

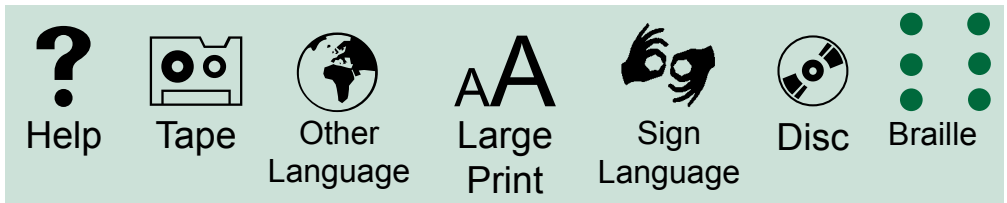
Safeguarding adults

Policy and
procedure





Help to understand this information



Please ask us if you need help to understand this information or you would like it on audio-tape, in another language, in large print, in sign language, on computer disk or in Braille.

Community Care Services (CCS) Publications

Telephone: 020 8547 6123

Email: ccs.publications@rbk.kingston.gov.uk

Introduction

All people, no matter where they live or what their circumstances, are entitled to a life free from exploitation and abuse. Adults are autonomous, they make their own decisions. Self determination must guide Adult Protection activities wherever possible. Some adults will be making decisions under duress and will need extra support. Others will not have the mental capacity to make informed decisions about their own protection; they need to have as much choice as possible within the principle of the duty of care. All adults are entitled to access the criminal justice system; subject to the mental capacity of the adult to consent, the seriousness of suspected offence and the wishes of the adult concerned the police should be called immediately if it is believed that a crime has been committed. Adults need to be made aware of their rights, and how to get help if they are being abused. Any adult disclosing abuse must be listened to, taken seriously and believed, unless there is a good, substantiated reason that disproves what they are saying. The vulnerable adult, and their protection needs, should be at the centre of any investigation. Interventions to protect must, wherever possible, follow principles of adult self determination, consent, and minimal intervention needed to protect the vulnerable adult.

What is Abuse?

Abuse occurs when one person by doing, or failing to do something they should, causes harm or distress. The person responsible can be anyone in a position of trust. This includes care/support workers, family, friends and neighbours or staff of an organisation (both statutory and independent sector). It can also mean casual callers to the vulnerable person.

It can take several forms:

Physical – this could include being hit, slapped pushed, kicked, misuse of medication, restraint or inappropriate care and treatment.

- Sexual – this can include rape, sexual assault or sexual relationships to which the vulnerable adult is either unwilling or unable to agree to.
- Emotional/psychological – including being made to feel abandoned, threatened, blamed, or humiliated. This can include coercion, harassment, verbal abuse isolation or withdrawal of services or supportive networks.
- Financial or material – including theft, fraud, exploitation or the misuse of property, money or belongings.
- Neglect and acts of omission – including the failure to provide health or social care and withholding the necessities of life including medication, adequate food and heating.
- Discriminatory – behaviour or words that are racist, sexist, based on someone's sexual orientation (for example being gay or bisexual), disability, age, religion or belief. It can also include harassment or slurs, or similar treatment.
- Institutional abuse – repeated, systematic practices within an institution or regime of "care" which cause harm, deprive people of their right, neglect peoples wellbeing and/or take advantage of their vulnerability or lack of capacity. This may include environments which convey a perpetual and/or repeated subjective sense of a lack of safety amongst users and/or carers.

What is Safeguarding?

Safeguarding is the action that can be taken to support an adult “who is or may be eligible for community care services” (ADSS, „Safeguarding Adults – A National Framework of Standards for good practice and outcomes in adult protection work’ 2005) to keep their independence, well being and choice and to exercise their human right to live free from abuse and neglect. Community Care Services for the purpose of this policy and procedure are defined as: social services provided by the local authority.

An Adult is a person of 18 years or more. If you are concerned that a child needs protecting from physical, emotional or sexual abuse, or neglect:

- Contact the Children’s Safeguarding Service if the child is aged 12 and under on 0208 547 6587
safeguarding@rbk.kingston.gov.uk
- Or the Young People’s Service if the young person is aged 13 or over on 020 8547 6920
Eaglerec1@rbk.kingston.gov.uk

Where a young person is moving from children’s services into adult community care services a range of local protocols exist which should be followed. Where a safeguarding issue is referred to any adult team that team will retain responsibility until a new team confirms that they are responsible for the investigation.

People who are not eligible for community care services (social services from the local authority) may still be subject to abuse. They should be offered support and advice in accessing services that will enable them to keep their independence, well being and to live free from abuse and neglect.

Who is Responsible for Safeguarding?

All the people employed to provide care for a person who is or may be eligible for community care services are responsible for safeguarding. They could be based in a community, residential, nursing care or hospital setting. They could be police officers, social workers, nurses, doctors or anyone employed in a caring role.

Abuse should always be reported where it occurs. When abuse takes place within a particular area, the host local authority will always take responsibility for coordinating the Safeguarding Adults Process, even if the service users are funded by another local authority.

A reporting process exists so that the local authority can ensure that safeguarding is effective and that learning can be identified and reflected in future work.

An Overview of the Safeguarding Process

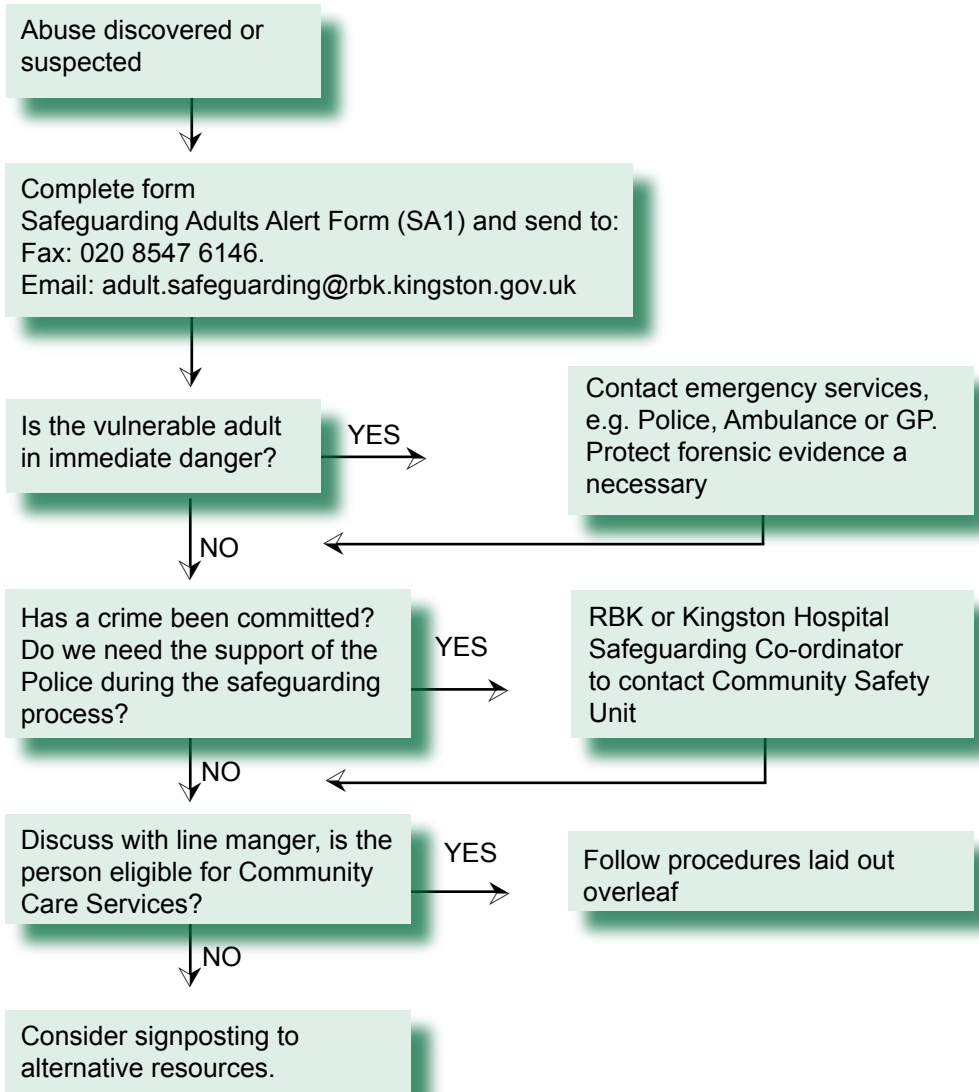
Alert

All alerters to:

End of
Day 1

- Recognise that abuse may be happening
- Ensure immediate safety of the adult where appropriate
- Seek medical help if needed
- Call the Police if you need assistance or if you think a crime has occurred
- Contact Community Care Services if appropriate

Process for members of staff receiving information from the public identifying abuse



Safeguarding Adults - Policy and Procedure

Referral	<ul style="list-style-type: none"> ■ All alerts to be forwarded to the Adult Safeguarding Coordinator who will confirm the referring Community Care Services team managing the referral or forward to the appropriate team 	End of Day 2
Decision	<ul style="list-style-type: none"> ■ Receiving team - does this meet the threshold for referral? ■ Investigating professional appointed by the Team Manager ■ Investigating professional confirms the content of the referral with referrer if appropriate ■ Review of immediate measures to safeguard the vulnerable adult. Further action taken if necessary 	End of day 2
Strategy	<ul style="list-style-type: none"> ■ The investigating professional collates all the available facts ■ Contact is made with the vulnerable adult and their wishes are established ■ The Team Manager chairs a Strategy Meeting ■ The Strategy form is completed 	End of day 7
Assessment	<ul style="list-style-type: none"> ■ The assessment is completed 	End of week 4
Planning	<ul style="list-style-type: none"> ■ A Case Conference is held to agree a Safeguarding Plan ■ The Case Conference form is completed 	End of week 5
Review	<ul style="list-style-type: none"> ■ Is the Safeguarding Plan addressing the risk issues as planned? ■ Has the situation changed? ■ Complete the Review form 	End of 6th month
Ongoing review and close	<ul style="list-style-type: none"> ■ Is the Safeguarding Plan addressing the risk issues as planned? ■ Has the situation changed? ■ Should the Safeguarding Plan end? ■ Update the Review form 	Minimum 6 monthly

Is the Safeguarding Plan proportionate to the risk of abuse?

Each situation is different. A consensus amongst the multi-agency team will be key to deciding whether the action proposed in the safeguarding plan is proportionate to the risk of abuse. The team will need to consider:

- The mental capacity of the vulnerable adult
- The wishes of the vulnerable adult
- The legal basis for the action that is proposed

Successful safeguarding is based on good communication between all the people and agencies involved in the vulnerable adult's life. It should aim to maximise their access to the resources necessary to protect them from further abuse.

A successful safeguarding plan will enable the vulnerable adult to live as they chose, free from abuse.

Support during the Safeguarding Process

The Adult Safeguarding Coordinator (Royal Borough of Kingston, Safeguarding Adults and Mental Capacity Act Coordinator) can be contacted for advice or support at any point during this process.

- Telephone: 0208 547 4735
- Fax: 0208 547 6142
- Email: adult.safeguarding@rbk.kingston.gov.uk
- Web: www.kingston.gov.uk/browse/health/communitycareservices/staying_safe.htm
(Please also see Information for Professionals)

Note to all: E-mail that is sent from an address which ends .cjsm.net or any other secure network (NHS net and court service secure system for example) is encrypted and is safe to send by email. If not the email is not secure and should be sent by facsimile.

All staff should follow the recording, information sharing and whistle blowing policies within the organisation by which they are employed or seconded too. This includes the partner organisations that are signatories to this policy:

- Kingston Primary Care Trust
- Kingston Hospital Trust
- South West London and St George's Mental Health NHS Trust
- The Metropolitan Police Service Royal Borough of Kingston

Contact

Adult Safeguarding Coordinator

22 Hollyfield Road
Surbiton
Surrey KT5 9AL

Telephone: 0208 547 4735
Fax: 0208 547 6142
Email: adult.safeguarding@rbk.kingston.gov.uk
Web: [www.kingston.gov.uk/browse/health/
communitycareservices/staying_safe.htm](http://www.kingston.gov.uk/browse/health/communitycareservices/staying_safe.htm)
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