

SAFEGUARDING ADULTS – ABUSE AWARENESS POLICY

1.0 Introduction

Young Enterprise Solutions Ltd recognises that all the people using its services have the same human value, rights and responsibilities as anyone else. They should therefore be shown the same dignity and respect as others in society. Young Enterprise Solutions Ltd condemns all forms of abuse and neglect.

2.0 Definition of Abuse

- Abuse is a violation of an individual's human and civil rights by any other person or persons (*D.O.H. 'No Secrets' Report*)
- Abuse is when a person or persons have caused harm, or may be likely to do so, to the physical, sexual, emotional, financial or material well being of a vulnerable person.
- Harm may be caused by direct acts or by failure to provide adequate care. It may be systematic and repeated or may consist of a single incident.

3.0 Definition of Vulnerability

The Law Commission (1995) defined a vulnerable adult as someone:

“Who is in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of himself or herself, or unable to protect himself or herself against significant harm or serious exploitation.”

4.0 Forms of Abuse

Abuse, which is a misuse of power, can take many forms including the following:

- **Physical abuse** (including actual or threatened physical attacks, verbal assault or neglect.)
- **Sexual abuse** (including rape, other sexual assault, threatened touching or inappropriate sexual remarks.)
- **Emotional abuse** (including any actions or comments which fail to show dignity and respect for the individual.)

- **Financial abuse** (including misappropriation of the personal finances of people using our services, borrowing from people using our services etc.)
- **Neglect**, which is a failure to properly care for the physical and emotional needs of the person and to protect them from harm.
- **Institutional abuse** where the rituals and routines mean individuals have to sacrifice their lifestyle to conform with those of the institution
- **Discriminatory abuse** (including that based on a person's race, nationality, gender, sexual orientation, disability, age, religion & social status)

5.0 Objectives

The primary purpose of this policy is to ensure, so far as is reasonably practicable, that people using our services do not suffer from abuse or neglect. Where incidents of abuse or neglect are reported or suspected, Young Enterprise Solutions Ltd will seek to deal with such incidents as speedily as possible, providing positive help, support and assistance to the alleged victim, and taking action against alleged perpetrators wherever possible.

6.0 Strategy

In order to achieve the above objectives Young Enterprise Solutions Ltd will:

6.1 Take up two written references and undertake enhanced Criminal Record Bureau checks on all new staff, including volunteers

6.2 Ensure that all staff working directly with people using our services are informed of Young Enterprise Solutions Ltd's stand against abuse and neglect, and receive training in abuse awareness including instruction in what to do if:

- Someone tells them that they are being abused
- They suspect that a person is being abused
- A third party reports suspected abuse to them

This policy will need to be read in conjunction with Young Enterprise Solutions Ltd's confidential reporting policy.

6.3 Young Enterprise Solutions Ltd will take a victim based approach to reports of abuse and neglect. Any person reporting an alleged incident of abuse or neglect will be treated with dignity and respect. Where an allegation has been made in good faith the person making the allegation will be treated without prejudice in the future, even if the allegations prove to be unfounded. The alleged victim will be

offered assistance where required (e.g. from an advocate) in order to make their allegation, and offered help, support and most importantly protection from the risk of further incidents of risk.

6.4 Young Enterprise Solutions Ltd will be careful to protect the service user's right to confidentiality, and indeed that of the alleged perpetrator, as an allegation may prove to be unfounded. Young Enterprise Solutions Ltd will establish clear guidelines as to who needs to be informed regarding different forms of alleged abuse or neglect in different projects. Those needing to be informed may include Social Services, the Police, the Commission for Social Care Inspection and Supporting People.

6.5 Young Enterprise Solutions Ltd will consult with staff, other professionals and service users about the operation of this policy.

6.6 Where a member of staff is accused or suspected of abuse or neglect they will be subject to Young Enterprise Solutions Ltd's disciplinary procedures, and may be subject to criminal prosecution. A member of staff who fails to report an incident of abuse or neglect will also be subject to Young Enterprise Solutions Ltd's disciplinary procedure.

PROCEDURE FOR DEALING WITH A SUSPICION OR ALLEGATION OF ABUSE

1.0 Introduction

All staff have a responsibility to act where they suspect abuse may be taking place or an allegation of abuse has been made. Doing nothing is not an option. Staff must:

1.1 Contact the emergency services immediately where their presence is required (e.g. a person has been injured and requires an ambulance or someone is at risk of an imminent violent attack and a police presence is required. In the event of an allegation of rape, the GP and police must be consulted regarding referral to a Rape Crisis facility.)

1.2 Within the limits of your relationship with the alleged victim, their mental capacity, and the complexities of the situation, discuss your concerns with the alleged victim and the options available to them and seek their consent for steps you believe to be necessary. Explain that you will need to discuss your concerns with a manager within your organisation. If consent has not been given it may be deemed appropriate to go against the alleged victim's wishes where:

- They or others are at risk of serious harm
- Staff assess that they are unable / incapable of making an informed decision for themselves
- They are not the only ones affected and risks to others need to be considered, e.g. where a child is involved, their safety will always be paramount.
- Where consent was not given this should always be mentioned at any Adult protection meetings

1.3 Inform your line manager or if unavailable the appropriate on call manager, who will make the initial risk assessment and decide on further action required with or without the consent of the alleged victim.

1.4 You should write a report as quickly as possible after talking to your manager while the information is still fresh.

1.5 Where outside bodies need to be contacted this should be done without delay. The following should be contacted as required:

- The relevant Social Services department
- The Police if there is a suspicion that a crime may have been committed
- The Commission for Social Care Inspection if the service is registered
- The Supporting People team if the service is in receipt of Supporting People funding (this will be for information only)

Where an Adult Protection Investigation is led by Social Services or the Police, (who take the lead if they suspect a crime has been committed), Young Enterprise Solutions Ltd will participate fully in all strategy meetings.

- 2.0** If the alleged abuser is a member of staff then the abuser should not be informed that any allegation has been made until the police have been advised of the situation and confirmed their course of action and their requirements of the Manager/Project. During this conversation, the police should be informed that the alleged perpetrator would be suspended from duty immediately following the telephone call. Should the Police specifically request that the perpetrator is not suspended this must be discussed carefully and adhered to if at all possible without putting service users at risk.
- 3.0** The alleged abuser should be suspended in accordance with this Organisation's personnel procedures pending further investigations
- 4.0** Where the alleged perpetrator is not a member of staff, steps must be taken to ensure the immediate safety of the service user and all other people using our services felt to be at risk.
- 5.0** Staff on duty must ensure that anything relating to the suspicion or allegation should not be touched or altered in any way. For example the person's belongings should not be touched or moved, clothes and bed linen should not be washed, and the bedroom or any other room involved should be locked where possible. The service user should be advised and encouraged not to wash. The police should be advised immediately if the person using our services wishes to do so.
- 6.0** Staff are reminded:
- 6.1** That they must not discuss the matter with any other staff employed within the organisation as this could jeopardise any investigation.
- 6.2** That confidentiality is essential. Any breach of confidentiality is a disciplinary offence.
- 6.3** Not to talk to the press. Any enquiries should be referred to the Chief Executive.
- 6.4** That if for any reason it is inappropriate to involve the Line Manager or any Senior Manager the confidential reporting procedure (whistle blowing procedure) should be used.

- 6.5 That following any proven investigation of allegation of abuse or suspected abuse against a member of staff they will be subject to Young Enterprise Solutions Ltd's disciplinary procedure.

- 6.6 At all stages of this procedure accurate reports **must** be recorded, including dates and times, of telephone conversations, meetings attended, action taken and outcomes, and any other relevant information.

- 6.7 At the conclusion of all investigations a meeting will be held with staff in the project, involving a senior manager to formally notify closure of the investigation, to consider lessons learned for the future and to allow staff the opportunity to discuss feelings if this is appropriate.