

Vulnerable Adults Policy

Divad Training

Policy Review

This policy will be reviewed in full on an annual basis.
(To be read in conjunction with Child Protection Policy)

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Section One: Introduction to the Policy

This policy supports staff and volunteer's role in safeguarding. It shows how Divad Training will work with other agencies to recognise and manage suspicions, allegations and findings of abuse of vulnerable adults.

The Care Act 2014 (Section 42) requires that each local authority must make enquiries, or cause others to do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect. An enquiry should establish whether any action needs to be taken to prevent or stop abuse or neglect, and if so, by whom. 'Safeguarding adults' is the name given to the multi-agency response used to protect adults with care and support needs from abuse and neglect.

Divad Training is committed to the following principles in all aspects of its safeguarding work

We take the responsibility to follow the 6 safeguarding principles enshrined within the Care Act 2014: Six key principles underpin all adult safeguarding work:

Principle 1 Empowerment – Personalisation and the presumption of person-led decisions and informed consent. "I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens."

Principle 2 Prevention – It is better to take action before harm occurs. "I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help."

Principle 3 Proportionality – Proportionate and least intrusive response appropriate to the risk presented. "I am sure that the professionals will work for my best interests, as I see them and they will only get involved as much as I require."

Principle 4 Protection – Support and representation for those in greatest need. “I get help and support to report abuse. I get help to take part in the safeguarding process to the extent to which I want and to which I am able.”

Principle 5 Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse. “I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together to get the best result for me.”

Principle 6 Accountability – Accountability and transparency in delivering safeguarding. “I understand the role of everyone involved in my life.”

What is safeguarding?

Safeguarding is a term we use to describe how we protect adults and children from abuse or neglect. It is an important shared priority of many public services, and a key responsibility of local authorities.

Safeguarding is about protecting people who may be in vulnerable circumstances. These people may be at risk of abuse or neglect due to the actions (or lack of action) of another person. In these cases, it is vital that public services work together to identify people at risk and put steps in place to help prevent abuse or neglect.

The Prevent Duty

At Divad Training we take in to account the Prevent Duty under S26 Counter Terrorism and Security Act 2015. Training staff and awareness of preventing adults being drawn in to any forms of terrorism. We are aware of our duty to report incidents and promote British Values: democracy, the rule of law, individual liberty and mutual respect and tolerance for those of different faiths and beliefs and for those without faith.

What is a vulnerable person?

Care Act 2014, which covers England, defines the person who should be subject of a safeguarding enquiry as an adult who:
has needs for care and support (whether or not the local authority is meeting any of those needs) and;
is experiencing, or at risk of, abuse or neglect; and;
as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Includes:

Unable to take care of him / herself,

May be at risk of, suffering from or unable to protect themselves from significant harm.

A vulnerable person may fall into any one of the following groups:

- older and frail people
- people with any of the following conditions:
 - a mental health needs
 - a learning difficulty
 - a physical impairment
 - a sensory impairment;
- people who are substance or alcohol dependent
- family carers providing assistance to another vulnerable adult.

Identified Safeguarding issues at Divad Training:

Vulnerable Adults attend our courses so are therefore one of our foremost safeguarding concern groups.

Mental Capacity

The Mental Capacity Act (MCA) 2005

5 Principles Which Underpin The Mental Capacity Act: In order to protect those who lack capacity and to enable them to take part, as much as possible in decisions that affect them, the following statutory principles apply:

- You must always assume a person has capacity unless it is proved otherwise
- You must take all practicable steps to enable people to make their own decisions
- You must not assume incapacity simply because someone makes an unwise decision
- Always act, or decide, for a person without capacity in their best interests
- Carefully consider actions to ensure the least restrictive option is taken

How To Act In Someone's Best Interests:

- Do not make assumptions about capacity based on age, appearance or medical condition
- Encourage the person to participate as fully as possible
- Consider whether the person will in the future have capacity in relation to the matter in question
- Consider the person's past and present beliefs, values, wishes and feelings

Section Two: Forms of Abuse

Abuse and neglect take many forms. Abuse can lead to a violation of someone's human and civil rights by another person or persons. Abuse can be physical, financial, verbal or psychological. It can be the result of an act or a failure to act. It can happen when an adult at risk is persuaded into a financial or sexual exchange they have not consented to or can't consent to. Abuse can occur in any relationship and may result in significant harm or exploitation.

Some types of abuse are illegal, and in these cases adults who lack capacity are protected by law the same as everyone else. If Divad Training suspects that a crime against an adult within our work has been committed, we refer the matter to the police. An urgent referral is made for the safety of the adult at risk and/or to preserve evidence.

Abuse is a misuse of power and control that one person has over another. Where someone is dependent on another, there is the possibility of abuse or neglect unless enough safeguards are put in place.

Abuse can fall into the following categories:

Physical This includes assault, hitting, slapping, pushing, giving the wrong (or no) medication, restraining someone.

Domestic This includes psychological, physical, sexual, financial or emotional abuse. It also covers so-called 'honour' based violence.

Sexual This includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, taking sexual photographs, making someone look at pornography or watch sexual acts, sexual assault or sexual acts the adult didn't consent to or is unable to consent to.

Psychological This includes emotional abuse, threats of harm or abandonment, depriving someone of contact with someone else, humiliation, blaming, controlling, intimidation, putting pressure on someone to do something, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or support networks. And only letting someone do certain things at certain times

Financial or material This includes theft, fraud, internet scamming, putting pressure on someone about their financial arrangements (including wills, property, inheritance or financial transactions) or the misuse or stealing of property, possessions or benefits.

Modern slavery This covers slavery (including domestic slavery), human trafficking and forced labour. Traffickers and slave masters use whatever they can to pressurise, deceive and force individuals into a life of abuse and inhumane treatment.

Discriminatory This includes types of harassment or insults because of someone's race, gender or gender identity, age, disability, sexual orientation / LGBT or religion.

Organisational This includes neglect and poor care in an institution or care setting such as a hospital or care home, or if an organisation provides care in someone's home. The abuse can be a one-off incident or repeated, on-going ill treatment. The abuse can be through neglect or poor professional practice, which might be because of structure, policies, processes and practices within an organisation.

Neglect and acts of omission This includes ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, or not giving someone what they need to help them live, such as medication, enough nutrition and heating.

Self-neglect This covers a wide range of behaviour which shows that someone isn't caring for their own personal hygiene, health or surrounding

Abuse can take many forms. It might not fit comfortably into any of these categories, or it might fit into more than one. Abuse can be carried out by one adult at risk towards another. This is still abuse and should be dealt with. The adult at risk who abuses may also be neglecting him/herself which could also be reason for a safeguarding referral.

All of the above shows some of the signs (there can be others) that abuse might be taking place. If something on this list happens, it doesn't automatically mean someone is being abused – it just means we need to look closer at the situation.

How Might We Notice Abuse?

Concerns about or evidence of abuse can come to us through:

- a. A direct disclosure by the vulnerable adult.
- b. A complaint or expression of concern by another member of staff, a volunteer, another service user, a carer, a member of the public or relative.
- c. An observation of the behaviour of the vulnerable adult by the volunteer, member of staff or carer.

Section Three: Why don't people disclose?

People don't tell about abuse because they:

- Are scared because they have been threatened
- Believe they are to blame
- Feel embarrassed or guilty
- Don't want the abuser to get into trouble

- Have communication or learning difficulties
- May not have the vocabulary for what happened
- Are afraid they won't be believed

Section Four: Divad Training practise and guidelines

Policy aim

The aim of the Vulnerable Adults Policy is to ensure that all staff/volunteers who work with us know how to keep participants safe.

This policy will allow all staff /volunteers to make informed and confident responses to safeguarding issues.

Code of Practice

- Divad Training will ensure that all relevant staff and workers receive a copy of this policy, in house training on the policy and further training.
- Before working with participants staff will be aware of the registration form available from the project leader/coordinator of Divad Training and will not ask participants directly for personal details or offer their own details.
- No contact outside of activities with participants except by agreed telephone or email methods of communication or in exceptional cases, for reasons of health and safety.
- All relevant staff/volunteers will have a full Disclosure and Barring Service check and two references. I
- In the event that a previous criminal conviction evidences they are not suitable to work with vulnerable adults they will not be hired.
- Participants will be invited to explore a range of topics using a range of information and materials. Workshop leaders/staff and volunteers will consider the appropriateness of any information/material shared out to participants.
- Workshop leaders and staff will especially check the content and appropriateness of websites, films and TV programmes before recommending them to participants and will only recommend in relation to topics of research relevant to the workshops.

Good practice guidelines

All personnel are encouraged to demonstrate exemplary behaviour in order to promote welfare and reduce the likelihood of allegations being made.

Good practice means:

- Always conducting workshops in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication with no secrets).
- Treating all vulnerable adults equally, with respect and dignity.
- Always putting the welfare of vulnerable adults first.
- Our work may entail physical contact due to the nature of instruction. Touch will be done thoughtfully respecting people's personal space in accordance with the activity. Staff will only make physical contact with participants in an open planned environment with other professionals and participants present.
- Building balanced relationships based on mutual trust which empowers participants to share in the decision-making process.
- Making our activities fun and enjoyable.
- Ensuring that if any form of manual/physical support is required, it should be provided openly and according to best practice guidelines.
- Being an excellent role model.
- Giving enthusiastic and constructive feedback rather than negative criticism.
- Recognising the developmental needs and capacity of vulnerable and disabled adults.
- Asking permission if the need arises to administer emergency first aid and/or other medical treatment.
- Keeping a written record of any accident or injury that occurs, along with the details of any treatment given.

Practices that are never sanctioned

The following are **never** sanctioned. Staff/volunteers must never:

- engage in rough, physical or sexually provocative games, including horseplay
- allow or engage in any form of inappropriate touching
- allow participants to use inappropriate language unchallenged
- make sexually suggestive comments to a participant, even in fun
- fail to act upon and record any allegations made by a participant
- do things of a personal nature for vulnerable or disabled adults, that they can do for themselves

- invite or allow participants, vulnerable or disabled adults to stay with you at your home unsupervised.
- Invite vulnerable or disabled adults onto any form of social media.

Photography vulnerable adults

- Vulnerable adults will not be identified in the use of any images.
- **GDPR (General Data Protection Regulation) Data Protection Act 2018.** We will seek consent prior to taking photographs/storing images and understand that consent can be withdrawn at any time. We will take down any photographs, displays, films and or social media content containing photographs if consent is withdrawn.

Incidents that must be reported/recorded

If any of the following occur, you should report this immediately to the appropriate designated adult safeguarding lead and record the incident:

- if you accidentally hurt a vulnerable adult/participant
- if he/she seems distressed in any manner
- if a participant appears to be sexually aroused by your actions
- if a participant misunderstands or misinterprets something you have done or said.

If you think abuse has or may have occurred:

Act immediately

It is the responsibility of the person first becoming aware of a situation where there may be a vulnerable adult subject to, or at risk of, abuse to:

Make Safe

Deal with the immediate needs of the person. This may mean taking reasonable steps to ensure the adult is in no immediate danger and seeking medical treatment if required as a matter of urgency.

Do NOT discuss the allegation of abuse with the alleged perpetrator.

Do NOT disturb or destroy articles that could be used in evidence.

Where an assault of some kind is suspected do not wash or bathe the person unless this is associated with first aid treatment necessary to prevent further harm.

Inform

Name	Role	Contact Number
JACQUELINE AIYELA	Designated Safeguarding Lead	020 3793 4750 Ext 306
NARAYAN SAH	Deputy Designated Safeguarding Lead	020 3793 4750 Ext 308

DAVID JOSEPH	Deputy Designated Safeguarding Lead	020 3793 4750 Ext 301
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If the Designated Safeguarding Lead is unavailable or is implicated in the allegation contact the Enfield Adult Abuse Line 020 8379 5212

Contact the police if it is thought a crime has been committed.

Record

Record details of the allegation as soon as possible somewhere that can be kept secure.

Include:

- a. The allegation or concerns, including the date and time of the incident, what the vulnerable adult said about the abuse and how it occurred or what has been reported to you.
- b. The appearance and behaviour of the victim.
- c. Any injuries observed.

Whistleblowing Policy

Staff can contact the Enfield Adult Abuse Line 020 8379 5212

Communication Points

Remember some important communication points:

- to stay calm and not express dismay or shock
- to allow the person to express their feelings, including their fears
- to try to discover what the person is afraid of and when they feel most at risk
- to listen carefully to what the person is saying
- to assure the person that they are being taken seriously
- to demonstrate regret that abuse has taken place and the impact that it must have had on the person physically and emotionally
- to reassure them that there is help available
- to summarise their account and check that you have it right

It is the responsibility of the Designated Safeguarding Officer to:

1. Decide without delay on the most appropriate course of action once the allegation or suspicion of abuse has been raised.
2. Deal with any immediate needs:
 - Ensure that the victim of the alleged abuse is safe.
 - Ensure that any necessary emergency medical treatment is arranged.

- Ensure that no forensic evidence is lost.
 - If the alleged perpetrator is also a vulnerable adult, ensure that a member of staff is allocated to attend to their needs and ensure that other participants are not put at risk.
3. Clarify the facts stated by the member of staff but do NOT in any circumstances discuss the allegation of abuse with the alleged perpetrator or, if possible, the victim.
4. Check that the circumstances fall within the safeguarding adults procedures i.e. meeting the definition of abuse as defined in this Policy and Procedure. If at all uncertain a referral should be made to the Enfield Adult Abuse Line Team (Tel: 020 8379 5212) or MASH 020 8379 3196
5. Address issues of consent and confidentiality.
6. A formal referral must be made on the same day as the alert is raised wherever:
- A crime has been, could have been, or yet could be committed.
 - There is a suspicion that an abuse has taken place.
 - The allegation involves a member of staff or paid carer.
 - Other vulnerable adults are at risk.
 - The alleged perpetrator is a vulnerable adult; therefore, they are unsure if abuse has taken place.
7. Where a decision is made **NOT** to refer, the alert must still be recorded, with the record including the reason(s) for the decision not to refer. The Enfield Safeguarding Team must be informed that an alert has been considered.

If the vulnerable adult is in immediate risk (or it is felt will be at risk within a brief period of time after the disclosure) then refer to emergency services and police depending severity of disclosure/incident. Also record this as above and contact the lead safeguarding officer

Policy Review

The policy will be reviewed and updated annually in case the pattern of work and contact with vulnerable adults' changes and will include any new legal requirements that may arise.

Partners

Divad Training will ensure we are aware of the partner venue's vulnerable adults' policies and will make sure they are not in conflict. We will have an agreed protocol on how to deal with situations of abuse and risk of harm to vulnerable adults. We will carry out risks assessments with all partners.

Section Five: Contacts

The Designated Safeguarding Lead is:

NAME: Jacqueline AIYELA 020 3793 4750

The Deputy Designated Safeguarding Lead is:

NAME: Narayan SAH 020 3793 4750

The Deputy Designated Safeguarding Lead is:

NAME: David JOSEPH 020 3793 4750

Or

If you or the person you are concerned about is not being mistreated (but you or they still have needs to address) you can make a referral to Adult Social Care via the Integrated Access Team.

- **If the danger is immediate, always call the police on their emergency number: 999**
- If the danger is not immediate telephone 101

You can contact the Enfield Adult Abuse:

Organisation	Contact Details	Type of concern
Enfield Adult Abuse	020 8379 5212 (24 Hours)	
Enfield MASH Team	020 8379 3196 Business hours Monday-Friday E: themashteam@enfield.gov.uk	
You can raise your concerns by contacting one of the following		
Community Safety Unit (24 hours)	101	

Police - Criminal Investigation Department (CID) (evenings and weekends)	101	
<p>Information that would be helpful:</p> <ul style="list-style-type: none"> • Why you are concerned • The name, age and address of the adult at risk • If anyone lives with them • If they're getting help from any organisation • Who may be doing the abuse 	101	

Don't delay in reporting abuse

Link to alert reporting form

https://www.enfield.gov.uk/forms/form/41/safeguarding_adults_alerting_form

This policy was last updated on 01/10/18 and will be reviewed again on 1/10/19