	Additional needs
Home address:		

Your details

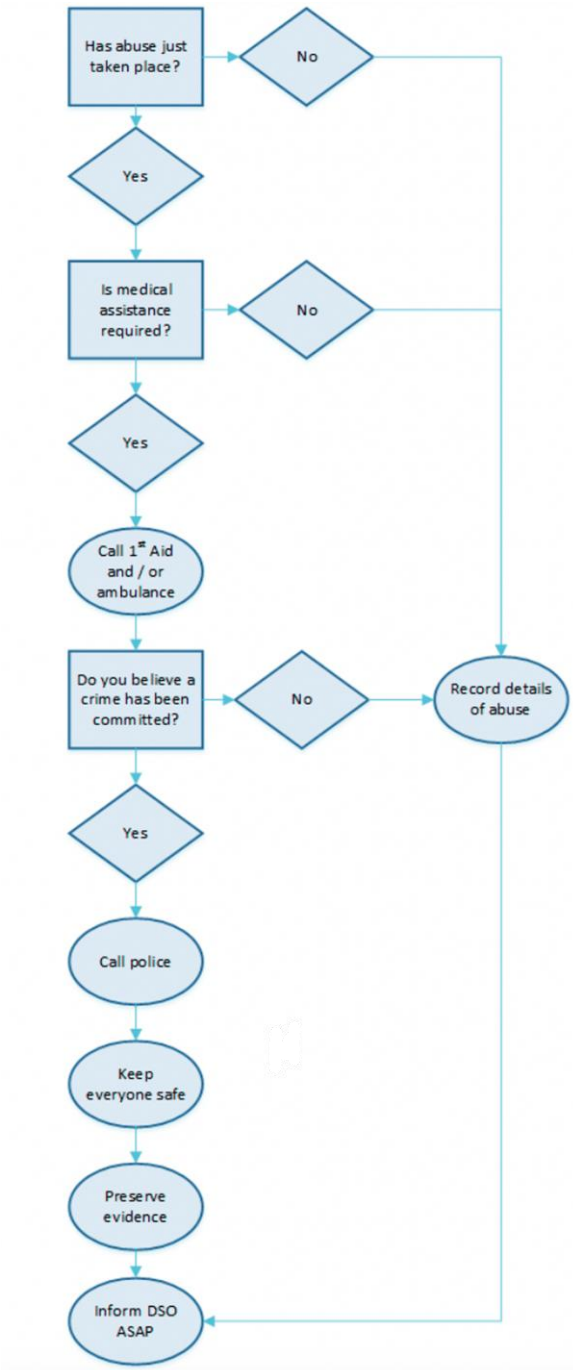
Your name:	Your position	Date and time of incident (if applicable)

Are you reporting your own concerns or responding to concerns raised by someone else? Reporting own concerns Responding to concerns raised by someone else
If you are responding to concerns raised by someone else, please provide their name and position within the organisation:
Please provide details of the incident or concerns you have, including times, dates, description of any injuries, whether information is first hand or the accounts of others, etc:
The adult's account/perspective:
Please provide details of anyone alleged to have caused the incident or to be the source of any concerns:

Provide details of anyone who has witnessed the incident or who shares the concerns:
Summary of discussion:
Has the situation been discussed with LWC's Designated Safeguarding Officer? Yes/No If so please summarise the discussion:
If appropriate- have you spoken to the adult's parents/carers? Yes/No If so please summarise the discussion:
Have the following authorities been informed? Police: yes/no Date and time: Name and phone number of person spoken to: Local authority Adult Social Care Team: yes/no Date and time: Name and phone number of person spoken to: Action agreed with child protection authorities:
What has happened since referring to statutory agencies? Include the date and nature of feedback from referral, outcome and relevant dates:

Signed	Date and time	Name and position

Appendix 3: Flowchart of procedures



Appendix 4: Current Designated Safeguarding Officer

Designated Safeguarding Officer (DSO)
Maureen Elliott

Telephone number
07738148437

Charity's website
www.livewellwithcancer.co.uk