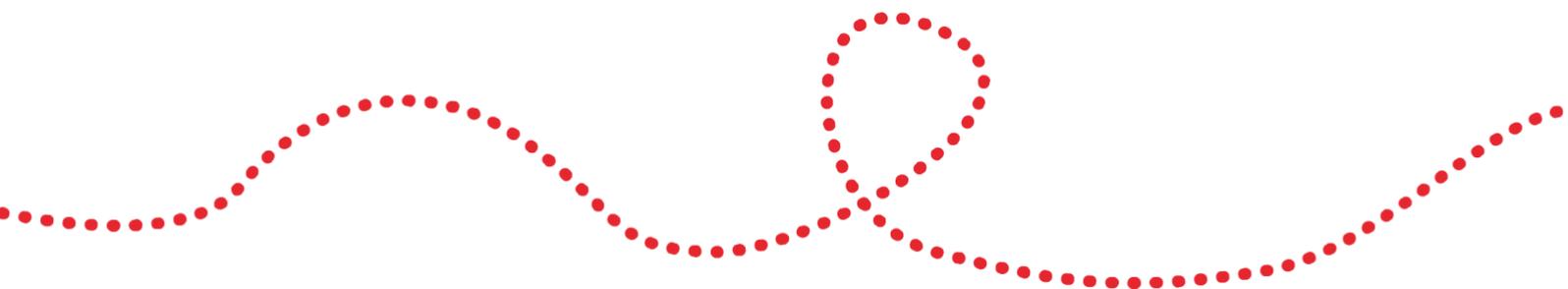




SAFEGUARDING ADULTS POLICY

Version	2
Date	7 July 2020
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Approved by	Fiona Morrison, Safeguarding Lead
Author	Lynn Irwin
RENEWAL DATE	July 2022



INTRODUCTION

All adults at risk of abuse and neglect should be able to access public organisations for appropriate intervention which enable them to live a life free from fear, violence and abuse.

POLICY STATEMENT

Heartbeat Alliance aims to ensure that no act or omission on the part of the organisation, or that of its staff, puts a vulnerable adult inadvertently at risk; and rigorous systems are in place to proactively safeguard and promote the welfare of vulnerable adults and support staff in fulfilling their obligations.

Heartbeat operates a zero tolerance of abuse and neglect within the organisation.

This policy applies to all staff employed directly or sub-contracted by Heartbeat Alliance. This policy is available to independent contractors and should be implemented as good practice.

This policy focuses on the workplace responsibilities of Heartbeat Alliance staff, although responsibilities to safeguarding and promoting the welfare of vulnerable adults extend to an individuals' personal and domestic life.

This policy is to be read in conjunction with North Yorkshire Safeguarding Adults Policy and Procedures and City of York Safeguarding Adults Policy

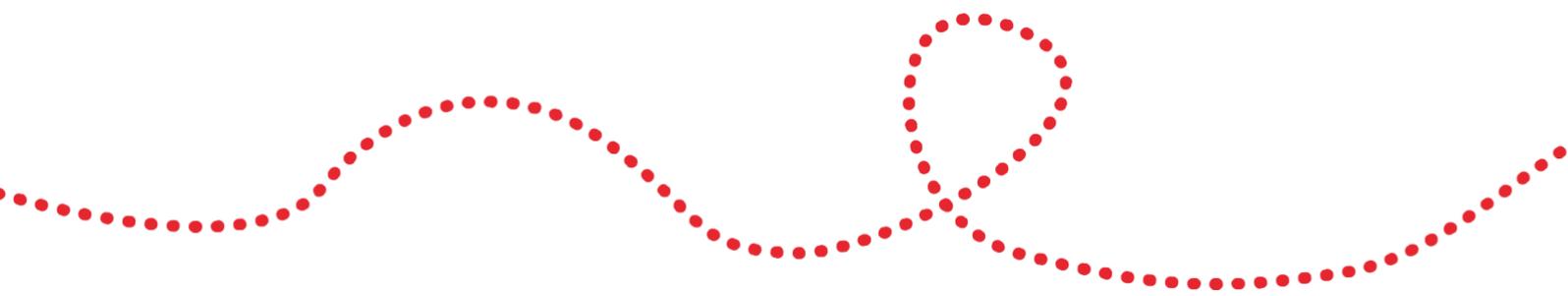
PROCEDURES

The purpose of this policy and related procedures is to ensure that NHS North Yorkshire and York responds appropriately to concerns about abuse and works with other organisations in line with the local multi agency policy.

- All concerns about potential abuse are taken seriously.
- The safety of the service user is paramount.
- The adult's views and wishes are an important consideration (or their best interests if they do not have mental capacity) - However, legal and policy constraints must also be taken into consideration.
- A robust system is in place for responding to safeguarding alerts.
- The adult is offered support relevant to their experience of abuse.
- The Practice will learn from and develop its safeguarding adults practice.

Organisation staff come into contact with vulnerable adults regularly and are vital in safeguarding these individuals. This policy is to assist staff in identifying vulnerable adults, preventing and recognising abuse, and details how to respond if abuse is suspected. This policy also outlines the roles and responsibilities for staff.

All staff must have a basic awareness of what constitutes abuse and know the procedures for reporting this. All staff are required to have a full understanding of their role and responsibilities in the reporting process. In safeguarding and promoting the welfare of vulnerable adults, Heartbeat Alliance is committed to creating an ethos which values working collaboratively with others, respects diversity (including race, religion, disability, gender, age and sexual orientation) and promotes equality.



Definitions

Safeguarding Adults applies to adults, over the age of 18, who need support from Health and Social Care services to maintain their independence. In particular it applies to adults who:

- may have a learning or physical disability
- may have mental health problems
- may be old, frail or ill
- may not always be able to take care of themselves or protect themselves without help

A vulnerable adult is defined as “a person aged 18 or over 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 or herself or is or may be unable to protect him or herself or unable to protect him or herself against significant harm or serious exploitation” *No Secrets – March 2000, Department of Health (Note: The Mental Capacity Act relates to 16 and over - except for LPAs, ADRT and making a Will).*)

In March 2011 the Department of Health issued *Safeguarding Adults: The Role of NHS Commissioners*. The Government's policy objective is to prevent and reduce the risk of significant harm to vulnerable adults from abuse or other types of exploitation, whilst supporting individuals in maintaining control over their lives and in making informed choices without coercion. Within this document are outlined six Fundamental Principles for Safeguarding Adults:

Principle 1 – Empowerment

Presumption of person led decisions and consent

Principle 2 – Protection

Support and representation for those in greatest need

Principle 3 – Prevention

Prevention of neglect harm and abuse is a primary objective.

Principle 4 – Proportionality

Proportionality and least intrusive response appropriate to the risk presented

Principle 5 – Partnerships

Local solutions through services working with their communities

Principle 6 – Accountability

Accountability and transparency in delivering safeguarding

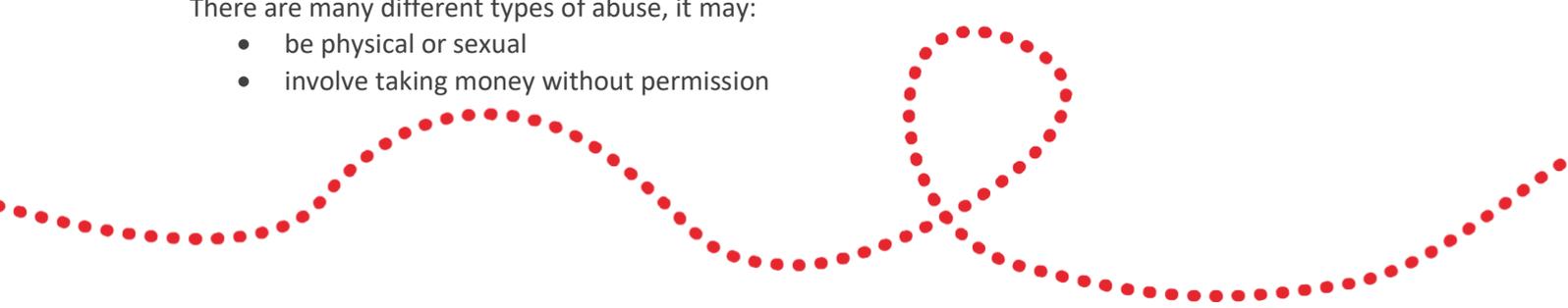
The document also outlines six fundamental **actions** for safeguarding adults:

1. Use the safeguarding principles to shape strategic and operational safeguarding arrangements.
2. Set safeguarding adults as a strategic objective in commissioning health care.
3. Use integrated governance systems and processes for assurance to act on safeguarding concerns in services.
4. Work with the local Safeguarding Adults Board, patients and community partners to create safeguards for patients.
5. Provide leadership to safeguard adults across the health economy.
6. Ensure accountability and use learning within the service and the partnership to bring about improvement.

What is adult abuse?

There are many different types of abuse, it may:

- be physical or sexual
- involve taking money without permission



- include bullying or humiliating
- include not allowing contact with friends and family
- be unauthorised deprivation of liberty
- involve withholding food or medication

Abuse can be the result of a single act or may continue over many months or years. Abuse can be accidental or a deliberate act.

An abuser could be:

- a relative
- a partner
- someone paid to provide care and services
- a volunteer
- a neighbour
- a friend
- a stranger

Abuse can happen anywhere

No Secrets

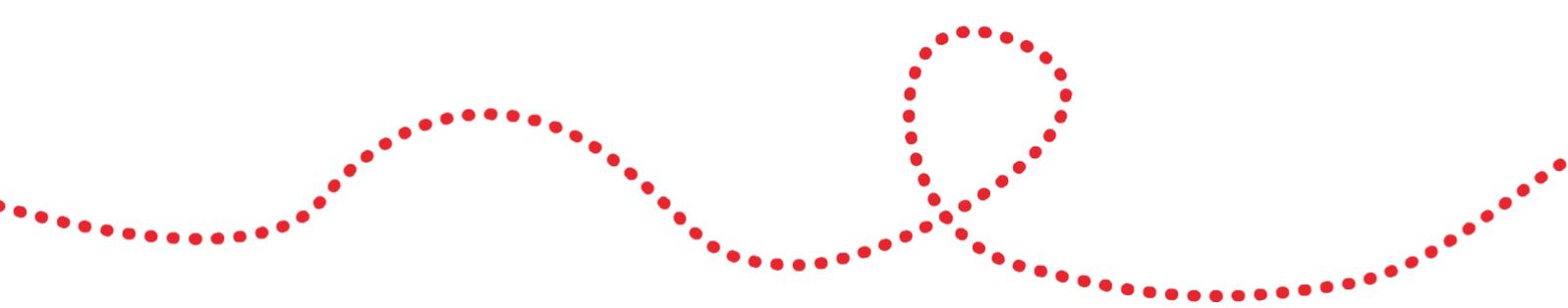
No Secrets is government guidance issued in 2000, encouraging social services authorities to work with other agencies to develop and implement policies and procedures to ensure protection of vulnerable adults.

How do I act on a concern?

Everyone has a duty to ensure the safety of a vulnerable adult they believe may be subject to abuse.

If a member of staff has concerns they can seek further advice from their line manager or the NHS North Yorkshire and York lead for Adult Safeguarding. Alerts can also be raised to North Yorkshire County Council Adult Safeguarding team North Yorkshire County Council customer services centre on 0845 034 9410. A copy of the North Yorkshire County Council referral form can be found online at the NYCC Safeguarding Adults page of the NYCC website.

What are the multi-agency arrangements for safeguarding adults in North Yorkshire? NHS North Yorkshire and York are statutory partners and stakeholders on both the North Yorkshire Safeguarding Adults Board and City of York Safeguarding Adults Board. The Board responsibilities are to protect adults who may be at risk from abuse and to promote co-operation and effective working practices between different agencies. Board membership includes lead officers from social care services, police, health, housing, the Crown Prosecution Service, the Care Quality Commission and voluntary agencies.



REFERENCES

Department of Health - Safeguarding Adults: The Role of NHS Commissioners

www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/documents/digitalasset/dh_125036.pdf

North Yorkshire and York Community Mental Health services

[www.nyypct.nhs.uk/Corporate/Policies/docs/CMHS%20079%20Safeguarding%20Adults%20Policy%20\[v1.01\]%2030%20March%202010.pdf](http://www.nyypct.nhs.uk/Corporate/Policies/docs/CMHS%20079%20Safeguarding%20Adults%20Policy%20[v1.01]%2030%20March%202010.pdf)

North Yorkshire and York County Council www.northyorks.gov.uk/safeguarding

City of York Council

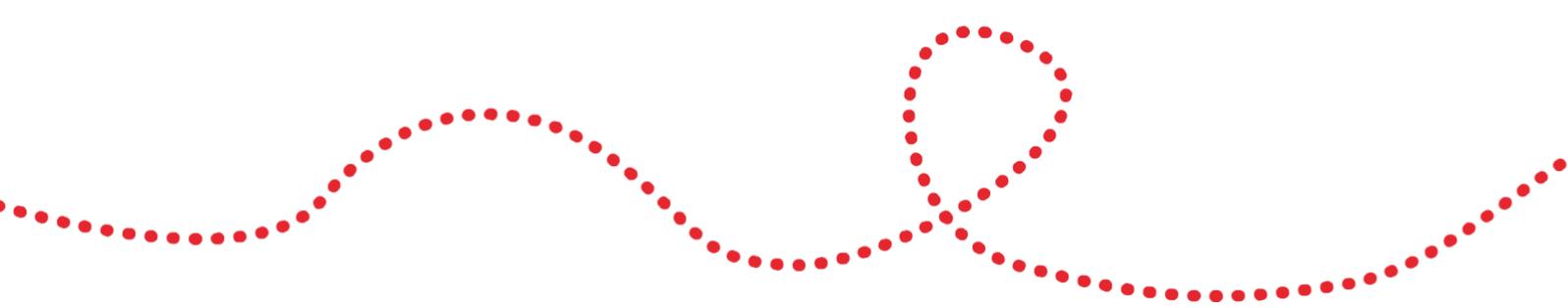
[http://www.york.gov.uk/health/Help for adults/Protection of vulnerable adults/](http://www.york.gov.uk/health/Help%20for%20adults/Protection%20of%20vulnerable%20adults/)

NHS Bolton

http://www.bolton.nhs.uk/your-pct/foi/foi_policies_adult_protection.asp

No Secrets

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4008486



Appendix 1

Key Roles in the Safeguarding Adults Procedure

Alerter

Any staff member who has contact with vulnerable people and hears disclosures or allegations, or has concerns about potential abuse or neglect has a duty to pass them on appropriately and without delay. Having a duty to share information means you are not at liberty to keep concerns to yourself and you must never promise to keep secrets.

The alerter also has a role in addressing any immediate safety or protection needs. It may also be necessary to inform emergency services if other vulnerable adults are at risk and/or crime is suspected. It may be necessary to separate the alleged perpetrator of abuse from the vulnerable adult and any others who may be at risk.

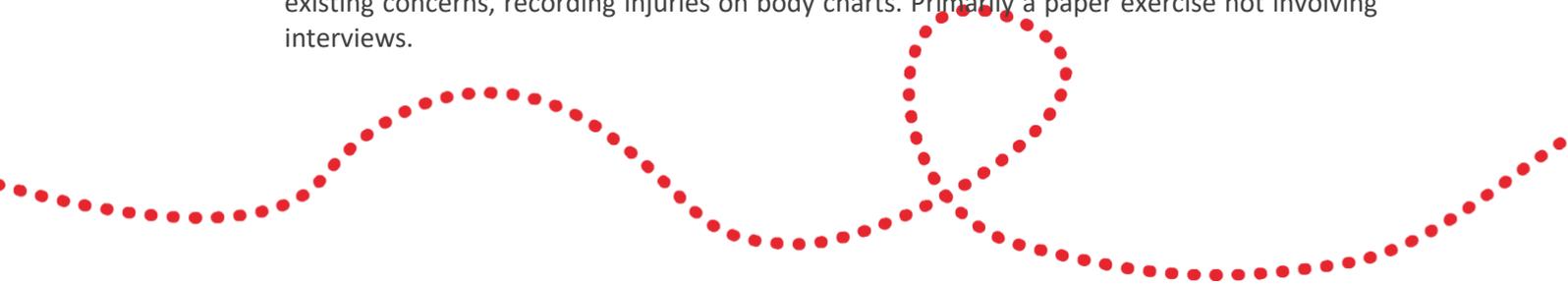
Good Practice:

- When you become aware of abuse or neglect you must report your concerns immediately.
- Concerns must also be recorded on Ulysses incident reporting system whether or not they are raised as an alert.
- Record all factual evidence accurately and clearly. Use the person's own words. Clarify the facts. Do not ask leading questions e.g. suggesting names of who may have perpetrated abuse if the person does not disclose it.
- You may be asked to write a separate alert report. Use black ink. Sign it, date it.
- If possible, do not take any actions which might alert the alleged perpetrator.
- Reference to a safeguarding adults alert can be made in the clinical records, but specific details of the alert should be avoided where possible.
- Respect a person's right to confidentiality as far as possible, but you must not agree to keep allegations and/or disclosures secret.
- Bring safeguarding adults issues to supervision sessions.
- Be able to advise service users, carers and relatives how to access the local authority public information on safeguarding adults.

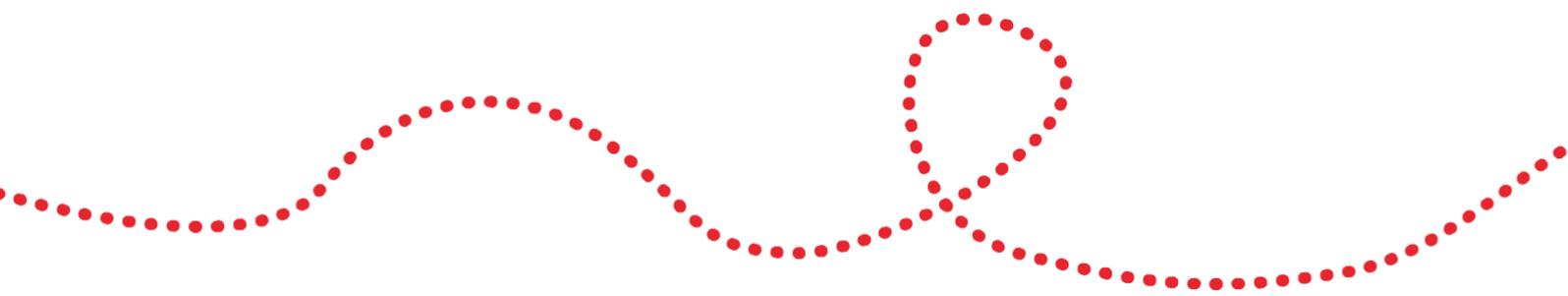
Responder

People responsible for responding to safeguarding adults alerts (often the alerter's line manager) and for referring the alerts to the appropriate Safeguarding Team.

Good Practice:

- Check that immediate safety has been considered.
 - Gather a small amount of information and decide whether there is a possibility that abuse could have occurred.
 - If the responder concludes that there has potentially been abuse then the alert must be referred to the appropriate Safeguarding Team.
 - Determine the correct destination when referring the alert.
 - Supply all factual information you can with regard to the alleged incident.
 - Investigative questioning must be avoided at this stage.
 - Where a member of staff is identified as the alleged perpetrator of abuse, information that can assist an investigation must be gathered by the responder and included in the referral to the appropriate Safeguarding Team. This could include checking staff rotas, incident reports, existing concerns, recording injuries on body charts. Primarily a paper exercise not involving interviews.
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- In consultation with senior management consideration must be given to suspending staff against whom allegations have been made.
- If the alleged perpetrator of abuse is a vulnerable adult the alert must still be referred to the appropriate Safeguarding Team.
- If a decision is taken not to refer the alert to a Safeguarding Team, any such decision must be fully documented, discussed and as a clinical review. A decision not to refer does not mean that the incident should be left or that other actions do not need to take place. Consideration still needs to be given to the needs of the vulnerable adult and to any other actions such as the complaints process, training needs, disciplinary or regulatory action if appropriate.



CONTACTS

<https://www.northyorks.gov.uk/safeguarding-vulnerable-adults>

NYCC Safeguarding Vulnerable Adults Team – information, contact details and referral form

Clinical Director - Dr Andrew Dickie (andrew.dickie@nhs.net)

Safeguarding Lead – Miss Fiona Morrison, ANP (Fiona.morrison12@nhs.net)

