

Safeguarding Policy

Staff 2000 operates a 'zero tolerance' policy for abuse and believes that people have the right to live and work in an environment free of the threat of abuse, harassment, violence or aggression. This policy is for all Staff 2000 care and support staff and people who use our services.

Staff2000 acknowledges that safeguarding is about people and organisations working together to prevent and stop both the risks and the actual experience of abuse or neglect.

Staff 2000 recognises that staff who work with vulnerable people are potentially in a position of status and authority in relation to the Users of the services they are working within. Staff 2000 strives to ensure that services are provided in an environment that lessens the imbalance of power and encourages, independence and self-advocacy for all those receiving care and support from Staff2000 workers.

Staff 2000 acknowledges that Care/Support Workers play an important part in the lives of people for whom they care. They have a key role in recognising and protecting people from abuse. Care/Support Workers have a responsibility to Service Users, to minimise both the likelihood of abusive situations occurring and the effects that they can have, and to contribute to monitoring anyone who may be considered to be 'at risk'.

Any person reporting allegations of abuse will be listened to, the information acted upon and he/she will be kept informed throughout the process.

The policy has been developed in line with:

- Human Rights Act 1998
- Care Standards Act 2000
- Department of Health 'No Secrets' 2000
- Safeguarding Vulnerable Groups Act 2006
- Mental Capacity Act 2005
- Mental Health Act 2007
- Health and Social Care Act 2008
- Care Act 2014

Definitions

Vulnerable Adult: A vulnerable adult is a person who is aged 18 or over and 'is or may be in need of community care by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'. ('No Secrets' DoH 2000)

Abuse: 'Abuse is a violation of an individual's human rights and civil rights by another person or persons. Abuse of a vulnerable adult may consist of a single act or repeated acts over time. It may occur as a result of a failure to undertake action or appropriate care tasks. It may be physical, psychological an act of neglect, or occur where a vulnerable person is persuaded to enter into a financial or sexual transaction to which they have not, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of the individual.' ('No Secrets' DoH 2000)

Types of Abuse

Physical Abuse: Physical assault is an actual or threatened contact to which a recipient has not consented and which causes hurt to that person. This includes hitting, slapping, pushing, kicking, and misuse of medication, restraint or inappropriate sanctions.

Sexual Abuse: Direct or indirect sexual activity to which the vulnerable adult has not consented or could not consent or was pressured into consenting to.

Psychological Abuse: Use of threats, humiliation, bullying, swearing, name calling or other verbal conduct. Also any form of mental cruelty that results in mental/physical distress. Also withdrawal of services or support networks.

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

Discriminatory Abuse: Discriminatory abuse exists when values, beliefs or culture result in a misuse of power that denies mainstream opportunities to some groups or individuals. It includes all forms of harassment, slurs or similar treatment particularly in relation to a person's disability, or is racist or sexist.

Neglect/ Self Neglect and Acts of Omission: Including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services. Withholding the necessities of life, such as medication, adequate nutrition and/or heating. Or a persons own failure or refusal to take care of their own basic needs.

Domestic Violence: Any incident of threatening behavior, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members.

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

Organisational Abuse: Where services provided are focused on the needs of the organization.

NOTE: It is important to recognise that multiple forms of abuse may occur in ongoing relationships, abusive service to individuals, or to more than one person at a time. It is important to look beyond single incidents or breaches in standards, to underlying dynamics and patterns of harm.

Who Might Abuse: Abuse of vulnerable adults may be perpetrated by a wide range of people including; relatives or family, professional staff, paid Care/Support workers, volunteers, other Service Users, neighbours, friends, associates, and anyone who deliberately targets and exploits vulnerable people.

Where Abuse Could Take Place: Abuse can take place in any setting. It may occur when a vulnerable adult lives alone, or with a relative; it may also occur within nursing, residential or day care settings, in hospitals, custodial settings and other places previously assumed safe, or in public places.

Staff 2000 offices will have the following available for all staff to read:

- A copy of the Adult Protection/Safeguarding Vulnerable Adults Policy and Adult Protection Report Form from the Local Social Services Department/Adult Protection Team
- Protocol for partnership working with relevant agencies and departments including local Adult Protection Service

All Staff 2000 Care/Support Service staff should:

- Have an understanding of what constitutes abuse and how to report any actual or suspected abuse
- Receive relevant training in safeguarding vulnerable adults/protection of vulnerable adults, relevant to their local Safeguarding Vulnerable adults reporting procedures
- Be familiar with and have access to Staff 2000 Safeguarding Vulnerable Adults Policy
- Receive a copy of Safeguarding Vulnerable Adults flow chart showing responsibilities for staff reporting incidents-of suspected adult abuse.

Care/Support Workers should:

- Listen to the individual alleging abuse and offer support and concern without making judgments and pressing for details

- Advise the individual of the procedure
- Establish the basic facts
- Report to appropriate Manager/Supervisor at earliest opportunity
- Always record all information accurately
- Preserve any evidence there may be related to the incident

Staff 2000 Care/Support Staff should not do the following:

- Make assumptions
- Confront or give information to anyone who is alleged to be responsible, or discuss with any outside contacts, including the media
- Make decisions alone/or undertake investigations independently
- Promise to keep abuse a secret.

All Staff 2000 Care/Support Service staff should treat all allegations seriously and consider the following when assessing and reporting abuse:

- The wishes and feelings of the person at risk (past and present)
- The views of other significant individuals, such as the person's nearest relative, their primary carer, guardian, attorney or any other person with an interest in the person's wellbeing or property
- Provide the person with the relevant information and support to enable them to participate as fully as possible
- The importance of ensuring that the person is not treated less favorably than another adult in a comparable situation
- The person's abilities, background and characteristics (including their age, gender, sexual orientation, religious persuasion, racial origin, ethnic group and cultural and linguistic heritage)

It is important to approach reports or allegations with an open mind about the appropriateness of intervention and consider the following:

- The immediate safety of the person
- The vulnerability of the individual
- The extent of the abuse
- The length of time it has been occurring
- The impact on the individual

The risk of repeated or escalating acts **Procedure for Dealing with Actual or Suspected Abuse:** All cases of actual or suspected abuse must be reported to the Registered Manager (or responsible person), who will then follow their local Safeguarding Vulnerable Adults reporting procedures and/or ISA (Independent Safeguarding Authority) Guidelines on Referring Persons to the ISA List. The Local Authority will then establish matters of fact, assess the needs of the vulnerable adult for protection, support, redress and decide what actions should be taken if the service or its management have been culpable, ineffective or negligent.

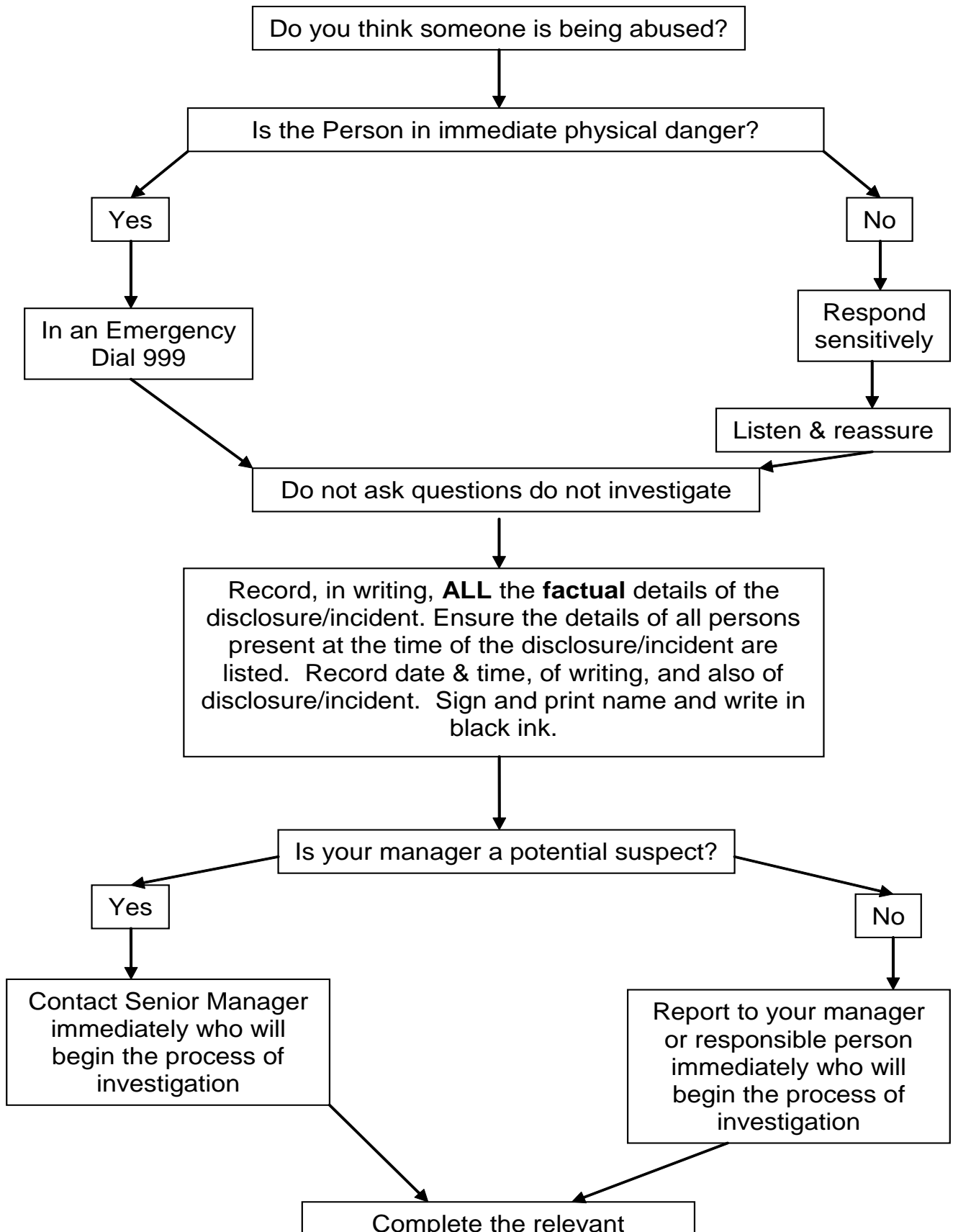
Note: Service Users and Care/Support Workers should be made aware that any

concerns will be dealt with independently, treated seriously, and that they will be informed of the outcome, Presumption of innocence should underpin all dealings and proceedings with regard to those against whom a complaint or allegation has been made, until there is evidence to the contrary and it is proved otherwise.

Procedure in Relation to Crime or Suspected Crime: Sexual abuse, physical abuse, psychological abuse, financial exploitation, theft or fraud constitute Criminal offences and should be reported to the Police. The Police have a duty to assist, support and obtain evidence of alleged offences and a responsibility to investigate a reported crime as well as interview any identified suspects.

Confidentiality and Sharing Information: In order to protect vulnerable adults, it may be necessary to share what might normally be regarded as confidential information. This should be managed according to Staff 2000 Confidentiality Policy. It may be necessary to exchange/disclose personal information. This is to be done in accordance with Staff 2000 Data Protection Policy.

Procedures for Recording and Reporting Abuse



CHILD PROTECTION POLICY

Staff 2000 believes that all children are entitled to protection from abuse of any kind. Our commitment is to ensure that any suspicions of abuse with regard to any child(ren) we may encounter during the operation of our services, will be reported and positively dealt with in line with the latest legislation and guidance from the Local Safeguarding Children's Boards.

Definitions – A 'Child' is anyone who has not yet reached his/her 18th birthday' (The Children's Act 1989 and 2004).

The policy and procedural document must be read in conjunction with "What to do if you're worried a child is being abused" (available from www.doh.gov.uk).

To deliver a commitment to the protection of children:

- Our procedures are designed to enable the efficient and effective reporting of suspicions within our own organization and to others such as Social Services and the Police

Any staff who may encounter children and young people in the course of their duties will be made aware of Child Protection issues when undertaking Safeguarding Vulnerable Adults training The Staff 2000 office will be aware of, and have a copy of, relevant Child Protection policies and procedures. Any suspicion should be reported to the Service Manager who will be responsible for reporting suspicions to other agencies such as Social Service Departments, Doctors, District Nurses and Health Authorities. Legal powers to act on reported abuse rests with the Social Services Department, the Police and the National Society for the Prevention of Cruelty to Children. Once the Manager has reported your suspicions these agencies have a statutory duty to investigate the report. Please also let Staff2000 know of any incidents that have occurred.

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Staff 2000 will:

- Ensure that appropriate training is included for all Care/Support Workers and Supervisors; to enable the recognition, and make an appropriate response to, actual or suspected abuse, and have an understanding of Child Protection issues
- Liaise with Care providers other relevant organisations.
- Actively participate and co-operate with any resultant investigation
- Provide the necessary support to other employees as required
- If the alleged abuser is a Staff 2000 employee follow the Staff 2000 disciplinary procedure and refer for inclusion on the ISA, POVA and POCA list if allegations are upheld.

If you have concerns about a child's welfare:

1. Discuss your concerns with the Registered Manager/ senior staff or Field Supervisor to develop an understanding of the reasons for your concerns about the child's welfare.
2. If you still have concerns after this initial discussion, report your concerns to your Registered Manager/senior staff or Supervisor in writing, (complete Safeguarding concern notification form)
3. The Registered Manager will then make a referral to Social Services immediately and follow that referral up in writing to Social Services within 48 hours
4. In cases where you believe the child may be at risk of significant harm, the police and NSPCC have powers to intervene and should be contacted.

If the concern you raised becomes a Child Protection case:

5. All staff involved may need to provide relevant information to Social Services or the Police about the circumstances surrounding the situation.
6. All staff may be expected to contribute to any assessments required by Social Services or the Police.

Roles and Responsibilities of Staff 2000 Employees**The Director/Care Coordinators/ Trainers must :**

- Keep abreast of National and Local legislation regarding the safeguarding and protection of children, particularly the work of the Local Safeguarding Children's Boards (LSCB)
- Ensure that appropriate safeguarding training is provided for all Supervisors and Care/Support Workers who may encounter children in the course of their work duties
- Take personal responsibility for ensuring that any report of child abuse is dealt with strictly in line with Staff 2000 procedures and the document "*What to do if you are worried a child is being abused*", including the reporting to Social Services within the designated timescales.
- Actively and openly participate with any resultant investigation.

Care/Support Workers must:

- Remain alert to the possibilities of abuse
- Familiarise themselves with Staff 2000 Child Protection procedures and adhere strictly to them
- Report all suspicions of abuse in line with Staff 2000 procedures, and ensure that, the Manager of the service they are working within is immediately informed, so that they can offer support.

Allegations against Staff 2000 Staff

Any allegations regarding Child Protection against Staff 2000 staff will be treated within the Staff 2000 Whistle Blowing and Disciplinary Procedures.

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WHISTLE BLOWING POLICY

This policy is designed to provide guidance to employees who may from time to time feel the need to raise certain issues, relating to Staff 2000, , with someone in confidence. The aim is to provide a quick way for concerns to be raised without fear of repercussions to the individual. Staff 2000 endeavours to encourage a free and open culture of communication between employees, external agencies, other professionals and Service Users.

As a Care/Support Worker, you may be the first to realise there may be something wrong within a care setting/service. You may not feel able to speak to someone about your concerns as you may feel that it would be disloyal to your colleagues or the service. You may fear harassment or victimisation and to ignore the concern would be the easier option.

If you want to speak up about something the law covers you. The Public Interest Disclosure Act (1998) provides you with legal protection if you decide to disclose information to a third party about alleged malpractice in certain circumstances.

Situations that may be cause for concern include:

- Corruption or bribery
- Fraud or financial irregularity
- Endangering the health and safety of an individual
- Endangering the environment
- Breach of corporate confidence
- Unauthorized disclosure of confidential information to a third party
- Safeguarding Issues

Making a Disclosure

If you wish to raise or discuss any concerns you should talk to the Service Manager or Staff2000 Supervisor, who will treat the matter in confidence, within the boundaries of Staff 2000 policy on confidentiality. All disclosures must be in writing, with as much detail as possible about why you think there may be malpractice. Your Trainer/ Manager/Supervisor may be able to help you with this. On producing the report, you will be asked to discuss it further with your Trainer/ Manager/Supervisor. If you would like extra support at the meeting, a work colleague may accompany you and you must advise your Trainer/ Manager/Supervisor of this request.

What will Happen Next?

Your Trainer/Care Manager/Supervisor will let you know what further steps will be taken. These may include one or the Local Social Services, Care Quality Commission (CQC), Independent following actions:

- The matter will be reported to the Police
- The matter will be investigated further internally by the service provider or by external auditors or investigators.
- Redress may be sought through the Grievance procedure

Referral for investigation by an external agency, e.g. Safeguarding Officer,

If the concern or malpractice is linked to your Trainer/Manager/Supervisor and you do not feel confident to speak to him/her, you may approach the Director who will follow the Staff 2000 Complaints policy. If the issue is a safeguarding issue, you may contact the Care Quality Commission (CQC), Independent Safeguarding Agency (ISA), Social Services or the Safeguarding Unit directly. Staff 2000 Office will follow procedure in investigation of your concerns and advising you of action being/to be taken.

If you are not happy with the steps taken, you may wish to seek advice from an independent advisor. This could be someone at your local Citizens Advice Bureau, Care Quality Commission (CQC), Independent Safeguarding Agency (ISA), Social Services, the Council's Safeguarding Unit or a similar legal source of advice.

Confidentiality

You will not be identified unless there are grounds to show that you have acted maliciously. You may be identified under the following if there is:

- A legal implication/obligation
- The information is of public concern
- You should not be subject to any kind of prejudice as a result of your disclosure. No disciplinary action will be taken against you on the grounds of disclosure made in accordance with this policy. This, however, will not prevent Staff 2000 from bringing disciplinary action in cases where there are grounds to believe that a disclosure has been made maliciously or where external disclosure is made in breach of this procedure without reasonable grounds.

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