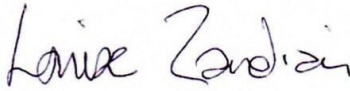


Safeguarding Adults Policy

Version 1	Date 16/9/2019
Named Safeguarding Lead	Louise Zandian
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File Location	Policies and Procedures
Signed	



Supporting people 14+ in North Staffordshire with an average or above IQ, on the autistic spectrum to achieve a sustainable lifestyle

Aims

Lifeworks Staffordshire is a grassroots registered charity supporting people aged 14+ with High Functioning Autistic Spectrum Conditions and associated conditions in North Staffordshire. Our aim is to enable our clients to gain social inclusion in the community in order to develop a sustainable and rewarding lifestyle.

We offer our clients support to get on the right benefits (ESA, PIP's), assist clients in registering for social housing and in bidding for housing. We offer activity groups to help with social inclusion including drop-in sessions and carer's groups throughout the North Staffs area. We support family members who benefit from meeting others facing the same challenges.

Lifeworks offers training packages to service providers /carers so that professional organisations and carers can have a better understanding of Autistic Spectrum Conditions to be able to offer better and more specific support to a person on the spectrum.

Our people are on the Autistic Spectrum and therefore can experience difficulties with communication, understanding social situations or another person's intentions. They are less likely to be able to recognise or report abuse and in most cases will be classified as vulnerable adults.

Lifeworks Staffordshire will not tolerate the abuse of adults in any of its forms and is committed to safeguarding adults with care and support needs from harm.

This policy outlines the steps Lifeworks will make to safeguard an adult with care and support needs if they are deemed to be at risk. This policy is intended to support staff and volunteers working within Lifeworks Staffordshire to understand their role in working together with other professionals and agencies in promoting the adult's welfare and safeguarding them from abuse and neglect. All staff and volunteers are expected to follow this policy.

Lifeworks will ensure that decisions made will allow adults to make their own choices and include them in any decision making. Lifeworks Staffordshire will also ensure that safe and effective working practices are in place.

The key objectives of this policy are for all employees and volunteers of Lifeworks Staffordshire to:

- have an overview of adult safeguarding
- be clear about their responsibility to safeguard adults
- ensure the necessary actions are taken where an adult with care and support needs is deemed to be at risk

This policy is based on:

- The Care Act 2014 and the Care and Support statutory guidance
- The Human Rights Act 1998, everyone has the right to live free from abuse and neglect.

<https://www.equalityhumanrights.com/en/human-rights/human-rights-act>

Copies of this policy are available within Lifeworks Staffordshire. Lifeworks Staffordshire will not tolerate the abuse of adults in the organisation and staff and volunteers will be made aware of how this policy can be accessed.

What is Safeguarding adults?

'Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding

on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.'
Care and Support Statutory Guidance, Department of Health, updated February 2017

All adults should be able to live free from fear and harm. But some may find it hard to get the help and support they need to stop abuse.

An adult may be unable to protect themselves from harm or exploitation due to many reasons, including their mental or physical incapacity, sensory loss, physical or learning disabilities. This could be an adult who is usually able to protect themselves from harm but maybe unable to do so because of an accident, disability, frailty, addiction or illness.

Lifeworks Staffordshire adheres to following the six key principles that underpin safeguarding work (See Care Act guidance)

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

Lifeworks Staffordshire will not tolerate the abuse of adults and staff and volunteers should ensure that their work reflects the principles above and ensure the adult with care and support needs is involved in their decisions and informed consent is obtained. Lifeworks Staffordshire should ensure that the safeguarding action agreed is the least intrusive response to the risk. Partners from the community should be involved in any safeguarding work in preventing, detecting and reporting neglect and abuse. Lifeworks Staffordshire should be transparent and accountable in delivering safeguarding actions.

What is Making Safeguarding Personal (MSP)?

MSP means a case should be person-led and outcome-focused. The individual should be involved in identifying how best to respond to their safeguarding situation by giving them more choice and control as well as improving quality of life, wellbeing and safety.

Lifeworks Staffordshire will not tolerate the abuse of adults. Lifeworks Staffordshire will ensure that adults are involved in their safeguarding arrangements and each individual is dealt with on a case-by-case basis. As adults may have different preferences, histories and lifestyles, the same process may not work for all.

Who do adult safeguarding duties apply to?

The Care Act 2014 sets out that adult safeguarding duties apply to *any* adult who:

- has care and support needs, and
- is experiencing, or is at risk of, abuse and neglect, and
- is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs.

Who do I go to if I am concerned?

The named responsible person for safeguarding duties for Lifeworks Staffordshire is Louise Zandian CEO Tel: 07989 696606 Office no.01782 615222.

All staff and volunteers should contact [Louise Zandian](#) for any concerns/queries they have in regard to safeguarding adults. A log of the concern must be kept.

[Louise Zandian](#) will be responsible to make decisions about notifying adult social services if required and consider alternative actions, where necessary.

[Louise Zandian](#) will also ensure that the safeguarding adults policies and procedures are in place and up to date. They will ensure a safe environment is promoted for staff and volunteers and adults accessing the Lifework's services. [Louise Zandian](#) will ensure they are up to date with their safeguarding adults training.

What should I do if I am concerned?

Staff and volunteers at [Lifeworks Staffordshire](#) who have any adult safeguarding concerns should:

1. Respond
 - Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention. Dial 999 for emergency services
 - Get brief details about what has happened and what the adult would like done about it, but do not probe or conduct a mini-investigation
 - Seek consent from the adult to take action and to report the concern. Consider whether the adult may lack capacity to make decisions about their own and other people's safety and wellbeing. If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this.

2. Report
 - Any potential safeguarding concerns should be reported to the 'Responsible Person' this is Louise Zandian CEO.

3. Record
 - Volunteers should inform the CEO Louise Zandian or a member of staff immediately if an incident occurs that could lead to the client being harmed. If this is not possible details should be written in as much detail as necessary and ask permission sought to pass on the information to said Staff.
 - As soon as is reasonably possible the incident should be recorded on an Incident Sheet in the office in the Accident/Incident forms book located below the First Aid book recording the date the incident occurred, dated and signed.
 - Access should not be given to any unauthorised personal for accessing confidential information including the sharing of passwords. See Lifework's Data Protection Policy (in Policies Book by Printer).

4. Refer

In making a decision the designated safeguarding lead will take into account:

- (1) the adult's wishes and preferred outcome
- (2) whether the adult has mental capacity to make an informed decision about their own and others' safety

- (3) the safety or wellbeing of children or other adults with care and support needs
- (4) whether there is a person in a position of trust involved
- (5) whether a crime has been committed

This should inform the decision whether to notify the concern to the following people:

- the police if a crime has been committed and/or
- Mental Health Access Team Tel: 0300 123 0907 (option 1 part of adult social services) for possible safeguarding enquiry
- relevant regulatory bodies such as Care Quality Commission, Ofsted, Charities commission
- service commissioning teams
- family/relatives as appropriate (seek advice from adult social services)

The designated safeguarding lead should keep a record of the reasons for referring the concern or reasons for not referring.

Incidents of abuse may be one-off or multiple and may affect one person or more. Staff and volunteers should look beyond single incidents to identify patterns of harm. Accurate recording of information will also assist in recognising any patterns.

What are your roles and responsibilities?

All staff, management, trustees and volunteers at Lifeworks Staffordshire are expected to report any concerns to the named person for safeguarding. If the allegation is against one of Lifeworks members, volunteers, or trustees, seek advice from [Louise Zandian CEO](#) the safeguarding lead. If the allegation is against the safeguarding lead, seek advice from Lifework's Trustees.

The designated safeguarding adults lead should be responsible for providing acknowledgement of the referral and brief feedback to the person raising the original concern. Feedback should be given in a way that will not make the situation worse or breach the Data Protection Act. If the police are involved, they should be consulted prior to giving feedback to the referrer to ensure any criminal investigation is not affected.

The local authority will decide on who will lead on a safeguarding enquiry should it progress to that stage. The named organisation should not conduct its own safeguarding enquiry unless instructed to do so by the local authority.

Staff and volunteers should ensure that the adult with care and support needs is involved at all stages of their safeguarding enquiry ensuring a person-centred approach is adopted.

Complaints procedure

Lifeworks promotes transparency and honesty when things go wrong. All staff and volunteers should apologise and be honest with service users and other relevant people when things go wrong.

If a staff member, volunteer or any other member of the organisation is unhappy with Lifeworks decision about the safeguarding concern, they will be referred to Lifework's complaints procedure.

Lifeworks Staffordshire is committed to ensuring that staff and volunteers who in good faith whistle-blow in the public interest, will be protected from reprisals and victimisation.

The Mental Capacity Act 2005 is to be used when decisions on behalf of those adults with care and support needs who are unable to make some decisions for themselves. Refer to the Mental Capacity Act Code of Practice, <https://www.gov.uk/government/publications/mental-capacity-act-code-of->

[practice](#). You will need to involve an advocate if the person lacks capacity to make decisions about the safeguarding concern.

Why is it important to take action?

It may be difficult for adults with care and support needs to protect themselves and to report abuse. They rely on you to help them.

Confidentiality and information sharing

Lifeworks Staffordshire expects all staff, volunteers, trustees to maintain confidentiality at all times. In line with Data Protection law, Lifeworks Staffordshire does not share information if not required.

It should however be noted that information should be shared with authorities if an adult is deemed to be at risk of immediate harm. Sharing the right information, at the right time, with the right people can make all the difference to preventing harm. For further guidance on information sharing and safeguarding see: <https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp>

Recruitment and selection

Lifeworks Staffordshire is committed to safe employment. Safe recruitment practices include Disclosure and Barring Service checks, to reduce the risk of exposing adults with care and support needs to people unsuitable to work with them. References will be requested and qualification certificates checked where relevant.

Training, awareness raising and supervision

Lifeworks Staffordshire ensures that all staff and volunteers receive basic awareness training on safeguarding adults as they may come across adults with care and support needs who may be at risk of abuse. Those adults may report things of concern to staff or volunteers who should be equipped with the basic knowledge around safeguarding adults and be confident to identify that abuse is taking place and action is required. All staff and volunteers should be clear about the core values of Lifeworks Staffordshire and its commitment to safeguarding adults.

Prevent

Radicalisation and extremism of adults with care and support needs is a form of emotional/psychological exploitation. Radicalisation can take place through direct personal contact, or indirectly through social media.

If staff are concerned that an adult with care and support needs is at risk of being radicalised and drawn into terrorism, they should treat it in the same way as any other safeguarding concern.

For more information about Prevent see: <https://www.gov.uk/government/publications/prevent-duty-guidance>

Useful contacts

Louise Zandian (Safeguarding lead) Tel: 07989 696606

If your concern relates to an adult at risk of harm or abuse, please contact our Access Service (first point of contact for adult social services) on 0300 123 0907 (option 1)

Useful links

Care act- <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

London Safeguarding adults policy and procedures- <http://londonadass.org.uk/wp-content/uploads/2015/02/LONDON-MULTI-AGENCY-ADULT-SAFEGUARDING-POLICY-AND-PROCEDURES.pdf>

Carer and support statutory guidance-

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/506202/23902777_Care_Act_Book.pdf

Prevent-

<https://www.gov.uk/government/publications/prevent-duty-guidance>

Information sharing-

<https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp>

Appendix 1

What are the types of safeguarding adults abuse?

The Care and Support statutory guidance sets out the 10 main types of abuse:

- Physical abuse
- Neglect
- Sexual abuse
- Psychological
- Financial abuse
- Discriminatory
- Organisational
- Domestic violence
- Modern Slavery
- Self-neglect

However, you should keep an open mind about what constitutes abuse or neglect as it can take many forms and the circumstances of the individual case should always be considered.

For more information, read section 14.17 of the Care and Support Statutory Guidance.

What are the possible signs of abuse?

Abuse and neglect can be difficult to spot. You should be alert to the following possible signs of abuse and neglect:

- Depression, self-harm or suicide attempts
- Difficulty making friends
- Fear or anxiety
- The person looks dirty or is not dressed properly,
- The person never seems to have money,
- The person has an injury that is difficult to explain (such as bruises, finger marks, 'non-accidental' injury to neck, shoulders, chest or arms)
- The person has signs of a pressure ulcer
- The person is experiencing insomnia
- The person seems frightened or frightened of physical contact.
- Inappropriate sexual awareness or sexually explicit behaviour
- The person is withdrawn, changes in behaviour

You should ask the person if you are unsure about their well-being as there may be other explanations to the above presentation.

Who abuses and neglects adults?

Abuse can happen anywhere, even in somebody's own home. Most often abuse takes place by others who are in a position of trust and power. It can take place whether an adult lives alone or with others. Anyone can carry out abuse or neglect, including:

- partners
- other family members
- neighbours
- friends
- acquaintances
- local residents
- people who deliberately exploit adults they perceive as vulnerable to abuse
- paid staff or professionals and
- volunteers and strangers

Raising a safeguarding concern

You are informed or become aware of possible abuse or neglect

Gather information,
- How does the adult wish for the concern to proceed
- What changes/support would they like as a result of this concern being raised?

Take action to ensure the immediate safety and welfare of the adult (and any other person/child at risk)

**RESPON
D**

Consider:
Does medical attention need to be organised? (dial 999)
Is urgent police presence required? (dial 999)



REPORT Has a crime been committed? If so, does it need to be reported?
(dial 101 unless there is an immediate risk, in which case dial 999)
Preserve forensic evidence (if any)



REFER Decide whether to raise a safeguarding concern, and if so, take action
Do this:
Immediately where the concern is urgent and serious
Within the same working day for any other concerns



RECORD Document the incident and any actions or decisions taken



REFER Ensure key people are informed
For example, Responsible safeguarding lead, CQC, relatives as appropriate,
service commissioning teams



SUPPORT Provide support or feedback for the person identifying the safeguarding concern

With thanks and acknowledgements to West and North Yorkshire and York regional Multi-Agency Policy and Procedures from which this flowchart has been adopted.
<http://www.wakefield.gov.uk/Documents/health-care-advice/adult-services/safeguarding/safeguarding-adults-from-abuse/summary-guide-policy-procedures.pdf>