



Sherburn House
Charity

SHC Policy & Procedure

Safeguarding Adults (Non-Care)

Document	Safeguarding Adults (Non-Care) Policy
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1. Introduction

Sherburn House Charity is committed to protecting an adult's right to live in safety, free from harm, abuse and neglect and is respectful of their dignity, privacy, independence and individuality.

Safeguarding is about people and organisations working together to prevent and stop risks and experience of abuse or neglect, while ensuring the persons wellbeing is promoted.

Legislation such as the Care Act 2014 inform our approach to safeguarding adults and places an individual's well-being at the centre of the care and support system. The Care Act 2014 places responsibilities on social housing providers to look out for potential abuse and to work with the local authority Safeguarding teams to protect and implement safeguarding procedures. We have a responsibility and a duty of care to our residents to recognise abuse, and to respond and report appropriately.

2. Scope

This policy covers the safeguarding of adults aged 18 and over. It applies to all those who live, work and visit Sherburn House Charity, including contractors and volunteers.

We expect our contractors and those they sub-contract work or services to and other organisations working on our behalf, or on our premises to have their own safeguarding policy and procedures in place or adopt ours.

3. Statement of Purpose

This safeguarding policy has been developed to protect those who live, work and visit Sherburn House Charity, including contractors and volunteers. It is designed to ensure any concerns about any type of abuse will be dealt with quickly and effectively, making safeguarding referrals where necessary.

RESPOND by taking action to make sure the person is safe.

REPORT concerns immediately to a manager.

RECORD concerns; completing & submitting a referral to the Local Authority Safeguarding Adults Team.

REVISIT the safeguarding referral by getting an update from the Local Authority Adult Safeguarding Team.

4. Our Aims

Our aims are to:

- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs.
- Stop abuse or neglect wherever possible.
- Safeguard adults in a way that supports them in making choices and having control about how they want to live.
- Promote an approach that concentrates on improving life for the adults concerned.
- Provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult.

5. Definition of Abuse and Harm

- Abuse is a violation of an individual's human and civil rights by an act or a failure to act on the part of person or persons.
- Abuse can occur in any relationship, both formal and informal and may result in significant harm to, or exploitation of the person subjected to it.
- Abuse may consist of a single act or repeated acts.
- Harm is ill-treatment, impairment or avoidable deterioration of physical or mental health.

6. Types of Abuse

There are many types of abuse and neglect. Those identified by the Care Act (but not necessarily exclusive) include those listed below. For definitions and examples of these types of abuse, see appendix 1.

- | | |
|------------------|--|
| • Physical | • Self-Neglect – Life Threatening |
| • Financial | • Domestic Violence (see appendix 2) |
| • Restraint | • Modern Slavery (forced labour, county lines, human trafficking and domestic servitude) |
| • Psychological | • Radicalisation |
| • Sexual | • Sexual Exploitation |
| • Neglect | • Cuckooing |
| • Organisational | • Female Genital Mutilation |
| • Discriminatory | |
| • Hate Crime | |
| • Mate Crime | |

7. Risk Factors associated with Abuse

Anyone may experience abuse at a particular time of their lives. However, some people may be at higher risk including, older people, adults with a physical or learning disability, mental health needs, long term health needs, or those who are drug or alcohol dependant.

Risk factors may include loneliness, social isolation, difficulty with communication, dependent on carers (physically, psychologically or financially), emotional vulnerability, or the person may have unusual behavioural traits, poor quality relationships, pressures and responsibilities, lack of emotional support and social contact, frequent requests for help and the problem not being resolved.

8. When Safeguarding comes within the responsibility of the Local Authority (section 42 Care Act)

The threshold is defined as:

- 'An adult in need of care and support (whether or not that support is provided by the local authority),
- who is experiencing or is at risk of abuse and neglect,
- and as a result of these needs is unable to protect him or herself against abuse or neglect or the risk of it.'

If in doubt always contact your Local Authority for guidance. Someone may not meet the criteria for referral to the Local Authority but any cause for concern should be responded to appropriately and recorded. Sometimes it may be an accumulation of small incidents that point to a more serious situation occurring; for example, coercive control or domestic violence.

9. The six principles of the Care Act provide guidance.

They are:

EMPOWERMENT: person – led decisions and informed consent.

PREVENTION: better to take action before harm occurs.

PROPORTIONALITY: least intrusive response appropriate to the risk presented.

PROTECTION: support and representation.

PARTNERSHIP: communities have a part to play in prevention, detection and reporting neglect and abuse.

ACCOUNTABILITY: accountability and transparency in our response to safeguarding.

10. Procedure to be followed if abuse is suspected

Any resident who feels that they are being abused in any manner should immediately contact the Charity, its officers or agent. The Charity will, where appropriate, work with other agencies, to resolve matters. The designated person will undertake an initial enquiry to establish the facts.

The Housing & Estates Coordinator is designated as having responsibility for any safeguarding issues and can be contacted on 0191 372 2551. If unavailable, the Operations Manager should be informed immediately of any safeguarding issue that has arisen.

Any allegation of abuse needs to be handled sympathetically and sensitively whilst ensuring that no commitment or agreement is given at the outset. At this stage it is important to ensure that the complainant is not in direct contact with the alleged abuser and that sensitivity is used when handling the situation.

Depending upon the circumstances of the individual case:

- Ensure the person is safe.
- If necessary, seek medical assistance.
- Listen carefully and find out the wishes of the abused person.
- Do not make promises.
- Explain what you are going to do and what information will be shared and why.
- Ascertain the basic facts (but do not start investigating) including:
 - Date, time and place of alleged abuse.
 - Name of complainant.
 - Where different, name of person who has allegedly been abused.
 - Nature of alleged abuse.
 - Description of any injuries observed.
 - Account of the incident which has been given.
- Inform the Housing and Estates Co-ordinator immediately.
- Write a report recording any observation (photographs are acceptable with person's permission) and details of accounts given (in the persons own words if possible).
- If a complainant requests that the information is kept secret, it is important that they are sensitively advised that cases of alleged abuse will be referred to the appropriate agencies and explain the reasons why.

The designated person will gather information and arrange a meeting with the Operations Manager to establish the facts. A full record of the meeting will be made.

This meeting is to establish facts and decide given the nature of the report, if the individual and the incident fall within the Care Act section 42 criteria for referral to the safeguarding team or if another course of action is more appropriate.

The safeguarding team may be contacted for advice. If the police or other emergency services were called, the incident must be reported to the Local Authority.

If a referral is made to the safeguarding team from then on, any action should be guided by them (*See Appendix 1*).

If the safeguarding team are not involved the situation will continue to be monitored by the Housing and Estates Co-ordinator who will report to the Operations Manager on a basis agreed at the meeting.

Any serious incidents of this nature which are reported to the Local Authority may also be reported to the Charity Commission.

The details for Durham County Council's Adult Safeguarding Team:

Phone number: 03000 267 979

Email address: scd@durham.gov

11. Recruitment and Training

The Disclosure and Barring Service (DBS) helps prevent unsuitable people from working or volunteering with vulnerable individuals. All our resident facing colleagues are DBS checked, and Sherburn House Charity ensures all colleagues and volunteers are employed according to DBS regulations.

All colleagues and volunteers complete mandatory safeguarding training as part of their induction. This is repeated at intervals appropriate for their role.

12. Appendix 1 - Signs and indicators of abuse

Physical Abuse: hitting, slapping, punching, pushing, kicking, burns, misuse of medication, inappropriate restraint.

Sexual Abuse: rape, sexual assault, sexual acts where the adult has not consented, could not have consented, or was pressurised into consenting, non-contact sexual abuse e.g. coerced to be photographed or videoed or for someone to look at their bodies. Sexual activity involving staff is considered abusive.

Financial Abuse: theft, fraud, exploitation, pressure in connection with wills, property, inheritance or financial transactions, misuse or misappropriation of property, possessions, or benefits.

Neglect or Acts of Omission: ignoring medical or physical care needs, failure to provide access to appropriate health care, social care or education services, heating, medication, adequate nutrition and essential needs.

Psychological: emotional abuse, threats of harm or abandonment, deprivation of contact, blaming, controlling, intimidation, coercion, harassment, verbal abuse/ excessive criticism, isolation or withdrawal from services or support networks.

Organisational: where there is a culture of abusive behaviour, tolerance of abusive behaviour, repeated failure to address abusive behaviour. It may be an isolated incidence through to a pervasive ill treatment or gross misconduct when an organisation fails to treat individual needs in favour of the needs of organisation. This can occur in any organisation not just those associated with delivering health or personal care in residential/hospital setting.

Discriminatory: abuse that is motivated by discriminatory or oppressive attitudes towards race, gender, sexual orientation, cultural background, religion, physical or learning disability or sensory impairment, age, mental health. This may take the form of harassment, verbal abuse, disparaging remarks.

Hate Crime: Can come under safeguarding if the person has care and support needs and comes under the requirements of sect 42 of the Care Act for a safeguarding adult enquiry. Hate crime can be defined as any hate incident which constitutes a criminal offence, perceived by the victim or any other person as being motivated by prejudice or hate.

Mate Crime: is usually used to refer to where the adult with care and support needs is the victim of abuse or exploitation by one or more people where the victim wants them to be their friend or believes them to be their friend.

Domestic Violence/ Abuse: physical, sexual, psychological, or financial, violence that takes place within an intimate or family type relationship and forms a pattern of coercive, controlling and threatening behaviour. It should be addressed under safeguarding only-

- If the person has care and support needs and is unable to protect him or herself from abuse.

- Where it is proportionate and beneficial to the person involved taking into account their wishes, capacity and level of risk.

Otherwise, individuals should be given information about agencies that can support them to take their own action (Woman's Aid, National Domestic Violence helpline, local domestic violence teams).

Self-Neglect: Self neglect becomes a safeguarding concern when the level of neglect becomes life threatening. Otherwise, serious self-neglect may be helped through Adult Social Care Teams or Mental Health Services.

Modern Slavery: Modern Slavery can take a number of forms. Sexual exploitation, forced labour, domestic servitude, criminal exploitation. This can include 'county lines' drug dealing in local areas and may include 'cuckooing' the setting up of drug basis in people's own homes. Police should be notified if modern slavery is suspected. It is often the most vulnerable who are targeted, the homeless, those with learning disabilities, or mental health issues.

Radicalisation: The Prevent Strategy aims to protect those who are vulnerable to exploitation from those who seek to support or commit acts of violence. This may be right wing extremism as well as Islamic extremism. The most vulnerable are often targeted. The police should be contacted if it is suspected that an individual is being radicalised.

Cuckooing: The practice where people take over a person's home and use the property to grow, deal, store or take drugs. Use the property to sex work, use the property to store weapons or stolen goods, taking over the property as a place for them to live or taking over the property to financially abuse the resident.

Female Genital Mutilation: Is any procedure that involves the partial or total removal of the external female genitalia, or injury to the female genital organs for non-medical reasons.

13. Appendix 2 - Information that may be needed by a Local Authority Safeguarding Team when raising a concern.

Be open and honest from the outset. Any information sharing should be clear regarding the nature of the problem and the purpose of sharing. It should be based on fact not assumption and restricted to those who need to know. It should be relevant to the specific incidents and should be limited to the needs of the situation at the time. It should be necessary, relevant, accurate and proportionate.

- 1 Alleged victim's name, and addresses (including previous addresses if known).
- 2 Date of birth.
- 3 The details of the concern or disclosure, circumstances, dates, times, witnesses.
- 4 Type of abuse.
- 5 Key people, family, agencies, workers involved.
- 6 Details of whether the alleged victim knows of the referral and has given consent. If not, why not.
- 7 Alleged victim's preferred outcomes.
- 8 Any concerns about capacity.
- 9 What discussion has taken place.
- 10 Any others at risk.
- 11 Extent of harm.
- 12 Details of any immediate action taken e.g. police contacted or action taken to reduce risk.