

**MIND IN HARINGEY**

**SAFEGUARDING of VULNERABLE ADULTS at Risk POLICY**

**Review date March 2018**

**Next review date March 2019**

**1 Introduction**

Mind in Haringey’s Safeguarding of vulnerable Adults at Risk policy follows guidelines set out by Haringey’s Local Safeguarding Adults Multi -Agency Policy and Procedures 2015 and Haringey’s safeguarding prevention strategy 2017-2020 (which should be read in conjunction with this policy).

Mind in Haringey is committed to supporting the right of adults at risk to be protected from abuse and to making sure all staff and volunteers work together, in line with the Haringey local safeguarding Adults Policy, and act promptly when dealing with allegations or suspicions of abuse.

We think that**:**

**Safeguarding is everyone’s business**- Safeguarding is the responsibility of everyone. We will work together to prevent and minimise abuse. If we have concerns that someone is being abused our loyalty to the vulnerable person comes before anything else – our group, other service users, our colleagues and the person’s friends and family.

**Doing nothing is not an option** - If we know or suspect that a vulnerable adult is being abused, we will do something about it and ensure our work is properly recorded. We will work within the boundaries of the Multi-Agency Safeguarding Adults Procedures.

**Six key principles underpin all adult safeguarding work at Mind in Haringey**

**Empowerment**

People being supported and encouraged to make their own decisions and informed consent.

“I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens”.

**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”.

**Proportionality**

The least intrusive response appropriate to the risk presented.

“I am sure that the professionals will work in my interest, as I see them, and they will only get involved as much as needed”.

**Protection**

Support and representation for those in greatest need.

“I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want”.

**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 and with me to get the best result for me”.

**Accountability**

Accountability and transparency in delivering safeguarding.

“I understand the role of everyone involved in my life and so do they”.

**1. Who is an adult at risk?**

An adult at risk is a person aged 18 or over who is in need of care and support, and because of those needs is unable to protect themselves against abuse or neglect.

**2. What is adult safeguarding ?**

Safeguarding is defined as ‘protecting an adult’s right to live in safety, free from abuse and neglect’ - Care and Support statutory guidance, chapter 14ii .

 It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear, or unrealistic about their personal circumstances.

Mind in Haringey will always promote the adult’s wellbeing in their safeguarding arrangements. People have complex lives and being safe is only one of the things they want for themselves.

We will always work with the adult to establish what being safe means to them and how that can be best achieved. Professionals and other staff should not be advocating ‘safety’ measures that do not take account of individual well-being, as defined in Section 1 of the Care Act.

 **3. A vulnerable Adult at Risk may fall into any one of the following groups:**

* older and frail people
* people with a mental health need,
* a learning difficulty
* a physical impairment
* a sensory impairment;
* people who are substance or alcohol dependent
* or family carers providing assistance to another vulnerable adult.

**4. What is abuse**

 Abuse is about the misuse of the power and control that one person has over another. In determining whether or not abuse has taken place, it is important to remember that intent is not the issue.

 The definition of abuse is not based on whether the perpetrator intended harm to be caused, but rather on whether harm was caused, and on the impact of the harm (or risk of harm) on the individual.

The Care Act guidance defines the types of abuse as:

* **Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication, restraint, or inappropriate physical sanctions
* **Domestic violence** – including psychological, physical, sexual, financial, emotional abuse; so, called ‘honour’ based violence
* **Sexual abuse** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting
* **Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks
* **Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions, or benefits. A financial abuse and scams event was held at Wood Green Cinema in December 2018 - download the [Financial abuse and scams presentation (PDF, 3MB)](https://haringey.gov.uk/sites/haringeygovuk/files/financial_abuse_scams.pdf)
* **Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude. NHS England have published a new web page which outlines [what modern slavery is (external link)](https://www.england.nhs.uk/ourwork/safeguarding/our-work/modern-slavery/) and the impact that it has on victims
* **Discriminatory abuse** – including forms of harassment, slurs, or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation, or religion
* **Organisational abuse** – including neglect and poor care practice within an institution care setting such as a hospital or care home, or in one’s own home
* **Neglect and acts of omission** – including ignoring medical, emotional, or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition, and heating; and

 **5. Where does abuse occur?**

 Abuse can take place in any context and can occur in the following settings:

In your own home, living alone or with a relative

In someone else’s house

Nursing home

Residential care home

In hospital

Day care centre

In a custodial situation

In other places assumed as being safe

In public places

**6.Who can the abuser be?**

 Vulnerable adults may be abused by a wide range of people including:

Relatives and family members

Professional staff

Paid care workers

Volunteers

Other service users

Neighbours

Friends and associates

People who deliberately exploit vulnerable people

Strangers

**7.How can you tell someone is being abused?**

 Some people may not realise they are being abused.

Often the person being harmed is not able to say what is happening to them.

Here are some warning signs that you can look for:

Bruises, falls and injuries

Signs of neglect such as clothes being dirty

Poor care either at home or in a residential or nursing home or hospital

Changes in someone’s financial situation

Changes in behaviour such as loss of confidence or nervousness

Isolation

Being withdrawn

Whatever the abuse or the setting, abuse is not acceptable and a violation of a person's basic human rights.

Adults living in Haringey have the right to receive support and live a life free from abuse and neglect.

Most people find it difficult to imagine that vulnerable adults and older people are victims of abuse.

It is a hidden and often ignored problem in society.

**We at Mind in Haringey recognise the need to protect vulnerable people from abuse.**

**8. 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.

**9.Our Commitment**

To support vulnerable adults who are experiencing, or at risk from, abuse, Mind in Haringey is committed to:

 • Identifying the abuse of vulnerable adults where it is occurring.

• Responding effectively to any circumstances giving grounds for concern, or where formal complaints or expressions of anxiety are expressed.

 • Ensuring the active participation of individuals, families, groups, and communities wherever possible and appropriate.

• Raising awareness of the extent of abuse on vulnerable adults and its impact on them.

 • Promoting and supporting work designed to reduce abuse and the fear of abuse as experienced by vulnerable adults

. • Regularly monitoring and evaluating how our policies, procedures, and practices for protecting vulnerable adults are working.

 • Making sure our policies, procedures and practices stay up to date with good practice and the law in relation to safeguarding vulnerable adults.

• Ensuring our procedures are in line with the Haringey local Safeguarding Procedures.

**10.Prevention and Confidentiality**

All staff and volunteers will have Criminal Records Bureau checks taken out and have two references provided before they will have direct contact with vulnerable adults or their carers.

 All staff and volunteers will be requested to read Mind in Haringey’s Safeguarding vulnerable Adults Policy and Procedure, the Haringey local Safeguarding Adults Multi-Agency Policy and Procedures and will be requested to attend safeguarding training.

Mind in Haringey will work with vulnerable 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 Safeguarding vulnerable Adults Procedure must be followed.

 The confidentiality of the vulnerable person will be respected wherever possible and their consent obtained to share information.

The vulnerable person should be made aware that staff cannot ignore issues around abuse and that steps will be taken to deal with them in as sensitive a manner as possible.

**The welfare of the individual is paramount**.

**11. The Procedure in Detail**

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. If the allegation is about a staff member or volunteer of any organisation, ensure that the allegation is properly managed.

This may include suspending the member(s) of staff or volunteer. The staff member or volunteer is also entitled to support at this stage. Please refer to the Disciplinary Policy and Procedure.

 **Inform** Tell your line manager immediately or the Chief Executive if your line manager is unavailable or is implicated in the allegation.

Contact the police if it is thought a crime has just 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.

**12. It is the responsibility of the line manager or Chief Executive 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: a. Ensure that the victim of the alleged abuse is safe b. Ensure that any necessary emergency medical treatment is arranged c. Ensure that no forensic evidence is lost d. 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 service users 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 Procedures. If at all uncertain a referral should be made to Haringey safeguarding team

 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. They are unsure if abuse has taken place

7. Where a decision is made NOT to refer, the alert must be recorded, with the reasons for the decision not to refer Haringey Safeguarding team (Tel: 01225 396 000) must be informed that an alert has been considered.

**13. Bringing the concern to the attention of Haringey Local safeguarding board**

 The referral stage involves bringing the concern regarding alleged abuse or potential abuse formally to the attention of Haringey’s local safeguarding board .

 Any individual who has been alerted to the possibility of abuse having occurred or being likely to occur should make a referral.

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.

To make a referral to the Safeguarding Adults Team, please download and complete the [Safeguarding Adults Alert Form (Word, 109KB)](http://www.haringey.gov.uk/sites/haringeygovuk/files/safeguarding_alert_form_final.doc).What should I do if I suspect someone is being abused?

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.

Contact the First Response Team (adult social services):

* Telephone: 020 8489 1400
* Email: firstresponseteam@haringey.gov.uk

Information that would be helpful:

* 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

Don't delay in reporting abuse if you're not sure about some of these details.

How to raise a safeguarding concern (professional)

If you wish to raise a safeguarding concern, download the [Safeguarding Alert Form (Word, 46KB)](https://haringey.gov.uk/sites/haringeygovuk/files/safeguarding_alert_form.docx) please see Appendix one .

 If you have any trouble completing the form, please contact the First Response team by email: firstresponseteam@haringey.gov.uk and they will help you.

The person making the referral should ideally have the following information available; however, the lack of any of this information should not delay the referral:

* **The name of the vulnerable adult,**
* **Date of birth and age**
* **Address and telephone number**
* **Why the adult is considered vulnerable**
* **Whether consent has obtained for the referral, and if not the reasons e.g. the vulnerable adult lacks mental capacity or there is an over-riding public interest (e.g. where other vulnerable adults are at risk)**
* **Whether there are any concerns or doubts about the mental capacity of the vulnerable adult**
* **Whether the police are aware of the allegation,**
* **And, whether a police investigation is underway**

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| Appendix one : Safeguarding alert form **INTER-AGENCY SAFEGUARDING ADULTS ALERTS FORM**to be used  by **agencies** reporting alleged or suspected abuse**London Borough of Haringey****When you have completed this form, please forward to the First Response Team which was formally known as the Integrated Access Team (IAT), the Over65, or Initial Contact Service (ICS):*** **By email to:** **firstresponseteam@haringey.gov.uk**
* **For further information, telephone: 020 8489 1400: 24hrs services 7days a week**

***Where a criminal act may have been committed the police must be notified immediately.*** |
| 1. **DETAILS OF ADULT AT RISK**
 |
| **First name:** |  | **Client ID :** |  |
| **NHS number:** |  |
| **Surname:** |  | **Hospital number:** |  |
| **Address :** |  | Current location if different |
| **Postcode:** |  | **Tel:** |  |
| **DOB:** | Click or tap to enter a date. | **Age** |  | **Gender:** | Male: [ ]  Female: [ ]  |
| **Spoken language:** |  | **Gender identity:**Does gender differ from birth sex? | Yes [ ] No [ ]  |
| **Other members of the household Inc. Children/animals:** |  |
| **Marital status:** | Single [ ]  Married [ ]  Divorce [ ]  Separated [ ]  Other [ ]  |
| **Type of accommodation:** | Privately Owned [ ]  Council Tennant [ ]  Housing Association [ ]  Other [ ]  |
| **Does the individual have mental capacity:** | Yes [ ] No [ ] Don’t Know [ ]  | **GP details:** |  | **Next of kin:** |  |
| **Tel:** |  | **Tel:** |  |
| **Client group:** | Learning Disability [ ]  Physical Disability [ ]  Mental Health [ ]  | Older Persons [ ]  Carers [ ] Drug & Alcohol [ ]  | Other [ ]  |
| **Out of Borough Placement:** | Yes [ ]  No [ ]  | **Authority making placement:** |
| **Self funding:** | Yes [ ]  No [ ]  Don’t know [ ]  |  |
| **Ethnic origin:** | Black Caribbean [ ]  Black African [ ] Other Black [ ]  Mixed WH/BL Caribbean [ ] Mixed WH/BL African [ ]  | Pakistani [ ] Bangladeshi [ ] Indian [ ] Mixed White/Asian [ ] Other Asian [ ]  | Chinese [ ] Mixed WH/Chinese [ ] White British [ ] White Irish [ ] Other White [ ]  |
| **Other, please specify:** |  |
| **Religion:** | Christian [ ]  Greek Orthodox [ ]  Roman Catholic [ ]   | Hindu [ ] Jewish [ ] Buddhist [ ]  | Muslim [ ] Sikh [ ] Other [ ] No religion [ ]  | **Other, please specify:** |
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| 1. **ALLEGED/SUSPECTED/ WITNESSED OR REPORTED ABUSE/INCIDENT(S)**
 |
| **Does the adult in concern know this alert has been made:** | Yes [ ]  No [ ]  |
| **Has the adult in concern given consent to proceed to an investigation?**  | Yes [ ]  No [ ]  |
| **Description of the alleged/suspected or witnessed abuse:** What was seen/said/heard, by whom, who else was present etc. | ***Record factually what the person said and make a note of the time, date to who and where they made the admission. If comments are recorded and retained in this way there is a greater likelihood that the evidence will be allowed as evidence in court.*** |
| Continue on a separate sheet if necessary. |
| **Date & time** of alleged, suspected or witnessed abuse: | Click or tap to enter a date. | **Date & time alert reported:** | Click or tap to enter a date. |
| **Impact on the adult concerned, including any injuries:** |  |
| Continue on a separate sheet if necessary. |
| **Abuse setting:** | Alleged victim’s home [ ] Alleged perpetrators home [ ] Family Home [ ]  Other family members home [ ] Residential Home – Permanent [ ]  Residential Home – Temporary [ ]  Nursing Home – Permanent [ ] Nursing Home – Temporary [ ] Adult Placement Home [ ]  | Mental Health Inpatient Setting [ ] Acute Hospital [ ] Community Hospital [ ] Other Health Setting [ ]  Day Centre [ ]  Public Place/Outside Home [ ]  Supported Living (inc sheltered, extra care housing) [ ]  Education/Training/Workplace Establishment [ ] Not Known [ ]  |
| Other (Please Specify): |  |
| **Type of abuse:** | Neglect/Act of Omission [ ] Financial or Material Abuse [ ] Organisational Abuse [ ] Hate Crime [ ] Modern Slavery [ ]  | Psychological/Emotional [ ] Discriminatory Abuse [ ] Sexual Abuse [ ] Domestic Violence [ ] Physical Abuse [ ] Self-Neglect [ ]   |
| **Source of referral:** | Residential/Nursing Care Staff [ ] Social Worker or Care Manager [ ]  Primary or Community Health Staff [ ]  Self-Referral [ ]  Other Service User [ ] Domiciliary Care Staff [ ] Housing Services [ ]  London Ambulance Service [ ] GP [ ] Voluntary Agencies [ ]  | Self-Directed Care Staff [ ] Secondary Health Staff [ ] Day Care Staff [ ] Mental Health Staff [ ] Family Member [ ] Other Social Care Staff [ ] Friend/Neighbour [ ] Police [ ] Education/Training/Workplace Establishment [ ] Care Quality Commission [ ]  |
| **Other (Please Specify):** |  |
| **Has alleged abuse been referred to the police?** | Yes [ ]  No [ ]  | **CAD or Police/crime reference number?** |
|  |
| **Does the adult at risk have any special needs in relation to communication, physical access or mobility, medication, or personal care:** |  |
| **Does the adult have/need an advocate?** | Yes [ ]  No [ ]  |

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| 1. **PERSON ALLEGED TO HAVE CAUSED HARM DETAILS**

**(Do Not put details if employed by the Local Authority)***Do not speak with the perpetrator first without seeking advice from police or the Safeguarding Adults Manager.* |
| **Full name:** |  | **Include any nicknames** |  |
| **Address :** |  | Indicate if known at more than one address: |
| **Postcode:** |  | **Tel (If known):** |  |
| **DOB:** | Click or tap to enter a date. | **Age** |  | **Gender:** | Male: [ ]  Female: [ ]  |
| **Is person alleged to have caused harm** | Partner [ ]  Domiciliary Care Staff [ ]  Friend/Neighbour [ ]  Self Directed Care Staff [ ]  Statutory Agency [ ]  Residential Care Staff [ ]  | Another Service User [ ]  Health Care Worker [ ]  Day Care Staff [ ]  Stranger [ ]  Institutional Abuse [ ]  Other Family Member [ ]   | Social Worker [ ] Care Manager [ ]  Other Social Care Staff [ ]  Volunteer/Befriender [ ]  Other [ ]  Not Known [ ]  |
| **Is the person alleged to have caused harm the main carer?** | Yes [ ]  No [ ]  | **Still living with adult at risk?** | Yes [ ]  No [ ]  |
| **Was person alleged to have caused harm living with the adult at risk at the time of abuse?** | Yes [ ]  No [ ]  |
| **Please provide details of relationship to adult at risk.** |  |
| **Details of immediate action taken to safeguard the adult at risk (if any).** |  |
| **Details of any records made and where held e.g. Incident reports, Case notes, Regulation 18 notification etc. Is there CCTV/Photographs?** |  |
| **What has been done to reduce further risk to the adult at risk?** ***The main concern is to ensure the safety and well being of the adult and those who also may be at risk. Seek advice from Police or a Safeguarding Adults Manager on how this can be done.***  |  |
| **Any other information not covered in previous questions?** |  |

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| 1. **DETAILS OF PERSON COMPLETING THIS FORM**
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| **Name** | **Job Title Or Profession** | **Contact Details** | **Date** |
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| 1. **SERVICE DETAILS IF ALLEGED ABUSE INVOLVED PROVIDER OR TOOK PLACE WITHIN PROVIDER SETTINGS**

*If a regulated agency has been implicated in the alleged abuse, please ensure that the CQC is informed and a copy of the alert form sent to them.* |
| **Is this service provider approved and registered** | Yes [ ]  No [ ]  Don’t Know [ ]  | **Service number if registered** |  |
| **Name of registered service** |  | **Address of registered service** |  |
| **Has CQC been Informed?** | Yes [ ]  No [ ]  Don’t Know [ ]  |
| **Date of contact** |  |
| **Details** |  |

**WHEN YOU HAVE COMPLETED THIS FORM, PLEASE FORWARD TO THE FIRST RESPONSE TEAM (DETAILS ABOVE)**