

Adult Safeguarding Policy

For additional information on Adult safeguarding refer to the Gloucestershire County Council Safeguarding Policy via the link below

<https://www.gloucestershire.gov.uk/media/2095462/safeguarding-adults-policy-procedures-final-feb-2020.pdf>

Making Enquiries

Making enquiries is the term now used as a response to any adult safeguarding concern and the following procedures are in place for all staff who need to report an adult safeguarding concern. As new guidance is issued by our local authority partners, based on the new framework for Adult Safeguarding within the Care Act 2014, becomes available the current guidance issued by this organisation has been amended to reflect the new regulatory framework which is detailed in Chapter 14 of the Care and Support Statutory Guidance October 2014.

Staff – How to report a Safeguarding Concern

Any suspicion of a safeguarding situation must be reported as a matter of course, to the Register Management or in their absence, to the senior manager on duty at the time. The Head of Support and Operations is the designated safeguarding lead in for the Trust

It is your duty to report any such allegation and the appropriate manager will then take advice and follow the appropriate guidance. If the safeguarding concern involves the manager, the report should be made to the Head Of Support and Operations, who will then take advice and follow the appropriate guidance.

The requirement is to report an allegation and if there is anything else required from the staff member reporting the allegation this will be requested as appropriate.

It is good practice, as soon as is possible for contemporaneous notes to be recorded for future reference.

Where required, support should be given to the staff member dependent upon the situation, their response and the urgency of the situation.

Clients – how to report a safeguarding concern

During the information gathering process within our quality assurance systems clients and or their representatives need to be informed and asked about any inappropriate behaviour verbal or physical that they have observed or been subject to by staff or visitors. This needs to be handled in a sensitive manner.

As part of the information given to new clients and or their representatives our clients Guide explains and details how to report a safeguarding concern.

Information on raising a safeguarding concern can also be found on notice boards around the home.

Adult Safeguarding Policy

Clients and or their representatives can inform any staff on duty at any time of their concerns. Staff will then report to the designated manager.

The Role of the Manager

As immediate assessment of the incident should be undertaken by the manager in relation to the following:

- The health safety and wellbeing of the adult.
- Their needs preference and wishes concerning any action to be considered.
- Their mental capacity to understand, comprehend and make decisions regarding the actions to be considered.

From this assessment, the manager will then take further advice from Head Of Support and Operations, or, institute steps to ensure the protection and safeguarding of the adult; as appropriate; with immediate effect. An initial report of the incident or allegation will be sent to the responsible local authority and to Gloucestershire's Safeguarding Team to include the details and any actions taken or planned to be taken.

01452-426868 (GCC Adult Helpdesk)

Email:socialcare.enq@gloucestershire.gov.uk

The manager, in this context, is the person to whom the concern has been reported to, whether during office hours or out of hours. They will be the Responsible Manager until they are informed otherwise. Records and notes of all actions should be taken. This includes any advice given to the Responsible Manager by any triage arrangements that are in place.

The Role of the Local Authority

All local authorities have a legal duty to make enquiries or cause another agency to do so, whenever abuse or neglect are suspected in relation to an adult. The nature, scope, how long it takes and who leads it will depend on the particular circumstances presented. Everyone involved in an enquiry must focus on improving the adult's wellbeing and work together to that shared aim. The objectives of the enquiry are to:

It is important to recognise that any member of staff involved in a safeguarding situation can find it stressful and distressing and workplace support should be available to:

- Establish fact;
- Ascertain the Adult's views and wishes;
- Assess the needs of the adult for protection, support and wellness and how they might be met;
- Protect from abuse and neglect, in accordance with the wishes of the adult;
- Make decisions as to what follow up action should be taken with regard to the person or organisation responsible for the abuse or neglect; and
- Enable the adult to achieve resolution and recovery

Adult Safeguarding Policy

The first priority must always be to ensure the safety and wellbeing of the adult. It is the responsibility of all staff and members of the public to act on any suspicion or evidence of concerns to a responsible person or agency.

Please note the following:

“Where a competent adult explicitly refuses any supporting intervention, this should normally be respected. Exceptions to this may be where a criminal offence may have taken place or where there may be a significant risk of harm to a third party. If for example, there may be an abusive adult in a position of authority in relation to other vulnerable adults (sic), it may be appropriate to breach confidentiality and disclose information to an appropriate authority. Where criminal offence is suspected it may also be necessary, to take further advice. Ongoing support should also be offered. Because an adult initially refuses the offer of assistance they should not therefore be lost to or abandoned by relevant services. The situation should be monitored and the individual informed that they can take up the offer of assistance at any time.

Statutory Notifications to CQC

A Statutory Notification is sent to CQC concerning any abuse or alleged abuse involving a person(s) using our service. This includes where the person(s) is either the victim(s) or the abuser(s), or both. We notify CQC about abuse or alleged abuse at the same time as alerting our local safeguarding authority for children or adults, and the police where a crime has been or may have been committed.

The person submitting the Statutory Notification must use the electronic form supplied on CQC website to notify both alleged and actual abuse and email the form to CQC at the address stated on the form. <http://www.cqc.org.uk/content/notifications>

Providers Guidance -Statutory Notifications for non-NHS trust providers

The CQC website is regularly checked to ensure the above guidance we use is up to date.

Restrictive Interventions

This policy and our organisational responses to restrictive practices reflect the guidelines in the document below.


Positive and Proactive Care: reducing the need for restrictive interventions
Prepared by the Department of Health. Published in April 2014.

Making Safeguarding Personal

This is an initiative built on the CQC 5 Core Domains being led by Local Authorities via the Local Government Association. We are aware of this as an ongoing resources toolkit which gathers together good and outstanding practice across commissioning and CQC

Adult Safeguarding Policy

This guidance is of particular significance for health and social care services where individuals who are known to be at risk of being exposed to restrictive interventions are cared for. Such settings may provide services to people with mental health conditions, autistic spectrum conditions, learning disability, dementia and/or personality disorder, older people and detained patients. It is more broadly applicable across general health and social care settings where people using services may on occasion present with behaviour that challenges but which cannot reasonably be predicted and planned for on an individual basis. This may include homes where individuals employ their own support staff, and community-based primary and secondary care settings.

<p>Signed:  Anthony Jeffers Head of Support and Operations</p>	<p>Issue Date: 10/7/15 Reviewed on 26/7/17 Updated 27/3/19 Updated 9/3/2020</p>
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All Local Authorities are required to produce the above Guidance. We are contracted with more than one authority please see below web links to the policies of our other commissioners

Hereford; Shropshire; Worcestershire.

<https://herefordshiresafeguardingboards.org.uk/media/2051/wm-adult-safeguarding-pp-v1-0-1-9-16.pdf>.

Monmouthshire

<http://monmouthshire.gov.uk/app/uploads/2013/06/Wales-Adult-Protection-PandP-Updated-version-Janaury-20131.pdf>

Swindon

<http://www.wiltshire.gov.uk/policy-and-procedures-for-safeguarding-vulnerable-adults-2006-sept.pdf>

Cheshire East

<http://www.stopadultabuse.org.uk/pdf/multi-agency-safeguarding-adults-policy-and-procedure.pdf>

Wigan

<https://www.wigan.gov.uk/Docs/PDF/Resident/Health-Social-Care/Adults/Safeguarding-Adults-Policy.pdf>

Adult Safeguarding Policy

Contact List

- **Provider Designated Lead**
Head of Support and Operations 01594 861137
- **Local Authority Safeguarding Unit**
Gloucestershire Safeguarding

01452-426868 (GCC Adult Helpdesk)

Email: socialcare.enq@gloucestershire.gov.uk

Website: <http://www.gloucestershire.gov.uk/gsab/article/109960/Home-Page>

Local Police
Gloucester Police
Tel 101

Whistleblowing

The government has set up a whistleblowing helpline for NHS and Social care. This is available to both managers for advice and staff for reporting purposes. This telephone number is 08000 724 725.

www.wbhelpline.org.uk

CQC whistleblowing "Guidance for providers who are registered with CQC (issued November 2013)

www.cqc.org.uk/whistleblowing

- **Care Quality Commission (CQC)**

Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA
03000 616161

<http://www.cqc.org.uk/content/notifications>