



SAFEGUARDING VULNERABLE ADULTS

Transform Training Ltd

POLICY STATEMENT

Transform Training Ltd recognises that we work with adults who may be vulnerable due to disability, mental ill health and or other circumstances or who may be subject to abuse or abusive situations. We commit to ensuring that our working practices provide a safe and consistent environment for vulnerable adults.

This statement sets out our organisational commitment to ensuring that the vulnerable adults that we work with or otherwise encounter in the discharge of our duties are subject to adequate safeguards in terms of working with vulnerable adults practice.

We believe that 'no one shall be subjected to torture or to inhuman or degrading treatment or punishment' Human Rights Act 2000

1. AIM OF THIS POLICY

The aim of this policy is to outline the practice and procedures for paid and voluntary staff in Transform Training Ltd. to contribute to the prevention of abuse of vulnerable adults through raising awareness and providing a clear framework for action when abuse is suspected. It is aimed at protecting the vulnerable adult and the worker, recognising the risks involved in lone working.

The policy covers all staff and areas of work with specific guidance for projects regularly in contact with vulnerable adults.

2. DEFINITION OF A VULNERABLE ADULT

2.1 The Police Act 1997 (Enhanced Criminal Record Certificates) (Protection of Vulnerable Adults) Regulations 2000 In these Regulations 'vulnerable adult' means a person aged 18 or over who is receiving services of a type listed in paragraph (2) below and in consequence of a condition of a type listed in paragraph (3) below has a disability of a type listed in paragraph (4) below.

(2) SERVICES:

- Accommodation and nursing or personal care in a care home
- Personal care or nursing or support to live independently in his/her own home
- Any services provided by an independent hospital, independent clinic, independent medical agency or NHS body
- Social care services
- Any services provided in an establishment catering for a person with learning difficulties

(3) CONDITIONS:

- A learning or physical disability
- A physical or mental illness, chronic or otherwise, including an addiction to alcohol or drugs
- A reduction in physical or mental capacity

(4) DISABILITIES:

- A dependency upon others in the performance of, or a requirement for assistance in the performance of, basic physical functions
- Severe impairment in the ability to communicate with others
- Impairment in a person's ability to protect him/herself from assault, abuse or neglect

2.2 The Law Commission, 'Making Decisions' Lord Chancellors Dept 1999 A 'Vulnerable Adult' is defined as someone over 16 who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him/herself or unable to protect him/herself against significant harm or exploitation'

3. DEFINITION OF ABUSE

"Abuse is the harming of another individual usually by someone who is in a position of power, trust or authority over that individual. The harm may be physical, psychological or emotional or it may be directed at exploiting the vulnerability of the victim in more subtle ways (for example, through denying access to people who can come to the aid of the victim, or through misuse or misappropriation of his or her financial resources). The threat or use of punishment is also a form of abuse and in many cases, it is a criminal offence.

Centre for Policy on Ageing (1996)

Physical abuse includes:

- Bodily assaults resulting in injuries e.g. hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.
- Bodily impairment e.g. malnutrition, dehydration, failure to thrive
- Medical/healthcare maltreatment
- Sexual abuse
- Rape, incest, acts of indecency, sexual assault
- Sexual harassment or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting.
- Sexual abuse might also include exposure to pornographic materials, being made to witness sexual acts and encompasses sexual harassment and non-contact abuse.

Psychological/emotional abuse includes:

- Including threats of harm, controlling, intimidation, coercion, harassment, verbal abuse, enforced isolation or withdrawal from services or supportive networks.
- Humiliation
- Bullying, shouting, swearing
- Neglect including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services
- The withholding of the necessities of life, such as medication, adequate nutrition and heating.

Financial or material including;

- Theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Discriminatory including;

- Racist, sexist, or based on a person's disability, and other forms of harassment, slurs or similar treatment.

Multiple forms of abuse may occur in an on-going relationship or abusive service setting to one person, or to more than one person at a time, making it important to look beyond single incidents or breaches in standards, to underlying dynamics and patterns of harm. Any or all of these types of abuse may be perpetrated as the result of deliberate intent and targeting of vulnerable people, negligence or ignorance. No abuse is acceptable and some abuse is a criminal offence and must be reported to the Police as soon as possible.

4. RIGHTS AND RESPONSIBILITIES

4.1 Responsibilities of Transform Training:

- To ensure staff and volunteers are aware of the adult protection policy and are adequately trained
- To notify the appropriate agencies if abuse is identified or suspected
- To support and where possible secure the safety of individuals and ensure that all referrals to services have full information in relation to identified risk and vulnerability
- To CRB check volunteers and employees that have access to or work with Vulnerable Adults

4.2 Responsibilities of Transform Training employees and volunteers:

- To be familiar with the adult protection policy and procedures
- To take appropriate action in line with the policies of Transform Training
- To declare any existing or subsequent convictions. Failure to do so will be regarded as gross misconduct, possible resulting in dismissal

4.3 Support for those who report abuse

All those making a complaint or allegation or expressing concern, whether they be staff, service users, carers or members of the general public should be reassured that:

- They will be taken seriously
- Their comments will usually be treated confidentially, but their concerns may be shared if they or others are at significant risk
- If service users, they will be given immediate protection from the risk of reprisals or intimidation
- If Staff they will be given support and afforded protection if necessary in line with the Public Interest Disclosure Act 1998.

4.4 The Vulnerable Adult has the right:

- To be made aware of this policy
- To have alleged incidents recognised and taken seriously
- To receive fair and respectful treatment throughout
- To be involved in any process as appropriate
- To receive information about the outcome

5. GOOD PRACTICE

5.1 Recruitment of staff and Volunteers

Transform Training will follow our agreed recruitment procedures and policies, including:

Risk assessment of role to assess need for CRB Disclosures

Completion of an employment/volunteering application form

Check references thoroughly including appropriate Disclosure

All staff and volunteers have a duty to declare any existing or subsequent convictions. Failure to do so will be regarded as gross misconduct, possibly resulting in dismissal

5.2 Training

- Familiarisation with all Transform Training policies and procedures during induction
- Further training, dependent on nature of role, for example; Risk assessment & management; types of abuse and recognising signs of abuse; keeping appropriate records; listening skills.

5.3 Management and Supervision

It is the line manager's responsibility to clarify with the worker or volunteer their roles and responsibilities regarding their relationships with vulnerable adults with whom they may be in contact. Regular supervision for staff and volunteers will monitor the work and offer the opportunity to raise any issues. All incidents should be discussed in supervision with line manager.

5.4 Record Keeping

A written record of any concerns should be prepared and passed to the Designated Vulnerable Adult Protection Officer. This confidential information will be kept in a secure storage facility by the appropriate person, and will be kept for as long as deemed necessary, in line with Data Protection principles.

5.5 Planning

Wherever possible paid staff and volunteers should avoid lone working with a vulnerable adult. But if unavoidable, one to one contact should take place in an environment where other staff or volunteers are present or within sight.

5.6 Access to an independent person

Any vulnerable adult who comes into contact with Transform Training staff or volunteers regularly, should be given information on their right to talk with an independent person, and their name and contact arrangements. This could form part of the normal registration process.

The independent person for Transform Training is:

6. SIGNS OF ABUSE

Note: Some ageing processes can cause changes which are hard to distinguish from some aspects of physical assault e.g. skin bruising can occur very easily due to blood vessels becoming fragile.

6.1 Physical Abuse:

- A history of unexplained falls or minor injuries
- Bruising in well protected areas, or clustered from repeated striking
- Finger marks
- Burns of unusual location or type
- Injuries found at different states of healing
- Injury shape similar to an object
- Injuries to head/face/scalp
- History of GP or agency hopping, or reluctance to seek help
- Accounts which vary with time or are inconsistent with physical evidence
- Weight loss due to malnutrition, or rapid weight gain
- Ulcers, bed sores and being left in wet clothing

- Drowsiness due to too much medication, or lack of medication causing recurring crises/hospital admissions

6.2 Sexual abuse:

- Disclosure or partial disclosure (use of phrases such as 'It's a secret')
- Medical problems, e.g. Genital infections, pregnancy, difficulty walking or sitting
- Disturbed behaviour e.g. depression, sudden withdrawal from activities, loss of previous skills, sleeplessness or nightmares, self-injury, showing fear or aggression to one particular person, repeated or excessive masturbation, inappropriately seductive behaviour, loss of appetite or difficulty in keeping food down.
- Behaviour of others towards the vulnerable adult
- Circumstances – e.g. two service users found in a toilet area, one in a distressed state

6.3 Psychological/emotional:

- Isolation
- Unkempt, unwashed, smell
- Over meticulous
- Inappropriately dressed
- Withdrawn, agitated, anxious not wanting to be touched
- Change in appetite
- Insomnia, or need for excessive sleep
- Tearfulness
- Unexplained paranoia, or excessive fears
- Low self esteem
- Confusion

6.4 Neglect:

- Physical condition poor
- Clothing in poor condition
- Inadequate diet
- Untreated injuries or medical problems
- Failure to be given prescribed medication
- Poor personal hygiene

6.5 Financial or material:

- Unexplained or sudden inability to pay bills
- Unexplained or sudden withdrawal of money from accounts
- Disparity between assets and satisfactory living conditions
- Extraordinary interest by family members and other people in the vulnerable person's assets

6.6 Discriminatory:

- Lack of respect shown to an individual
- Signs of substandard service offered to an individual
- Exclusion from rights afforded to others, such as health, education, criminal justice

6.7 Other signs of abuse

- Inappropriate use of restraints
- Sensory deprivation e.g. spectacles or hearing aid
- Denial of visitors or phone calls
- Failure to ensure privacy or personal dignity
- Restricted access to toilet or bathing facilities
- Lack of personal clothing or possessions

- Controlling relationships between care staff and service users

7. PEOPLE WHO MIGHT BE ABUSERS

Abuse can happen anywhere and can be carried out by anyone, for example; informal carer's, family, friends, neighbours, paid staff, volunteers, other service users or strangers

8. ACTION TO TAKE IF ABUSE IS SUSPECTED

All allegations or suspicions are to be treated seriously. No abuse is acceptable and some abuse is a criminal offence and must be reported to the Police as soon as possible. To determine the appropriate action it is important to consider:

- Risk – does the vulnerable adult, staff member or volunteer understand the nature and consequences of any risk they may be subject to, and do they willingly accept such a risk?
- Self-determination – is the vulnerable adult able to make their own decisions and choices, and do they wish to do so
- Seriousness – A number of factors will determine whether intervention is required. The perception of the victim must be the starting point. Factors informing assessment of seriousness will include:
 - a) The perception by the individual and their vulnerability
 - b) The extent of the abuse
 - c) The length of time it has been going on
 - d) The impact on the individual
 - e) The risk of repetition or escalation involving this or other
 - f) vulnerable adults
 - g) Is a criminal offence being committed

9. SUMMARY

The employee or volunteer's primary responsibility is to protect the vulnerable adult if they are at risk, each employee or volunteer has a duty to take action and employees or volunteers should not have to cope alone

10. ACTIONS AND CONSIDERATIONS

THE FIRST PRIORITY SHOULD ALWAYS BE TO ENSURE THE SAFETY AND PROTECTION OF VULNERABLE ADULTS. TO THIS END IT IS THE RESPONSIBILITY OF ALL STAFF TO ACT ON ANY SUSPICION OR EVIDENCE OF ABUSE OR NEGLECT AND TO PASS ON THEIR CONCERNS TO A RESPONSIBLE PERSON OR AGENCY.

- In situations of immediate danger, take urgent action by calling the relevant emergency services (e.g. Police, ambulance, GP)
- Remember to have regard to your own safety. Leave the situation if it is not safe for you.
- Listen to the vulnerable adult, offer necessary support and reassurance.
- Issues of confidentiality must be clarified early on. For example staff or volunteers must make it clear that they will have to discuss the concerns with their supervisor.
- Where a vulnerable adult expresses a wish for concerns not to be pursued then this should be respected wherever possible. However, decisions about whether to respect the service user's wishes must have regard to the level of risk to the individual and others, and their capacity to understand the decision in question. In some circumstances the vulnerable adult's wishes may be overridden in favour of considerations of safety.

- Decisions to override the vulnerable adult's wish not to take the matter further should if possible be the product of discussion with appropriate line management.
- Note your concerns and any information given to you or witnessed by you.
- Report concerns to the appropriate line manager.
- REMEMBER IT IS NOT NECESSARY OR ADVISABLE FOR YOU TO SEEK EVIDENCE. By supporting the vulnerable adult and carefully logging any information given to you at this stage, you will lay the foundations for an effective formal investigation.
- Understand the need not to contaminate, or to preserve evidence if a crime may have been committed.

11. FURTHER NOTES:

INFORMATION, IF KNOWN, WHICH WILL BE REQUIRED WHEN YOU MAKE A REFERRAL OR REPORT YOUR CONCERNS:

- Details of alleged victim – name, address, age, gender, ethnic background including principle language spoken, details of any disability
- Details of GP and any known medication
- Whether the individual is aware of and has consented to the referral/report.
- The mental capacity of the individual (are there any concerns/doubts about this?)
- If appropriate advise agency on preferred/advised method or environment when approaching the alleged victim or perpetrator.

Also, any relevant information, for example:

- Reasons for concerns and therefore this referral
- Details of how these concerns came to light
- Specific information relating to these concerns
- Details of any arrangements which have already been made for the protection of the vulnerable adult or any immediate action taken
- Details of anyone else to whom this referral has also been made
- Details of the alleged perpetrator and if they are a vulnerable adult
- Details of alleged abuse and information about suspicions
- Details of any other background information
- An impression of how serious the situation might be
- Details of any other professional involved
- Details of carers and any significant family members, neighbours, friends

INFORMATION PASSED ON MUST BE RELEVANT, NECESSARY AND UP TO DATE CONFIRM IN WRITING INFORMATION GIVEN VERBALLY

Signed by (Victoria Jones)

Date 16th December 2019

Designation Chair of Trustees