

Safeguarding Adults Policy

Adult safeguarding is the process of protecting adults with care and support needs from abuse or neglect. 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 upon any action.

1 Introduction

- 1.1 Carers Bucks and Carers Milton Keynes work with people who care for friends and family who are disabled, frail and ill and who may be vulnerable to abuse. Carers Bucks and Carers Milton Keynes also recognise that carers may be vulnerable to abuse from the person they care for. It is Carers Bucks and Carers Milton Keynes' duty to report abuse and neglect to the appropriate safeguarding authorities and to support carers who may be suffering from abuse themselves. This policy should be seen as complimentary to and consistent with the safeguarding authorities own policies which are available online for Milton Keynes at <https://www.milton-keynes.gov.uk/social-care-and-health/safeguarding/safeguarding-adults-policies-and-procedures> and online for Buckinghamshire at www.buckinghamshirepartnership.gov.uk/media/4110337/J2678-BSAB-interactive-PDF_Update_FINAL.pdf for Buckinghamshire staff.
- 1.2 Carers Bucks and Carers Milton Keynes recognise that it is the responsibility of all staff, (employees, volunteers, students or sessional contractors), to be sensitive to the fact that abuse and neglect can take place and to act to prevent this whether a carer or cared for person is involved. They should also be aware that self-neglect is a safeguarding issue.
- 1.3 As carers support organisations Carers Bucks and Carers Milton Keynes are aware of the importance of adult safeguarding because of the potential for cases of abuse or neglect to involve a carer. It is our policy to provide information to carers so that they understand safeguarding issues, recognise what abuse and neglect are and can develop individual strategies to help.

2 Definitions

- 2.1 For the purpose of this policy abuse and neglect are defined as: "self-neglect, ill treatment or neglect which causes significant harm and can result in the deterioration of a person's physical, emotional, social or behavioural wellbeing".
- 2.2 Abuse reflects a lack of respect and is an infringement of legal and civil rights. It may be an abuse of power and may constitute a criminal act. Abuse may be a single incident but it can be part of a systematic pattern; it may be a deliberate act or may be the result of neglect or a failure to act appropriately. Abuse can take place in a variety of settings including the person's own home, a relative or friend's home, a day centre, a hospital or a care home. Abuse can take place within personal and professional relationships and can be carried out by other service users or by people who deliberately form a relationship with someone in order to exploit them. The Care Act (2014) identifies ten types of abuse:
 - Physical abuse
 - Psychological abuse
 - Domestic abuse
 - Modern Slavery
 - Discriminatory abuse

- Organisational abuse
- Neglect and acts of omission
- Financial or material abuse
- Sexual abuse
- Self-neglect

2.3 An adult at risk of harm is defined as someone who **has needs for care and support**, is experiencing, or at risk of, abuse or neglect and is unable to protect themselves.

3 Principles

Carers Bucks and Carers Milton Keynes work to the six key principles outlined in the Care Act (2014). These principles are also adhered to by the local Adult Safeguarding Boards.

Principle	What does this mean for the Adult at Risk	What does this mean for Staff and Volunteers
Empowerment - People being supported and encouraged to make their own decisions and informed consent.	I am asked what I want as the outcome from the safeguarding process and these directly inform what happens.	I work in a respectful and person centred way.
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.	I know what abuse is, how to recognise the signs and what I should do to report it.
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.	I am committed to establishing what being safe means to the person and how that can best be achieved.
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.	I know how to engage in a conversation with the person about how best to respond to their safeguarding situation.
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.	I am committed to working collaboratively with all safeguarding partners including sharing information in a respectful and appropriate way.
Accountability – Accountability and transparency in delivering safeguarding.	I understand the role of everyone involved in my life and so do they.	I understand that safeguarding is everybody's business.

4 Procedure

4.1 Carers Bucks and Carers Milton Keynes have adopted their local Safeguarding Adults Board multi-agency procedure for safeguarding adults.

4.2 The first action is to ensure the immediate safety of the adult at risk. Where a staff member suspects that abuse or neglect is taking place they should raise the matter **immediately** with their manager or if they are not available another manager or the Chief Executive.

If there is an immediate risk of harm or need for treatment the police and/or the ambulance service should be contacted on 999.

4.3 The second action is to take proactive steps to ensure the safety of the adult at risk.

4.3.1 Abused Carers

A carer may experience intentional or unintentional harm from the adult they are trying to support. If a carer reports that they are being abused, staff will work with them to provide practical information, advice and emotional support as appropriate. Carers Bucks and Carers Milton Keynes will work with the carer to help them decide what support they need; for example additional services; respite care or to cease their caring responsibilities and indeed whether they want to report the incident/s to the Local Authority Designated Officer or proceed in another way that supports them.

4.3.2 Alleged abuse by Carers Bucks and Carers Milton Keynes staff

There may be times when it is alleged that a person has been abused by a member of Carers Bucks or Carers Milton Keynes staff in the course of their duties. In the first instance they may use the Carers Bucks and Carers Milton Keynes' Complaints Policy to have their disclosure investigated. Once a complaint has been received it must immediately be reported to the Chief Executive and investigated thoroughly using the Carers Bucks and Carers Milton Keynes Complaints Policy, Safeguarding Policy and if necessary Disciplinary Procedure. The member of staff accused of abuse will be suspended on full pay until the Complaints or Disciplinary Procedure has been completed.

If a worker:

- Is concerned that their manager(s) may be implicated
- Thinks their concerns will not be taken seriously
- Fears intimidation
- Has an immediate concern for their own or a service user's safety

They should report their concerns directly to Adult Social Care and/or the Regulatory Body. – See Carers Bucks and Carers Milton Keynes Whistle Blowing Policy.

4.3.3 Abuse by carers

A carer may unintentionally or intentionally harm or neglect the adult they support on their own or with others. Where a carer informs a member of staff or volunteer that they have abused someone in their care this should be dealt with in line with 4.3.1 above.

4.4 The third action is to make a Safeguarding Adult Alert to the Local Authority Designated Officer within 24 hours or sooner depending on urgency and risk. A referral should be made whenever there are grounds to believe that an adult has been abused, might have been abused, or is likely to be at risk of abuse. Although a manager should always be available for a member of staff to consult, if that is not the case the staff member should use their judgement and make a safeguarding alert if they feel that it is appropriate to do so because "safeguarding is everybody's business".

How to make a safeguarding alert is outlined in the local Safeguarding Policy and Procedure.

The Local Safeguarding Policy and Procedure for Milton Keynes can be found at: <https://www.milton-keynes.gov.uk/social-care-and-health/safeguarding/safeguarding-adults-policies-and-procedures>

The Local Safeguarding Policy and Procedure for Buckinghamshire can be found at:
www.buckinghamshirepartnership.gov.uk/media/4110337/J2678-BSAB-interactive-PDF_Update_FINAL.pdf

When making an adult safeguarding alert you will be asked to document the steps you have taken to reduce or eliminate the risk(s) of abuse or neglect.

If the matter is referred to the Designated Officer it will be investigated following the procedures set out in the relevant Local Safeguarding Policy and Procedure.

With reference to the Buckinghamshire and Milton Keynes Safeguarding Adults policies and procedures the Chief Executive is the "Named Senior Manager".

5 The Prevent duty

5.1 Carers Bucks and Carers Milton Keynes has a **PREVENT DUTY** under the Counter Terrorism & Security Act 2015. As such we must have "*due regard to the need to prevent people from being drawn into terrorism*".

The Duty is supported by three objectives:

- Responding to the ideological challenges of terrorism and the threat we face from those who promote it (ideology);
- Preventing people from being drawn into terrorism and ensure that they are given appropriate advice and support (individuals); and
- Working with sectors and institutions where there are risks of radicalisation which we need to address (institutions).

5.2 There are two key elements to meeting the Prevent Duty:

- An assessment of the risk of radicalisation locally
- A Prevent action plan to address any risks identified for an area

5.3 In order to address the above Carers Bucks will:

- Make sure that all staff and volunteers involved in the delivery of services to carers have had appropriate Prevent training which includes an understanding what radicalisation means, why people may be susceptible to it, how to spot the signs and how to report a concern
- Review operational policies and processes to ensure that we do not provide a platform for extremists through allowing them to access our resources to disseminate extremist views (including through "our" IT equipment)
- Integrate the Prevent Duty into our safeguarding policies and practices and make sure that staff and volunteers are aware of them
- Ensure that Carers Bucks is not working with organisations engaged in any extremist activity or espouse extremist views
- Maintain appropriate records to show compliance and provide reports when requested
- Have effective information sharing procedures in place that are proportionate and comply with the Data Protection Act 1998

6 Training

6.1 All of Carers Bucks and Carers Milton Keynes staff who work with adult carers will receive training on safeguarding adults appropriate to their level of responsibility. This will include Safeguarding Awareness and Safeguarding Adults for Qualified Practitioners for all staff.

7 Named Trustee with responsibility for safeguarding adults

7.1 The Board will appoint a Trustee with responsibility for safeguarding adults. This Trustee is Mike Rowlands.

Signed:

Print Name:

Date: