

Calthorpe Project Protection of Vulnerable Adults Policy

The Calthorpe Project's policy follows the Care Act 2014 and its related Statutory Guidance

1. General Statement

The safety and welfare of vulnerable adults is of the utmost importance. It is the duty of all our staff and volunteers to protect each vulnerable adult from abuse and to be alert to the possibility of abuse. Vulnerable adults often work in our garden supported by staff and volunteers who need to be aware of signs of potential abuse. Staff and volunteers will be given copies of this policy and should familiarise themselves with our procedures.

2. Statement of Values and Intent

The Calthorpe Project agrees that:

1. Safeguarding is everybody's business – and everyone's responsibility. We will work together to prevent and minimise abuse and neglect. If we have concerns that someone is being abused our loyalty to the adult at risk comes before anything else - our staff, managers, our colleagues in the wider community and the person's friends and family.

2. Doing nothing is not an option – if we know or suspect that an adult is at risk of harm, we will do something about it as soon as possible and ensure this work is properly recorded.

3. Duties to co-operate – we will work co-operatively and willingly with our colleagues in the Council, the Police and the Mental Health Trust and any other agency given the task of leading on the Safeguarding Adults inquiry (investigation).

4. In our day to day practice, we are committed to:

- Identifying and raising concerns about abuse in order to stop it happening.
- Responding effectively to any circumstances giving grounds for concern, or where formal complaints or expressions of anxiety about poor practice are expressed.
- Making safeguarding personal by ensuring the active participation of the adult at risk and their families/friend/advocates.
- Preventing abuse through our routine support with individuals, through information and advice of their right not to be harmed, to promote their wellbeing whenever possible, and to help to build their personal and network strengths and resilience.
- Regularly monitoring and evaluating how our policies, procedures and practices for protecting adults at risk of harm are working.
- Making sure our policies, procedures and practices stay up to date with the law and best practice in relation to safeguarding adults.

3. Definitions

Vulnerable adults are people over 18, who are in need of care and unable to protect themselves because of:

- A mental or learning disability
- A physical disability
- Age or illness

People who abuse are:

- Often well known to their victims but can be strangers.
- Might be a relative, partner, son or daughter, friend or neighbour, a paid or voluntary worker or a health or social welfare worker.
- Could be another vulnerable adult or service user.
- May not realise they are abusing and can sometimes act out of character and abuse because of the stress of caring.

Abuse can take place in a wide range of settings such as:

- The vulnerable adults own home
- A carers home
- A day or community centre
- A care home
- A hospital

4. Categories of harm in the care act

The most common types of abuse are:

1. **Physical abuse:** this is usually the use of force to cause pain and injury and signs might include burns, bruising, scratches, or accidents that cannot be explained. Also included is misuse of medication or forcing someone, for example, to stay in a care home against their wishes.
2. **Neglect and acts of omission by others:** this is when a vulnerable adult does not have their basic needs met, such as adequate food or warmth or help with personal hygiene. Signs might include deteriorating health, appearance or mood.
3. **Financial and material abuse:** this is when a vulnerable adult is exploited for financial gain. Often valuables will go missing or there may be a change in financial circumstances that cannot be explained.
4. **Sexual abuse and exploitation:** this includes rape and sexual assault or sexual acts which the vulnerable adult has not or could not consent to or was pressurised or manipulate into. Signs can include changes in behaviour or physical discomfort.
5. **Psychological and emotional abuse:** this might be emotional abuse such as threats of harm or abandonment, enforced isolation, blaming or controlled

behaviour, or verbal and racial insults. Signs may be rear, confusion or disturbed sleep.

6. **Discriminatory abuse:** this includes any sort of abuse based on a vulnerable adult's race, gender or impairment such as their mental or physical health.
7. **Organisational abuse:** this is poor professional practice including neglect, and can take the form of isolated incidents right through to ill treatment or gross misconduct.
8. **Modern slavery:** this includes trafficking, sexual exploitation, forced labour and forced marriage.
9. **Domestic abuse:** if the victim is a vulnerable adult.
10. **Self-neglect:** is the result of the older person refusing care.

5. If a vulnerable adult discloses abuse

- Assure the person that the matter will be taken seriously.
- Listen and be non-judgmental.
- Explain the process for reporting the allegation.
- Don't promise confidentiality – explain how and why the information might need to be shared.
- Don't interview/question the person, other than for clarification – subsequent formal inquiries and investigation will allow the person to give a full account of their concerns.
- Don't approach the alleged abuser

6. Reporting procedures for cases of alleged or suspected abuse

- Inform your Line Manager or other senior member of staff at the earliest opportunity.
- If danger exists, ensure the person and any other vulnerable adults are protected.
- If the person is seriously injured seek immediate medical treatment, immediately report the incident to your line manager and record the details in the Accident Book in the Accidents and Incidents folder.
- Be careful not to destroy or contaminate evidence.
- Call Camden's Adult Social Care services on 020 7974 4000.
- Seek advice from Adult Social Care about calling the Policy.
- As soon as possible detailed notes should be made including when and to whom in Camden Adult Social Care the incident has been reported. Documentation is vital as evidence and might be required for criminal proceedings at a later date.
- If the suspected abuser is a member of staff, the matter will be dealt with through our Code of Conduct under the section misconduct or gross misconduct.

7. Confidentiality

- The Calthorpe Project will work with adults in a way that meets all the aspects of confidentiality in our different policies, but where abuse to a vulnerable person is alleged, suspected, reported or concerns are raised, the matter must be discussed with Camden Adult Social Care staff. The confidentiality of the vulnerable person will be respected wherever possible and their consent will be requested to share information.
- The adult at risk should be made aware that staff cannot ignore issues of abuse and neglect, but that all measures will be taken to deal with them in as sensitive a manner as possible.
- The wellbeing of the individual is paramount.

8. Safe Recruitment Procedures

- The Calthorpe Project recruitment policy stipulates that all paid staff will have to complete an application form, detailing past work history and references. Individuals are then interviewed and references requested. Only upon receipt of satisfactory references will a formal offer of employment be made.
- Staff or volunteers working directly and having regular contact with vulnerable adults are required to have an enhanced Disclosure and Barring Service check before any commencement of work that involves direct client contact.
- Staff and volunteers will receive training in Protecting Vulnerable Adults every 2 years.
- All staff and volunteers working with vulnerable adults will receive a copy of this policy.