**Safeguarding Vulnerable Adults**

**Policy and Procedure**

**Purpose**

* To comply with the Disclosure Barring Service (DBS) requirements.
* To comply with Regulation 13 of the Health and Social Care Act 2008 (Regulated Activities)
* To comply with Regulation 18 of the CQC (Registration) Regulations 2009
* To comply with the Protection of Freedoms Act 2012
* To comply with the Human Rights Act 1998
* To comply with the Mental Capacity Act 2005
* To comply with the Safeguarding Vulnerable Group’s Act 2006
* To comply with the Equality Act 2010
* To comply with and ensure awareness of safeguarding powers and the safeguarding requirements of the Care Act 2014, and the Care and Support Statutory Guidance that accompanies this. These requirements replace the ‘No Secrets’ guidance issued in 2000.
* To comply with and ensure awareness of the Coronavirus Act 2020 as it is introduced throughout the UK

**Scope**

* All support staff
* Important note- if your Local Authority area publishes a local set of guidelines on safeguarding arrangements, those local guidelines must take precedence over this policy. You should obtain a copy of the local guidelines and attach a copy to this policy in the manual. The Care and Support Guidance that accompanies the Care Act 2014 requires local authorities to establish adult safeguarding arrangements.

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* Where reference is made to the Disclosure Barring Service reporting processes and requirements, be aware that the following policy and procedure is generic and intended to set out general principles and courses of action where no local guidelines apply.
* The contact details for your local Safeguarding Adults Team is as follows.  
    
  Civic Centre

44 York Street Twickenham TW! 3BZ  
Phone: 020 8891 7971  
Minicom 18001 020 8891 7971Email: [adultsocialservices@richmond.gov.uk](mailto:adultsocialservices@richmond.gov.uk).

* You should contact this number if you need to report any actual or suspected case of abuse.

**Policy for the prevention of abuse:**

* Abuse is a violation of an individual’s human and civil rights by any other person or persons.
* Everyone has the right to live their life free and from violence and abuse. Absolute Support (London) Limited respects its Client’s needs for personal safely and recognises its responsibility to protect their Clients.
* Absolute Support (London) Limited has a Whistleblowing Policy and staff have been made aware of the protection of ‘whistleblowing’

Abuse is a violation of an individual’s human and civil rights by any other person or persons.

* Physical abuse;
* Domestic abuse
* Sexual abuse;
* Psychological abuse;
* Financial or material abuse; o
* Modern slavery;
* Discriminatory abuse;
* Organisational abuse;
* Neglect and acts of omission;
* Self-neglect.
* Absolute Support (London) Limited will ensure that Clients are safeguarded from abuse in all forms. This duty to safeguard adults applies to Clients who:
* Have needs for care and support;
* Are experiencing, or at risk of, abuse or neglect, and;
* As a result of those care and support needs are unable to protect themselves from either the risk of, or the experience of abuse or neglect.  
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* Absolute Support (London) Limited has a duty by law under the Equality Act 2010 to protect people from discrimination, harassment and victimisation with a 'protected characteristic'. The protected characteristics are:
* Disability;
* Religious belief or non-belief;
* Gender reassignment;
* Pregnancy and maternity;
* Sex;
* Age;
* Race.
* The Absolute Support (Leading Light recognises and acts through this and the Equality and Diversity Policy and Procedure to deliver its direct responsibilities to those with protected characteristics under the Equality Act 2010.
* The following six principles as set out in the guidance to the Care act 2014 should inform practices with all clients. These are as follows:
* **Empowerment** – People being supported and encouraged to make their own decisions and informed consent.
* Prevention – It is better to take action before harm occurs.
* **Proportionality** – the least intrusive response appropriate to the risk presented.
* **Protection** – Support and representation for those in greatest need.
* **Partnership** – Local solutions through services working in their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
* **Accountability** – Accountability and transparency in delivering safeguarding

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Absolute Support (London) Limited will seek to ensure that the Clients are not subject to any forms of abuse. The organisation will promote the well-being of its Clients and a safe and supportive environment for its Clients upholding their human rights. It will ensure through active Support Planning that involves the Client and their families. The Support Planning process should include the management of risk that is reviewed on car a regular basis. The policy should be read in conjunction with QCS assessment and Support Plan policies.

* In addition, there are a number of other QCS policies and procedures that should be read in conjunction with this policy, and these are listed towards the end of this document.

**REFERRAL PROCEDURE**

* The first priority should always be to ensure the safety and protection of the Clients and it medical attention is required this should be sought immediately.
* **Report:**  
    
  Staff should report suspicion or evidence of abuse to their Registered Manager, who in turn will report to the Adult Social Care Safeguarding Adults Team and CQC
* If staff suspects or have evidence the Registered Manager is involved in abuse, they should report directly to the Safeguarding Adults Team. They should also go directly to the Safeguarding Adults team if there is an obvious failure by management to respond appropriately to suspicion or evidence of abuse.

**Lead Responsibility**

* The local Safeguarding Adults Team will take the lead and be responsible for managing the process by establishing the facts of the case, identify those needs that need to be involved and coordinate the response.

**Consult with the police:**

* When an incident about alleged abuse suggests that a criminal offence may have been committed the matter should be reported immediately to the police. The CQC must be notified. Early referral or consultation with the police will enable them. to establish whether a criminal act has been committed and determine if they need to be involved. It will also help to ensure forensic evidence is not lost or contaminated. Notification to the police can be done either by the referring individual/service or by the local Adult Social Care Area Team.

**Involve the Alleged Victim**

* The process of the enquires should be carefully explain to the allegedly abused person and their consent to proceed with the enquiry obtained if possible. Arrangements should be made to have a   
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relative, friend or independent advocate present if the client so desires. The relative, friend or independent advocate should not be a person suspected of being in any involved or implicated in the abuse.

* A review of the Clients Support Plan should be undertaken that they are properly supported following the alleged abuse incident, and they should be supported by the service to take part in the safeguarding process to the extent to which they want or are able to do, or to which process allows, and they are kept informed of progress.

**Coordinate:**

* + The Adult Social Care Adults Safeguarding Team, as the lead agency, coordinating the response must notify other agencies and identify those who need to be involved and ensure the following processes are addressed:
* Investigation of the incident using the guidance;
* Action to be ensure immediate safety of the alleged victim;
* Early involvement of key agencies through strategy meeting or discussion (by telephone if appropriate);
* Agreement with other agencies who should take the lead in the investigation;
* Assessment and Support Planning for the vulnerable Client who has been abused.
* Action with regard to criminal proceedings;
* Action by employers, such as suspension, disciplinary proceedings, use of complaints and grievance procedures and action to remove the perpetrator for the professional register;
* Arrangement for treatment of or care for the abuser, if appropriate;
* Consideration of implications relating to regulation, inspection and contract monitoring;
* Appropriate measure to reassure and support staff and keep them informed.

**Investigation**

* + A full investigation of the alleged abuse will then be carried out. The investigate will focus on gathering evidence based on for the decision as to whether or not abuse has occurred. All evidence must be able to withstand close scrutiny as in may later be required for formal proceedings.  
      
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**Case Conference**

* + Following the investigation it may be deemed necessary to call a case conference involving all relevant parties.

**Confidentiality**

* + Reporting incidents of alleged abuse ma involve disclosing confidential personal information, staff will need to make reference to Absolute Support (London) Limited sharing policies to ensure they are aware in what circumstances information sharing with other agencies may be appropriate.
  + The Data Protection Act makes important requirements about how information about individuals is stored ‘processed’ and shard. Notifications about individuals must not include their name or other details that a third party could identify them.

**DBS**

* It is the responsibility of Absolute Support (London) Limited to check the DBS Vetting and Barring scheme before offering employment to new employees, who will have contact with vulnerable adults. This scheme is managed by the Independent Safeguarding Authority.
* Employees will not be offered a post before a satisfactory DBS Vetting and Barring scheme check has been received.
* Allegations of misconduct from any source will be taken seriously by the Absolute Support (London) Limited and must be immediately reported to a the Registered Manager for investigation. The objects of the investigations will be to;
* Establish facts;
* Access the needs of the vulnerable adult for protection, support and redress;
* Make decisions regarding what follow-up actions should be taken with respect to the perpetrator and the service or its management if they have been culpable, ineffective or negligent.
* Allegations of misconduct against an individual will result in the immediate suspension of the member of staff from duty, pending investigation of the allegations.