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Safeguarding vulnerable adults

What you need to know to help protect vulnerable adults over the age of 18 from harm including how to act upon and record suspected, alleged or actual abuse

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SEND Director

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1.0 Overview

The aim of this policy is to:

- Ensure the safety of vulnerable adults who access Bedazzle.
- Promote good practice and ensure that all staff and volunteers are able to work with confidence.
- Provide adults who may be at risk with appropriate safety and protection whilst at Bedazzle.
- Enable all staff and volunteers to make informed and confident responses to specific safeguarding adults issues.
- Ensure that only those who are safe to work with vulnerable adults are employed by Bedazzle and ensure all staff who come into contact with vulnerable adults have an enhanced DBS.
- Ensure that all workers and volunteers know how to report a concern.

When working with adults, Bedazzle will:

- Promote their health and welfare.
- Respect and promote their rights.
- Work in a way which safeguards the wellbeing of each adult and protects them from abuse and neglect.

- Take appropriate steps if they become aware of any signs/incidents of abuse and neglect.
- Ensure employees and volunteers are made aware of their responsibilities when working alone or unsupervised with adults who may be at risk, or to attend to their personal needs.
- Ensure that employees and volunteers are provided with appropriate safeguarding training that relates to their involvement with adults who may be at risk.
- This policy has been prepared by Phil Janssen, Diane Janssen and Helen Feather and is in accordance with government guidance (The Care Act, 2014 and Mental Capacity 2005) as well as Cambridgeshire County Council's procedures and recommendations, including [Cambridgeshire County Council's Safeguarding Policy and Procedures](#):

2.0 Policy statement

Bedazzle believes that all people regardless of age, disability, gender, race, religious beliefs or sexual orientation have an equal right to protection from all types of harm or abuse and is committed to safeguarding the welfare of the vulnerable adults we work with.

Bedazzle knows that safeguarding is everybody's business. It 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 adult at risk comes before anything else – our organisation, our service users, our colleagues and the person's friends and family.

Doing nothing is not an option – if we know or suspect that an adult is being abused we will do something about it.

We will report it to: [Cambridgeshire and Peterborough safeguarding partnership board](#)

Email: referral.centre-adults@cambridgeshire.gov.uk

In an out-of-hours emergency: The Emergency Duty Team, 01733 234724

3.0 Our role in safeguarding vulnerable adults

All members of staff and volunteers (in any capacity) have a responsibility to uphold safeguarding practices within Bedazzle. Staff may well be the first persons to spot early signs and symptoms of abuse. All safeguarding reports must be made as soon as is practically possible and within 24 hours in all cases.

Bedazzle has a duty to take any concerns or allegations of abuse seriously and to work transparently together with all agencies to ensure that children are safeguarded.

Bedazzle's Designated Safeguarding Leads are Helen Feather and Diane Janssen. Both Diane Janssen and Helen Feather are also trained to the designated person standard.

Kayleigh Orloff is the Deputy Designated Safeguarding Lead. Diane Janssen has undertaken safer recruitment training.

Bedazzle is a small organisation and works out of community centres, as well as in adults' homes. This means that the work we do with adults is usually on the premises of other agencies. Where appropriate, we will draw up safeguarding contracts with other agencies and agree a joint protocol in light of any disclosures to ensure that the appropriate information is shared in order to keep vulnerable adults safe and to also ensure that these are compliant with local authorities own procedures.

4.0 Safeguarding vulnerable adults policy

Safeguarding is a term used to denote the duties and responsibilities that those providing a health, social or education service have to carry out/perform to protect individuals from harm.

Best practice is that safeguarding duties extend to whole organisation policies, values and ethos, and include all staff. It is better to be broad in scope as a provider in order to ensure a safer environment.

5.0 Immediate action to ensure safety

Immediate action may be necessary at any stage in involvement with vulnerable adults. In all cases it is vital to take whatever action is needed to safeguard the adult or adults concerned ie:

- If emergency medical attention is required, this can be secured by calling an ambulance (dial 999) or taking a vulnerable adult to the nearest Accident & Emergency Department.
- If an adult is in immediate danger, the police should be contacted (dial 999) as they alone have the power to remove an adult immediately if protection is necessary, via their powers to use Police Protection.

6.0 Recognition of abuse or neglect

Abuse and neglect are forms of maltreatment of an adult. Somebody may abuse or neglect an adult by inflicting harm, or by failing to act to prevent harm. Vulnerable adults may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults. A vulnerable adult can be put at risk of harm through a variety of actions, inadequate policies, procedures or failure to act.

Abuse can take the form of:

6.1 Physical abuse

Physical Abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a vulnerable adult.

6.2 Psychological abuse

Included in this are, emotional abuse, threats, deprivation of contact, humiliation, intimidation, coercion, verbal abuse, isolation or withdrawal from services.

6.3 Sexual abuse

Sexual abuse involves forcing or enticing a vulnerable adult or young person to take part in sexual activities, whether or not the vulnerable adult is aware of what is happening. The activities may involve physical contact, including penetrative (eg: rape or buggery or oral sex) or non penetrative acts. They may include non-contact activities, such as involving vulnerable adults in looking at, or in the production of, sexual online images, watching sexual activities, or encouraging vulnerable adults to behave in sexually inappropriate ways.

6.4 Financial & material abuse

Covering exploitation and pressure in connection to wills, provenance or financial transactions.

6.5 Neglect or acts of omission

Included in this are ignoring medical or physical care needs, withholding of medication or adequate nutrition and failure to provide access to appropriate health, social care or educational services.

6.6 Discriminatory abuse

In the form of racist, sexist and other forms of harassment.

Individuals within the organisation need to be alert to the potential abuse of vulnerable adults both within their families and also from other sources including abuse by members of that organisation.

The organisation should know how to recognise and act upon indicators of abuse or potential abuse involving vulnerable adults and where there are concerns about a vulnerable adult's welfare. There is an expected responsibility for all members of the organisation to respond to any suspected or actual abuse of a vulnerable adult in accordance with these procedures.

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7.0 What to do if vulnerable adults talk to you about abuse or neglect

The following procedures must be undertaken as soon as possible after the incident has taken place:

7.1 Record

It is recognised that a vulnerable adult may seek you out to share information about abuse or neglect, or talk spontaneously individually or in groups when you are present. In these situations **you must**:

- Listen carefully to the vulnerable adult. **Do not** directly question the vulnerable adult. However, because of your observations of, or information received, you may become concerned about a vulnerable adult who has not spoken to you. It is good practice to ask a vulnerable adult why they are upset or how a cut or bruise was caused, or respond to a vulnerable adult wanting to talk to you. This practice can help clarify vague concerns and result in appropriate action.
- Give the vulnerable adult time and attention.
- Allow the vulnerable adult to give a spontaneous account. Do not stop a vulnerable adult who is freely recalling significant events.
- Make an accurate record of the information you have been given, taking care to record the timing, setting and people present, the vulnerable adult's presentation as well as what was said. Do not throw this away as it may later be needed as evidence.
- Use the vulnerable adult's own words where possible.
- Seek the adult's consent to report the concern; do not offer false confidentiality.
- Reassure the vulnerable adult that they have done the right thing in telling you and they have not done anything wrong.
- Tell the vulnerable adult what you are going to do next and explain that you will need to get help to keep him/her safe.
- **Do not** ask the vulnerable adult to repeat his or her account of events to anyone.

7.2 Report

If you are concerned about a vulnerable adult you must share your concerns as soon as possible and within 24 hours. Reports should be made via [MyConcern](#). All reports must be factual and truthful. You must:

- Write down everything that has given you cause for concern and say why.
- Use the exact words of the person telling you, not your own.
- Record what you saw, heard etc., and try to be specific eg. 'Kylie was crying and rocking' rather than 'Kylie was upset'.
- Stick to the facts.

The following page shows examples of the MyConcern Log-In page and report procedure:

Logging On

Your Safeguarding Lead will create a **Trusted User** account for you on MyConcern and you will receive an email invitation with a hyperlink to the MyConcern log-in screen.

Insert your username (your email address) and create a password for the first time.

Once you have logged in to MyConcern you will be taken to the **Home Page** where you will be able to report and update safeguarding concerns.

Please make sure you know the website address for accessing MyConcern and if possible create a shortcut to your desktop.

The website address for your organisation's instance of MyConcern is:

[https:// www.myconcern.education](https://www.myconcern.education)



Reporting a Concern

There is a large button on the **Home Page** that enables you to **'Report a Concern'**.

Select **'Report a Concern'** from the **Home Page** and complete the on-screen form. There is guidance on how to fill this in when you click on the individual sections.

Once you have submitted your concern the system will forward an automated email notification to your Safeguarding Lead(s) and you will see an on-screen receipt with a reference number for the concern.

Please note: The Safeguarding Lead(s) that you have directed the concern to may not be in a position to view the notification immediately. If the concern you are reporting is of an urgent nature then it is recommended that you contact them directly.



If you don't have access to MyConcern for any reason, ensure you write a report on paper and pass it to the Designated Safeguarding Lead as soon as possible and always within 24 hours. Remember to include these details:

- Your name & signature
- Vulnerable adult's date of birth (if known)
- Date of concern
- Time of concern
- Time of completing report
- Description of the concern
- Description of incident as factually and as fully as possible

In addition, include who was involved, where it happened and exactly what happened. Remember to describe clearly any behavioural or physical signs you have observed and any actions you have taken.

Ensure your notes are clear. They will undoubtedly be read by others in your absence. When completing a MyConcern report, attach your original notes to it. In some circumstances, you may need to attach a marked copy of any relevant diagrams.

7.3 Refer

A referral involves giving Vulnerable Adult's Social Care or the police information about concerns relating to an individual or family in order that enquiries can be undertaken by the appropriate agency, followed by any necessary action. This will usually be done by the Designated Safeguarding Lead.

7.4 Information required when making a referral

Be prepared to give as much of the following information as possible (in emergency situations all of this information may not be available but should not stop you making a referral):

- Your name, telephone number, position and request the same of the person to whom you are speaking
- Full name and address, telephone number of adult, date of birth of vulnerable adult
- Gender, ethnicity, first language, any special needs
- The names of professionals known to be involved with the vulnerable adult/family eg: GP, health visitor, tutor
- The nature of the concern and foundation for the concern
- An opinion on whether the vulnerable adult may need urgent action to make them safe
- Your view of what appear to be the needs of the vulnerable adult

7.5 Action to take following a referral

You need to make sure you maintain vigilance concerning the incident and the vulnerable adults involved and to stay in contact with the Safeguarding leads. Follow these actions:

- Ensure you keep accurate records of your concern(s) made at the time.
- Put your concerns in writing to the investigation team following the referral.
- Accurately record the action agreed or that no further action is to be taken and the reasons for this decision.

8.0 Confidentiality

Information in relation to vulnerable adult protection concerns should be shared on a "need to know" basis. However, the sharing of information is vital to vulnerable adult protection and, therefore, the issue of confidentiality is secondary to a vulnerable adults' need for protection.

8.1 Preventing unsuitable people from working with children

We consider that the work we undertake with vulnerable adults falls under the definition of 'regulated activity' through our provision of performing arts classes as well as bespoke tutor packages. This means that we have specific and important limitations on who we can employ, in particular that candidates are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Candidates will be informed of the need to carry out enhanced DBS checks before posts can be confirmed. Where applications are rejected

because of the information that has been disclosed, applicants have the right to know and to challenge incorrect information.

Bedazzle has a Safer Recruitment Policy and Checklist which is followed in all instances of recruitment, including volunteer recruitment. This policy is available in the Staff folder on the G-Drive.

8.2 Whistleblowing

All staff and volunteers must be aware of Bedazzle's Whistleblowing policy. This policy is available in the employee handbook and in the Staff folder on the G-Drive.