

## Safeguarding Policy – Adults

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## 1. Introduction

- 1.1 The British Allergy Foundation (BAF) is a patient information and support charity which believes that a vulnerable adult should never experience abuse of any kind. The purpose of this policy is to safeguard all persons seeking information and support from BAF to ensure that they are not harmed in any way through contact with this organisation.
- 1.2 The Care Act 2014 has replaced the No Secrets(2000 Amended 2010) Guidance and sets responsibility for adult safeguarding in primary legislation, endorsing the principle of wellbeing, placing safeguarding adult's duties on a statutory basis. Each area will have a Safeguarding Adult's Board. The Board's overarching purpose is to help and safeguard adults with care and support needs. It does this by: assuring itself that local safeguarding arrangements are in place as defined by the Care Act 2014. For children and young people, please see safeguarding children and young people policy and procedures.
- 1.3 The Government policy objective is to prevent and reduce the risk to adults from abuse or other types of exploitation. The Government believes that safeguarding is everybody's business, with communities playing a part in preventing, identifying and reporting neglect and abuse and measures need to be in place to protect adults.

## 2. Scope and Purpose

- 2.1 This policy aims to communicate our commitment to keeping vulnerable adults safe and make clear that they must be protected. It will do this through the policy and clear procedures. It aims to ensure that regardless of age, ability or disability, gender reassignment, race, religion or belief, sex or sexual orientation, socio-economic background, all vulnerable adults should be protected against abuse.
- 2.2 An adult at risk is defined as *"any person aged 18 years and over who is or may be in need of community care services by reason of mental health issues, learning or physical disability, sensory impairment, or unable to protect themselves due to age or illness and who may be unable to take care of themselves or unable to protect themselves against significant harm or serious exploitation."*
- 2.3 The range of adults considered to be at risk has been widened to include people encountering domestic abuse (16 years upwards), substance misusers and asylum seekers.
- 2.4 As part of our safeguarding policy BAF will ensure that;
  - Concerns or allegations of abuse or neglect will always be taken seriously and acted upon
  - ensure everyone understands their roles and responsibilities in respect of safeguarding and is provided with appropriate learning opportunities to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to vulnerable adults
  - ensure appropriate action is taken in the event of incidents/concerns of abuse and support provided to the individual/s who raise or disclose the concern ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored
  - prevent the employment/deployment of unsuitable individuals following BAF's Safer Recruitment procedure.

### **3. Roles and Responsibilities**

- 3.1 All of BAF staff and volunteers have a role to play in safeguarding Vulnerable Adults  
We will ensure that BAF has embedded a culture of safeguarding and that staff are clear about this in all that we do.
- 3.2 The Chief Executive has overall responsibility for ensuring our policy is implemented and for promoting safeguarding in all relevant operations of BAF. The Board of Trustees have a duty of care and are accountable for safeguarding within the organisation as well as the implementation and monitoring of effective safeguarding policies and procedures.
- 3.3 The Chief Executive cannot delegate overall responsibility for the implementation of this policy but can delegate to the executive and management team some of the operational aspects of its implementation.
- 3.4 All staff and volunteers working with adults will be trained to be able to recognise and act appropriately on indicators that an adults welfare or safety may be at risk. Staff and volunteers will be able to access relevant safeguarding information via the internet through local authority areas.
- 3.5 BAF will provide support through a provision of induction and training. In addition staff can access support and guidance from line managers or the designated safeguarding officers. All staff will have a minimum of level 1/introductory safeguarding training. Help line staff and managers will be trained to level 2 and CEO, Head of Clinical Services and Operations Director to level 3. All staff will be familiar with the overarching safeguarding policy and procedures and training will be updated every 3 years.
- 3.6 Managers of staff and volunteers have a responsibility to ensure compliance with the safeguarding policy and procedures and to identify any members of their team who need training, support or direction.

### **4. Information Sharing**

- 4.1 It may sometimes be necessary to share information to ensure that an adult where there is a safeguarding concern are kept safe and receive the support they need. It is, therefore, vital that staff have a clear understanding of when and how information can and should be shared and that this is in line with General Data Protection Regulations (2018). Staff and volunteers may wish or be asked to share information of a confidential nature about children and young people because:
- the staff member/volunteer is concerned that a child may be at risk of significant harm, or an adult in the family may be at risk of serious harm, or there is a serious crime that may have been committed or about to be committed involving someone in the family.
- 4.2 Before sharing the information, the staff member should record what it is that they wish to share, who they wish to share it with, and the purpose of doing so. If the reason involves risk of harm to a vulnerable adult then safeguarding procedures should continue to be followed. This should be discussed with the Designated Safeguarding Lead Officer to ensure management accountability.

- 4.3 The BAF staff cannot keep confidences when they involve concerns about a vulnerable adult. Any information offered in confidence to The BAF staff or volunteers relating to risks or concerns about a vulnerable adult should be received on the basis that it will be shared with the relevant person or people in authority.
- 4.4 The staff member should then pass the information on to the agreed agency without delay. This should be done within the following parameters of good practice, such as:
- Make a conscious decision on how much information to share based on the public interest which, in this case, will normally be the interests of the child.
  - Ensure that it is shared securely – this means checking who exactly is receiving the information, and that they are doing so in a confidential environment (for example via a secure email account).
  - Make sure that the information you share is as accurate and up to date as possible; if you are unsure of any of it but still decide to share it, then make sure that the recipient is aware of any areas of uncertainty.
  - Distinguish clearly between fact and opinion.
  - Inform the person who is the subject of the information that it has been passed on, unless it would be unsafe or inappropriate to do so.
- 4.5 If consent is withheld or if it cannot be sought because of a risk of harm to someone, or because of the risk of a serious crime being committed, or because of the investigation of a serious crime being compromised, then the staff member should consult with a Safeguarding lead or manager on whether the information should be shared without consent.

## 5. Venerable Adult Abuse

5.1 Abuse can take many forms and the circumstances of the individual must always be considered. It may consist of a single act or repeated acts. The following is a list of examples of the different types of abuse which may affect an adult at risk:

### 5.2 Definitions:

- **Physical abuse** - this may involve hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating, misuse of medication, unlawful or inappropriate restrained and inappropriate physical sanctions.
- **Emotional abuse** - this is the persistent emotional maltreatment as to cause persistent adverse effects on emotional development. It may involve conveying to the vulnerable adult that they are worthless, inadequate or valued only in so far as they meet the needs of the other person.
- **Sexual abuse** – Unwanted sexual activity or behaviour that happens without consent and/or understanding.
- **Psychological** – emotional abuse which causes distress and can be verbal or non-verbal, gaslighting when someone is manipulated into doubting their memory, perceptions and judgements.
- **Financial and Material** – includes theft, fraud, exploitation and pressure in connection to wills, property, inheritance and financial transactions, or inciting an adult at risk to do any of these things on another individuals behalf; it may also involve the misuse or misappropriation of property, possessions and benefits of an adult at risk.
- **Discriminatory** – includes abuse based on an individual's race, gender, disability, faith, sexual orientation, or age; and other forms of harassment, slurs or similar treatment or hate crime/incident.

- **Neglect or self-neglect** - includes a wide range of behaviours such as neglecting to care for one's own personal hygiene or health.
- **Exploitation - Extremism, Radicalisation and the PREVENT Duty:** Prevent is part of the UK's counter terrorism strategy, preventing people from becoming involved in terrorism or supporting terrorism. The Counter Terrorism & Security Act (CTSA) 2015 received Royal Assent in February 2015 and places a duty on various specified authorities to have 'due regard to the need to prevent people being drawn into terrorism'. This is referred to as a 'Prevent Duty' and involves;
- **Cuckooing – when** professional criminals target the home of a vulnerable person so they can use their property for criminal activities.
- **Organisational** abuse Includes neglect and poor care practice within an institution or specific care setting, or in relation to care provided in a person's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- **Neglect and acts of omission** - Includes ignoring medical, emotional or physical care needs; failing to provide access to appropriate health or care and support; or withholding the necessities of life, such as medication, nutrition and heating (whether intentional or not). Not enabling access to assistive equipment like hearing aids, walking aids, or dentures may be neglect but can also indicate coercive control

## 6. Mental Capacity

6.1 For the purposes of Safeguarding Adults, mental capacity is an individual's ability to;

- Understand the implications of their situation and risk themselves;
- Act themselves to prevent abuse;
- Fully participate in decision making about interventions involving them, be they life changing events or everyday matters.

## 7. Procedure for Disclosure through Helpline

1. The first priority should always be the immediate safety and welfare of the vulnerable adult
2. The adult should be informed immediately that the matter cannot be kept confidential.
3. All notes are to be verbatim There should be no paraphrasing, interpretation or assumptions and it is important that staff distinguish between "fact" and "opinion". This record must be uploaded to the Foundation's Salesforce CRM within 48 hours.
4. The staff member hearing the concern must not ask leading questions, instead ask open questions such as What? When? Who? How? Keep to factual information.
5. If the disclosure is through web chat the transcript is to be saved and imported into Salesforce. Any other verbatim notes are to be recorded into Salesforce.
6. If the complainant is a third party, then s/he should be informed that their disclosure cannot be kept confidential, and 'verbatim' notes should be made.
7. Once information has been received, Next steps can be:
  - a) Police are called because a child or any other person is at immediate risk

***If there is no immediate risk***

- b) Information is forwarded onto Social Services. Each area of the UK will have an Adult Safeguarding team, and can be researched to identify the best local authority safeguarding team. Once through to the relevant Social Services the safeguarding adults page will provide step by step guide on what to do next.
  - c) Further information can be accessed through Mencap <https://www.mencap.org.uk/advice-and-support/safeguarding/safeguarding-adults>
  - d) External agencies such as police or Social Services will advise and can always be contacted for further support
8. The senior manager needs to be consulted. And all safeguarding is to be reported to Head of Clinical Services.

**Procedure for Disclosure at an event**

- a. The adult should be informed immediately that the matter cannot be kept confidential.
- b. All notes are to be verbatim
- c. The staff member hearing the concern must not ask leading questions, instead ask open questions such as What? When? Who? How? Keep to factual information.
- d. Verbatim notes to be raised with the designated Safeguarding Officer at the event (if one is available) if not, proceed with steps 4 – 6.
- e. Notes passed onto the Designated Safeguarding officer, AUK staff must record on Salesforce this has happened with contact details and any further information from the Designated Safeguarding Officer
- f. The senior manager needs to be consulted.

**8. Recording a Safeguarding Issue**

- 8.1 All details of any allegations must be maintained accurately for use in possible future court proceedings, on the CRM. The substance of the information should be objective and not subjective in nature.

A full record shall be made as soon as possible of the nature of the allegation and any other relevant information including:

- The date of the record
- The time of the record
- The date and time of the disclosure of abuse
- The place where the alleged abuse happened
- The name and details of parties who were involved, including any witnesses to an event
- Your name and the names of the others present at the disclosure
- The name of the complainant and, if different the name and date of birth of the child who has allegedly been abused
- The nature of the alleged abuse
- A description of any injuries observed or described
- The account which has been given of the allegation
- The record should be signed and dated if possible

## **9. Allegations Against Staff / Conducting an investigation**

- 9.1 The need to safeguard and protect vulnerable adults from likely or actual harm is paramount and any failure to report any concerns could result in the staff members being seen as complicit in any abuse.
- 9.2 BAF seeks to foster the development and maintenance of a safety culture where staff understand what is expected of them and adhere to a code of conduct and where staff are vigilant of their and others behaviours and how it might be construed or impact on others and open to the idea that “it could happen here”.
- 9.3 If a member of staff has concerns about the conduct or actions of another employee or if the allegation is made by a vulnerable adult or family member to a member of staff they must report these concerns to a senior manager. Managers must report all such concerns to the Chief Executive at the earliest possible opportunity. Any action taken with or against a member of staff will be in accordance with The Foundations disciplinary procedure and Whistle blowing policy.
- 9.4 If allegations are made against a member of staff who is currently working with vulnerable adult the concerns need to be discussed immediately with a manager and the designated safeguarding officer. One of these (either the manager or safeguarding officer) should then, in a sensitive manner, remove the staff member involved in the allegation from direct contact with the adult. It should then be explained to the person, in private, that there has been a complaint made against him/her, although the details of the complaint should not be given at this stage. The person should be informed that further information will be provided as soon as possible but that, until consultation has taken place with the relevant agencies and within the organisation, they should not be working with vulnerable adults. It may be best, under the circumstances, for the person to return home on the understanding that the manager or named person will telephone him/her later in the day.
- 9.5 If a staff member has received an allegation or observed something of concern about their own manager, the staff member should report the allegation or concern to the person more senior to their manager.
- 9.6 If the allegation is made against the Chief Executive, the matter will be referred immediately to the Chair of BAF who will implement this policy.
- 9.7 If the allegation is made against a Trustee or the Chair of BAF, the Chief Executive will have responsibility for implementing this policy.
- 9.8 If the person is a member of a trade union or a professional organisation, he/she should be advised to make contact with that body. Arrangements should also be made for the member of staff or volunteer to receive ongoing support in line with the responsibilities the organisation has towards his or her welfare.

9.9 Once any urgent necessary steps have been taken, attention can be given to dealing with the full implications of the allegations. There are up to three possible lines of enquiry when an allegation is made:

- a police investigation of a possible criminal offence
- enquiries and an assessment by the local authority adults social care department about whether an adult needs protection
- a Foundations employer's investigation and possible disciplinary action being taken against the person in question.

## 10. Safer Recruitment

10.1 We believe in recruiting only the very best staff to work in the Foundation and will do all that we can to ensure that we prevent unsuitable people from joining our organisation. It is the policy to operate safer recruitment practices for all paid or volunteer positions. This is fundamental to safeguarding vulnerable adults as well as protecting the integrity and reputation of the charity. We will not divert from the following:

1. **Job or Role Description:** all paid and volunteer roles will have a clear job/role descriptions and profile which set out the skills required and the contact that the role is likely to have with and vulnerable adults children.
2. **Advert:** Positions will be advertised and will include a statement relating to the Foundations operation of a Safe Recruitment policy and its commitment to safeguarding and protecting vulnerable adults and children
3. **Written application:** the exact format may from time to time vary but we will always require a written statement of application or interest in a position or role. We will ask for a declaration of conviction, caution, reprimand or warning in line with the Rehabilitation of Offenders Act as may ask well a direct question if relevant as to whether the applicant has ever been barred from working with vulnerable adults
4. **Shortlisting:** candidates' applications will be reviewed by more than one member of the recruitment panel. Applications will be measured against the job description.
5. **Interview:** we will always meet shortlisted candidates face to face. These meetings may be slightly less formal for volunteers but will still take place. Questions will be prepared and linked to the position, designed to probe the skills and abilities of the individual. This meeting will also probe any gaps in employment or key unaccounted for dates in the written application. It may also include a question about any criminal convictions, cautions or any other issues that may affect their suitability to work at BAF. If necessary we will call candidates back for a second interview.
6. **Identity checks:** We will check external candidates' identity by asking them to bring photographic ID
7. **References:** any offer of employment or volunteering will be subject to written references which we will verify once received.
8. **Disclosure and Barring Service (DBS):** If required, depending on role, the last stage of our safe recruitment process is use of the DBS – which makes checks about individuals' convictions, cautions, reprimands or warning recorded on police central records for both "spent" and "unspent" convictions as well as whether they may have been "barred" from working with children and/or vulnerable young adults.

## 11. Staff induction



11.1 We provide an appropriate induction for all new staff and volunteers. The induction programme includes ensuring that all staff are made aware of how to keep vulnerable adults safe when engaged in activities provided by BAF through training. All staff are appointed on a probationary period initially, with a review before being confirmed in post.

## **12. Staff Support / counselling**

All staff and volunteers will have access to the on line support and counselling services offered by Care First

## **13. Monitoring Compliance**

13.1 The policy will be reviewed a year after development and then every three years, or sooner in the following circumstances:

- changes in legislation and/or government guidance
- as required by the Local Safeguarding Adult Board.
- As a result of any other significant change or event.

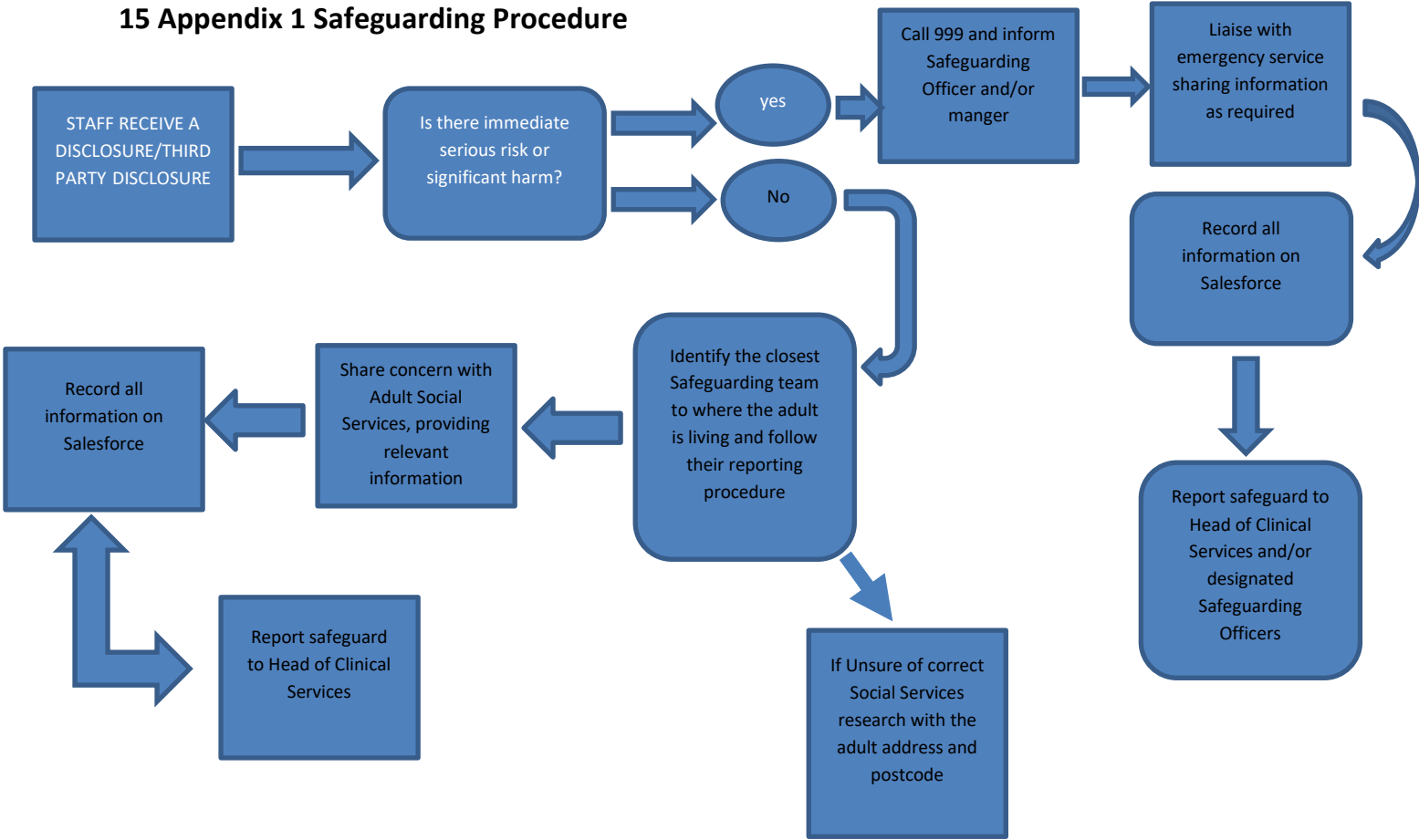
All users of this policy should:

- Ensure you are familiar with and comply with Safeguarding Policies and where necessary escalation process for promoting and safeguarding the welfare of vulnerable adults
- Ensure you are familiar and comply with the Safeguarding Vulnerable Adults Procedures.
- Ensure you are familiar and comply with local protocols and systems for information sharing
- Know the appropriate contact numbers and required reporting lines.
- Participate in required training and supervision.
- Comply with required professional boundaries and codes of conduct

## **14. Key Performance Indicators**

- The policy and procedures to be widely promoted and made mandatory for everyone involved in working in collaboration with Allergy UK.
- Failure to comply with the policy and procedures will be addressed without delay and may ultimately result in dismissal
- All staff and trustees to have safeguarding training: Protection for vulnerable adults.
- A log of safeguarding incidents to be audited on an annual basis for quality purposes as part of the annual incident auditing process led by the CEO.

### 15 Appendix 1 Safeguarding Procedure



**Appendix 2****Relevant Legislation**

1. Mental Health Act 1983
2. Human Rights Act 1998
3. Care Standard Act 2000
4. Mental Capacity (Amendment) Act 2019
5. Deprivation of Liberty Safeguards Mental Capacity (Amendment) Act 2019
6. Vulnerable Adult Act 2006
7. Equality Act 2010
8. Care Act 2014
9. 20-25 Criminal Justice and Courts Act 2015

## Appendix 3

### England, Safeguarding Adults

Statement of Government Policy on Adult Safeguarding

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/215591/dh\\_126770.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/215591/dh_126770.pdf)

Safeguarding Adults

<https://www.local.gov.uk/sites/default/files/documents/safeguarding-adults-roles-3e9.pdf>

Easy Read version of: Statement of Government Policy on Adult Safeguarding

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/233284/Adult\\_Safeguarding\\_Statement\\_EasyRead.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/233284/Adult_Safeguarding_Statement_EasyRead.pdf)

### Wales

Social Services and well-being (Wales) Act 2014

Working Together to Safeguard People, Volume 4 – Adult Protection and Support Orders

<https://gov.wales/sites/default/files/publications/2019-11/working-together-to-safeguard-people-volume-4-adult-protection-and-support-orders.pdf>

Social Services and Well-being (Wales) Act 2014 & Working Together to Safeguard People: Code of Safeguarding Practice

[https://gov.wales/sites/default/files/publications/2022-01/working-together-to-safeguard-people--code-of-safeguarding-practice\\_0.pdf](https://gov.wales/sites/default/files/publications/2022-01/working-together-to-safeguard-people--code-of-safeguarding-practice_0.pdf)

### Scotland

Adult support and protection

<https://www.gov.scot/policies/social-care/adult-support-and-protection/>

STATEMENT OF GOVERNMENT POLICY ON ADULT SAFEGUARDING

<file:///T:/ELT/Policy%20Status/2022%20Policy%20reviews/Safeguarding/Safeguarding%20Adults/England/Statement%20of%20Government%20Policy%20on%20Adult%20Safeguarding.pdf>

### Northern Ireland

a) Adult Safeguarding Prevention and Protection in Partnership

<https://www.health-ni.gov.uk/sites/default/files/publications/dhssps/adult-safeguarding-policy.pdf>

