



Tell Us North CIC

Safeguarding Adults Policy and Procedures

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Document details and review

Organisation	Tell Us North CIC
Responsible person	Chief Executive/Designated Adult Safeguarding Lead
Date approved	October 2018
Reviewed	September 2019
Next review	September 2020

This policy will be reviewed annually or whenever regulations or guidance are updated.

1. Policy statement

This policy will enable Tell Us North to demonstrate its commitment to addressing safeguarding concerns for any of the adults that it works with. Tell Us North acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

This policy and its procedures apply to all Directors, Committee members, staff, associates, volunteers/Champions and anyone else working on behalf of Tell Us North. The purpose of this policy and its procedures is to ensure that anyone who works, in a paid or voluntary role, for Tell Us North can work to prevent abuse and know what to do should a concern arise.

This policy and its procedures have been drawn up in order to enable Tell Us North to:

- Promote good practice and to work in ways that can prevent harm, abuse and coercion occurring.
- Ensure that any allegations or suspicions of abuse are dealt with appropriately and the person experiencing abuse is supported.
- Stop abuse occurring.

This policy and its procedures relate to the safeguarding of **adults at risk**. Adults at risk are defined as individuals aged over 18 who:

- Have needs for care and support (whether or not the local authority is meeting any of those needs), and,
- Are experiencing, or at risk of, abuse or neglect, and,
- As a result of those care and support needs are unable to protect themselves from either the risk of, or the experience of abuse or neglect (Care Act, 2014); or
- Are at risk of radicalisation (under the Counter Terrorism and Security Act 2015, where they are not defined as adult at risk under the Care Act 2014).

Tell Us North will work to:

- Stop abuse or neglect wherever possible.
- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs.
- Promote the wellbeing of the adult(s) at risk in safeguarding adults arrangements
- Safeguard adults in a way that supports them in making choices and having control about how they want to live.
- Promote an approach that concentrates on improving life for the adults concerned.
- Raise awareness of safeguarding adults to ensure that everyone can play their part in preventing, identifying and responding to abuse and neglect.
- Provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or wellbeing of an adult.
- Address, where possible, what caused the abuse or neglect.

Tell Us North will:

- Ensure that all Directors, Committee members, staff, associates and volunteers are familiar with this policy and associated procedures.
- Ensure that Directors, Committee members, staff, associates and volunteers are aware of, and have access to, safeguarding adults' policies and procedures and relevant safeguarding adults' contacts in any area in which Tell Us North works.
- Work with other agencies within the framework of relevant local authority policies and procedures.
- Act within its Confidentiality Policy and will usually gain permission from service users before sharing information about them with another agency.
- Pass information to the appropriate Local Authority when more than one person is at risk. For example, if the concern relates to a worker, volunteer or organisation who provides a service to adults with care and support needs or children.
- Inform service users that where a person is in danger, a child is at risk or a crime has been committed, a decision may be taken to pass information to another agency without the service user's consent.
- Make a safeguarding adults referral to the relevant local authority as appropriate.
- Endeavour to keep up to date with national developments relating to preventing abuse and the welfare of adults.
- Ensure that the Designated Safeguarding Lead understands their responsibility to refer incidents of adult abuse to the relevant statutory agencies (police/local authority).

2. Safeguarding adults procedures – introduction

These procedures have been designed to ensure the welfare and protection of any adult who accesses activities provided by Tell Us North. The procedures recognise that adult abuse can be a difficult subject for staff to deal with. Tell Us North is committed to the belief that the protection of adults from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all Directors, Committee members, staff, associates and volunteers act appropriately in response to any concern involving adult abuse.

This policy should be read in conjunction with the relevant local authority's multi-agency safeguarding adults' policy and procedures documents.

- Newcastle Safeguarding Adults Board multi-agency policy and procedures
www.newcastle.gov.uk/social-care-and-health/safeguarding-and-abuse/safeguarding-information-professionals
- Gateshead Safeguarding Adults from Abuse Multi-Agency Policy and Procedures
www.gatesheadsafeguarding.org.uk/article/9286/Multi-agency-policies-and-procedures

3. The Designated Safeguarding Lead Tell Us North for safeguarding adults

The Designated Safeguarding Lead (DSL) for Tell Us North

Name Steph Edusei
Telephone 0191 338 5721
Email steph@healthwatchnewcastle.org.uk
Address Tell Us North, MEA House, Ellison Place,
Newcastle upon Tyne, NE1 8XS

If the DSL is not available, you should contact the Deputy

Post of deputy Tell Us North Director
Name of deputy Kate Israel
Mobile number 07583 156 966

Should none of these named people be available then Directors, Committee members, staff, associates, volunteers and service users should contact the relevant adult social care department and/or the Safeguarding Adults Unit in the relevant local authority directly (see Section 11 for contact details).

The DSL should be contacted for support and advice on implementing this policy and associated procedures.

If the DSL is unavailable, safeguarding adults' issues will be referred to the Tell Us North Directors. There are two named Directors who have experience of safeguarding issues.

The roles and responsibilities of the named lead(s) are to:

- Ensure that the Safeguarding Adults Policy is followed and to act as a source of advice on safeguarding matters.
- Ensure that all staff and volunteers are aware of what they should do and who they should go to if they have concerns that an adult may be experiencing, or has experienced, abuse or neglect.
- Ensure that concerns are acted on (within deadlines shown in Section 6), clearly recorded and referred to the appropriate body (for example, Adult Social Care or the allocated social worker/care manager where relevant).
- Follow up any safeguarding adults referrals and ensure the issues have been addressed.
- Manage and have oversight over individual complex cases involving allegations against a member of staff or volunteer.
- Consider any recommendations from the safeguarding adults process.
- Reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest.
- Ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.
- Ensure staff and volunteers are given support and afforded protection, if necessary, under the Public Interest Disclosure Act 1998: they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and its outcome.

- Ensure that any records are kept safely, securely and in line with data protection requirements.
- Make the policies available on the Healthwatch and Tell Us North websites.
- Ensure that safeguarding is a standing item on the Tell Us North Board meetings.

This policy will be available on our website and any website created for a service we run. All Directors, Committee members, staff, associates and volunteers are required to review this policy as part of our ongoing safeguarding training and support.

4. Preventing abuse

Tell Us North is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within Tell Us North will be treated with respect. This policy should be read in conjunction with all other Tell Us North policies set out in the Tell Us North Employee Handbook April 2019.

Tell Us North is committed to safer recruitment policies and practices for staff and volunteers. This includes enhanced Disclosure and Barring Service (DBS) checks and Barred List checks for relevant staff and volunteers, ensuring references are taken up and the provision of adequate training on safeguarding adults.

Tell Us North will work within the current legal framework for referring staff or volunteers to the DBS who have harmed or pose a risk to vulnerable adults and/or children. If Tell Us North dismisses a member of staff or a volunteer, or moves them to another post or activity, because they harmed or posed a risk of harm to an adult or child (or would have dismissed or moved them if the person had not resigned or been made redundant), Tell Us North is legally required to notify the Disclosure and Barring Service (DBS). For further information, see the Tell Us North Disclosure and Barring Service Policy and Procedure.

Information about safeguarding adults and the complaints policy will be available to service users and their carers/families.

5. Recognising the signs and symptoms of abuse

Tell Us North is committed to ensuring that all relevant staff and volunteers undertake training to gain a basic awareness of the signs and symptoms of abuse. Tell Us North will ensure that the DSL and other members of relevant staff and volunteers have access to higher levels of training around safeguarding adults provided by relevant Safeguarding Adults Boards.

Tell Us North will not be limited in its view of what constitutes abuse or neglect, as this can take many forms and the circumstances of an individual case will always be considered. Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

Definitions of abuse (Care Act 2014) include:

5.1 Discriminatory behaviour

For example, forms of harassment, bullying, slurs, isolation, neglect, denial of access to services or similar treatment because of race, gender and gender identity, age, disability, religion or because someone is lesbian, gay, bisexual or transgender. This includes racism, sexism, ageism, homophobia or any other form of hate incident or crime.

Possible indicators of discriminatory behaviour

- The person appears withdrawn and isolated.
- Expressions of anger, frustration, fear or anxiety.
- The support on offer does not take account of the person's individual needs in terms of a protected characteristic.

5.2 Domestic abuse or violence

For example, an incident or a pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse, by someone who is, or has been, an intimate partner or family member regardless of gender or sexual orientation. This includes psychological/emotional, physical, sexual and financial abuse; and so called 'honour' based violence, forced marriage or Female Genital Mutilation (FGM).

Possible indicators of domestic abuse or violence

- Low self-esteem.
- Feeling that the abuse is their fault when it is not.
- Physical evidence of violence such as bruising, cuts, broken bones.
- Verbal abuse and humiliation in front of others.
- Fear of outside intervention.
- Damage to home or property.
- Isolation – not seeing friends or family.
- Limited access to money.

5.3 Financial or material

For example, theft, fraud, internet scamming, exploitation, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance and financial transactions, and the misuse or misappropriation of property, possessions or benefits.

Possible indicators of financial or material abuse

- Missing personal possessions.
- Unexplained lack of money or inability to maintain lifestyle.
- Unexplained withdrawal of funds from accounts.
- Power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity.
- The person allocated to manage financial affairs is evasive or uncooperative.
- The family or others show unusual interest in the assets of the person.
- Recent changes in deeds or title to property.
- Rent arrears and eviction notices.
- A lack of clear financial accounts held by a care home or service.
- Failure to provide receipts for shopping or other financial transactions carried out on behalf of the person.

- Disparity between a person's living conditions and their financial resources, for example, insufficient food in the house.
- Unnecessary property repairs.

5.4 Modern slavery

Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Possible indicators of modern slavery

- Signs of physical or emotional abuse.
- Appearing to be malnourished, unkempt or withdrawn.
- Isolation from the community, seeming under the control or influence of others.
- Living in dirty, cramped or overcrowded accommodation and/or living and working at the same address.
- Always wearing the same clothes.
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers.
- Fear of law enforcers.

5.5 Neglect and acts of omission

Including ignoring medical, emotional or physical care needs; failure to access appropriate health, care and support or educational services; the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Possible indicators of neglects and acts of omission

- Poor environment – dirty or unhygienic.
- Poor physical condition and/or personal hygiene.
- Pressure sores or ulcers.
- Malnutrition or unexplained weight loss.
- Untreated injuries and medical problems.
- Inconsistent or reluctant contact with medical and social care organisations.
- Accumulation of untaken medication.
- Uncharacteristic failure to engage in social interaction.
- Inappropriate or inadequate clothing.

5.6 Organisational (sometimes referred to as institutional)

Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in a person's own home. This may range from one-off incidents to on-going ill treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Possible indicators of organisational abuse

- Lack of flexibility and choice for people using the service.
- Inadequate staffing levels.
- People being hungry or dehydrated.
- Poor standards of care.
- Lack of personal clothing and possessions, and communal use of personal items.
- Lack of adequate procedures.
- Poor record-keeping and missing documents.
- Absence of visitors.

- Few social, recreational and educational activities.
- Public discussion of personal matters.
- Unnecessary exposure during bathing or using the toilet.
- Absence of individual care plans.
- Lack of management overview and support.

5.7 Physical

Including assault, hitting, slapping, pushing, burning, misuse of medication, restraint or inappropriate physical sanctions, Female Genital Mutilation (FGM) (all acts of FGM are a crime in the UK and the girls and women subjected to FGM are victims of this crime).

Possible indicators of physical abuse

- No explanation for injuries or inconsistency with the account of what happened.
- Injuries are inconsistent with the person's lifestyle.
- Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps.
- Frequent injuries.
- Unexplained falls.
- Subdued or changed behaviour in the presence of a particular person.
- Signs of malnutrition.
- Failure to seek medical treatment or frequent changes of GP.

5.8 Psychological (sometimes referred to as emotional)

For example, 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 support networks.

Possible indicators of psychological abuse

- An air of silence when a particular person is present.
- Withdrawal or change in the psychological state of the person.
- Low self-esteem.
- Un-cooperative and aggressive behaviour.
- A change of appetite, weight loss/gain.
- Signs of distress: tearfulness, anger.
- Apparent false claims, by someone involved with the person, to attract unnecessary treatment.

5.9 Sexual

Including rape, indecent exposure, sexual assault, sexual acts, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts to which the adult has not consented or was pressured into consenting. It also includes sexual exploitation which is exploitative situations, contexts and relationships where the person receives 'something' (for example, food, accommodation, drugs, alcohol, mobile phones, cigarettes, gifts, money) or perceived friendship/relationship as a result of them performing, and/or another or others performing sexual acts.

Possible indicators of sexual abuse

- Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck.
- Torn, stained or bloody underclothing.
- Unusual difficulty in walking or sitting.

- Foreign bodies in genital or rectal openings.
- Infections, unexplained genital discharge, or sexually transmitted diseases.
- Pregnancy in a woman who is unable to consent to sexual intercourse.
- The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude.
- Incontinence not related to any medical diagnosis.
- Self-harming.
- Poor concentration, withdrawal, sleep disturbance.
- Excessive fear/apprehension of, or withdrawal from, relationships.
- Fear of receiving help with personal care.
- Reluctance to be alone with a particular person.

Possible indicators of sexual exploitation

- Change in physical appearance/clothing.
- Having money/mobile phones/other items without a plausible explanation.
- Becoming involved in criminality.
- Getting into cars with unknown people.
- Increased use of drugs or alcohol.
- Sending sexually explicit content via phone/social media.
- Multiple miscarriages/terminations.
- Sexually transmitted diseases.
- Unsuitable or inappropriate accommodation.
- Developing inappropriate/unusual relationships/associations.

5.10 Self-neglect

For example, a person neglecting to care for their personal hygiene, health or surroundings; or an inability to provide essential food, clothing, shelter or medical care necessary to maintain their physical and mental health, emotional wellbeing and general safety. It includes behaviour such as hoarding. Responding to self-neglect will depend on the level of risk/harm that has been identified.

Possible indicators of self-neglect

- Very poor personal hygiene.
- Unkempt appearance.
- Lack of essential food, clothing or shelter.
- Malnutrition and/or dehydration.
- Living in squalid or unsanitary conditions.
- Neglecting household maintenance.
- Hoarding.
- Collecting a large number of animals in inappropriate conditions.
- Non-compliance with health or care services.
- Inability or unwillingness to take medication or treat illness or injury.

5.11 Radicalisation

The process by which a person is influenced or coerced into supporting violent extremism, including terrorism.

Possible indicators of radicalisation

- Being in contact with extremist recruiters.
- Accessing violent extremist websites, particularly those with a social networking element.
- Possessing or accessing violent extremist literature.
- Using extremist narratives and a global ideology to explain personal disadvantage.
- Justifying the use of violence to solve societal issues.
- Joining or seeking to join extremist organisations.
- Significant changes to appearance and/or behaviour.
- Experiencing a high level of social isolation resulting in issues of identity crisis and/or personal crisis.

5.12 Safeguarding women who are at risk of Female Genital Mutilation (FGM)

- If any woman has signs or symptoms of FGM, or there is reason to suspect that they are at risk of FGM, information should be shared with the Police and the relevant local authority Adult Social Care.
- Female siblings and other females in the wider family could also be at risk and therefore need to be considered.
- Tell Us North recognises that there should be increased awareness of FGM when working with service users from the population at risk as assessed by Public Health, i.e. women and girls from countries where there is a prevalence of FGM.

6. Responding to people who have experienced or are experiencing abuse

Tell Us North recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action in cases of adult abuse is never easy. Directors, Committee members, staff, associates and volunteers must be aware that this duty is mandatory.

How to respond if you receive an allegation of abuse:

- Reassure the person concerned; abuse is not their fault.
- Listen to what they are saying.
- Record what you have been told, or have witnessed, as soon as possible.
- Remain calm and do not show shock or disbelief.
- Tell them that the information will be treated seriously.
- Do not start to investigate or ask detailed or probing questions.
- Do not promise to keep it a secret.

If you witness abuse or abuse has just taken place, the priorities (the sequence of priorities will depend on the circumstances) are to:

- Call an ambulance if required.
- Call the police if a crime has been committed.
- Preserve evidence.
- Keep yourself and others safe.
- Inform your line manager or the DSL.
- Record what happened and pass this record to the DSL so it can be stored/saved securely (see Section 8).

All situations of abuse or alleged abuse will be discussed with a line manager and/or the DSL. If anyone feels unable to raise their concern with their line manager or the DSL, concerns can be raised directly with the relevant local authority body (see Section 11 for contact details).

If it is appropriate and the individual has given their consent, or there is a good reason to override consent, such as risk to others, a referral will be made to relevant local authority Adult Social Care department (see Section 11). If the individual experiencing abuse does not have mental capacity to consent to a referral, a best interest decision will be made on their behalf.

The line manager and/or DSL should refer to the relevant Safeguarding Adults Board multi-agency policy and procedures (see Section 12) and may also take advice from the relevant Adult Social Care department and/or the Safeguarding Adults Unit and/or other advice giving organisations such as the Police (see Section 11 for contact details).

7. Managing an allegation on made against a member of staff or volunteer

Tell Us North will ensure that any allegations made against a member of staff or volunteer will be dealt with swiftly.

Where a member of staff or volunteer is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the alleged perpetrator. This will include whether it is safe for them to continue in their role or any other role within Tell Us North while the investigation is undertaken.

The DSL will liaise with the relevant safeguarding manager/safeguarding unit (see Section 11 for contact details) to discuss the best course of action and to ensure that the Tell Us North disciplinary procedures are co-ordinated with any other enquiries taking place as part of the ongoing management of the allegation.

Tell Us North has a Whistleblowing Policy and staff are aware of this policy. Staff will be supported to use this policy.

8. Recording and managing confidential information

Tell Us North is committed to maintaining confidentiality wherever possible and information around safeguarding adults issues should be shared only with those who need to know. For further information, see the Tell Us North Confidentiality Policy.

All allegations/concerns should be recorded on the relevant local authority's enquiry form or online referral process.

The information should be factual and not based on opinions, record what the person tells you, what you have seen, and record witnesses if appropriate. The information that is recorded will be kept secure and will comply with data protection.

Paper information will be secured in a locked filing cabinet or saved in a confidential folder on the IT network. Access to this information both paper and electronic will be by

the DSL and relevant Tell Us North manager. The Chief Executive of Tell Us North will keep information regarding any allegations about staff members.

9. Induction, training and supervision of staff and volunteers

Tell Us North will provide effective management for staff and volunteers through induction, training, supervision and support.

Induction

All Tell Us North Directors, Committee members, staff and volunteers will complete an induction that includes the Tell Us North Safeguarding Adults Policy and Procedures. Following their induction, they should be aware of, and have an understanding of, safeguarding adults. This includes the different categories of abuse, the signs and indicators of abuse, knowing who to contact if they have any concerns about an adult at risk and how to obtain the necessary contact details.

Training

It is important that staff and volunteers attend the right level of training for their job role. When assessing the training needs of the staff member or volunteer, any children and young people safeguarding training that has been undertaken will be taken into account.

Safeguarding training should be renewed at least every three years. There are face-to-face courses at levels 1, 2 and 3, specialist courses, and free e-learning online courses. Training in sexual exploitation should also be included.

The Newcastle Safeguarding Adults Board provides training for organisations active in Newcastle, as well as providing guidance on the appropriate levels of training needed www.newcastle.gov.uk/services/care-and-support/adults/report-suspected-adult-abuse-and-neglect/safeguarding-adults

Gateshead's Safeguarding Partnership provides safeguarding adults training for practitioners and volunteers active in Gateshead www.gatesheadsafeguarding.org.uk/article/9209/Training-

Supervision

Safeguarding issues and staff and volunteer safeguarding training needs will be discussed in supervision sessions where appropriate.

10. Disseminating/reviewing policy and procedures

This Safeguarding Adults Policy and Procedure will be clearly communicated to Directors, Committee members, staff, associates, volunteers and service users. The DSL will be responsible for ensuring that this is done.

11. Useful information

The Safeguarding Adults Policy and Procedure will be reviewed annually and any significant changes approved by the Tell Us North Board of Directors. The DSL will be involved in this process and can recommend any changes. The DSL will also ensure that any changes are clearly communicated to Directors, Committee members, staff, associates and volunteers.

Newcastle upon Tyne: to make or discuss a referral

Community Health and Social Care Direct

Phone 0191 278 8377 (Monday to Friday, 8am to 5pm)

Email scd@newcastle.gov.uk

Out of hours Emergency Duty Team 0191 278 7878

Website www.newcastle.gov.uk/social-care-and-health/safeguarding-and-abuse/safeguarding-adults/report-suspected-adult-abuse

Gateshead: to make or discuss a referral

Adult Social Care Direct

Phone 0191 433 7033 (including out of hours)

Email adultsocialcaredirect@gateshead.gov.uk

Website www.gatesheadsafeguarding.org.uk/article/10317

For advice

Gateshead Safeguarding Adults Co-ordination Team

Phone 0191 433 3361

Website www.gateshead.gov.uk/Health-and-Social-Care/Adult-Social-Care/Keeping-people-safe/Safeguarding-Adults/Safeguarding-adults-in-Gateshead.aspx

Northumbria Police

Phone 101 (ask for the Safeguarding Department)

12. Resources

Newcastle Safeguarding Adults Board multi-agency policies and procedures

www.newcastle.gov.uk/social-care-and-health/safeguarding-and-abuse/safeguarding-information-professionals

Gateshead Safeguarding Adults Board multi-agency policies and procedures

www.gatesheadsafeguarding.org.uk/article/9217/Policy-procedures-and-practice-guidance