

# Lordship Hub Co-op

Community building in every sense

## Safeguarding Adults at Risk Policy

### Introduction

Lordship Hub Co-op is committed to safeguarding and promoting the welfare of children, young people and adults at risk, engaged in the breadth of its activities.

The purpose of this policy is to outline the duty and responsibility of staff and board members working on behalf of **Lordship Hub Co-op** in relation to the protection of adults at risk from abuse.

All adults have the right to be safe from harm and should be able to live free from fear of abuse, neglect and exploitation.

The key objectives of the policy are:

- To explain the responsibilities of Lordship Hub Co-op and its staff and board members in respect of protection of adults at risk
- To provide staff with an overview of protection of adults at risk
- To provide a clear procedure that will be implemented where adult protection issues arise

### Context

For the purpose of this document 'adult' means a person aged 18 years or over.

Some adults are less able to protect themselves than others, and some have difficulty making their wishes and feelings known. This may make them vulnerable to abuse. The broad definition of a 'an adult at risk' referred to in the 1997 Consultation Paper 'Who decides?' issued by the Lord Chancellor's Department, is a person:

'Who is or may be 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 him or herself, or unable to protect him or herself against significant harm or exploitation'.

The first priority should always be to ensure the safety and protection of adults at risk. To this end it is the responsibility of all staff to act on any suspicion or evidence of abuse or and to pass on their concerns to a responsible person/agency.

### Covid-19

In the light of the current pandemic and public health crisis, Lordship Hub has been committed since April 2020 to conforming to the relevant Government and Haringey Council safety restrictions and guidelines. Please see the current version of our Risk Assessment (10<sup>th</sup> September 2020). This, as with previous iterations, was lodged with Haringey Council for their reference and any comments or proposed amendments. The RA is subject to change to ensure continuing conformity with any changes in Government policy.

### **The role of staff and board members**

All staff and board members working/acting on behalf of Lordship Hub Co-operative have a duty to promote the welfare and safety of adults at risk.

Staff and board members may receive disclosures of abuse and observe adults at risk who are at risk. This policy will enable staff/board members to make informed and confident responses to specific adult protection issues.

### **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.
- **Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude.
- **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
- **Self-neglect** – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding
- **Discriminatory abuse**- including racist, sexist, that is based on a person's disability, age or sexuality and other forms of harassment, slurs or similar treatment.

### **Responding appropriately to an allegation of abuse**

In the event of an incident of disclosure:

#### **Do**

- Make sure the individual is safe
- Assess whether emergency services are required
- Listen
- React Calmly
- Reassure the person that they were right to tell you and that they are not to be blamed and take what the child or person says seriously
- Ascertain and establish the basic fact
- Be careful not to be deemed as putting words into the child's or persons mouth; the easiest way of doing this is by asking questions
- Take all necessary precautions to preserve forensic evidence
- Explain the procedure to the individual making the allegation
- Remember the need for ongoing support.
- Make a full and written record of what has been said as soon as possible and don't delay in passing on the information

#### **Don't**

- Promise confidentiality
- Confront the alleged abuser
- Be judgmental or voice your own opinion
- Be dismissive of the concern
- Investigate or interview beyond that which is necessary to establish the basic facts
- Disturb or destroy possible forensic evidence
- Consult with persons not directly involved with the situation
- Ask leading questions
- Assume information
- Make promises
- Ignore the allegation

- Elaborate on your notes
- Panic

It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. This is a task for the professional adult protection agencies, following a referral from the nominated staff member for adult protection.

The nominated staff member for adult protection is: Kate Bell  
(kate@lordship.org.uk)

### **Procedure in the event of a disclosure**

It is important that adults at risk are protected from abuse. All complaints, allegations or suspicion must be taken seriously.

This procedure must be followed whenever an allegation of abuse is made or when there is a suspicion that an adult at risk has been abused.

Promises of confidentiality should not be given as this may conflict with the need to ensure the safety and welfare of the individual.

A full record shall be made as soon as possible of the nature of the allegation and any other relevant information.

The report should include

- The person's known details including name, date of birth, address and contact numbers.
- Whether or not the person making the report is expressing their own concerns or those of someone else.
- The nature of the allegation, including dates, times, specific factors and any other relevant information
- Make a clear distinction between what is fact, opinion or hearsay.
- A description of any visible bruising or other injuries. Also any indirect signs, such as behavioural changes.
- Details of witnesses to the incidents.
- The person's account if it can be given, of what has happened and how any bruising or other injuries occurred.
- Accounts from others, including colleagues, volunteers and carers if appropriate

### **Responding to an allegation**

Any suspicion, allegation or incident of abuse must be reported as soon as possible to the nominated member of staff or their representative as appropriate.

The nominated member of staff shall telephone and report the matter to the appropriate agencies and a written record of the date and time of the report shall be made. The report must include the name and position of the person to whom the matter is reported. Here will this be recorded? Any telephone reports must be

confirmed in writing to the relevant authority adult social services department within 24 hours.

### **In case of a suspicion, allegation or incident**

You can raise your concerns by contacting one of the following:

Safeguarding Adults Referral and Advice Line (office hours) 020 8489 1400

Safeguarding Adults Referral and Advice Line (out of hours) 020 8489 0000

Community Safety Unit (24 hours) 020 8345 1939

Police - Criminal Investigation Department (CID) (evenings and weekends) 020 8345 0832

### **There are some cases that require an urgent response**

If you suspect a serious criminal act has taken place, telephone 999. Tell them if you think it might be adult abuse.

If the individual is injured seek immediate medical treatment. Tell the ambulance personnel or A&E staff that this is a potential adult abuse situation.

### **Child Protection**

If at any time you become concerned that a Child might be at risk you need to follow the Child Protection Procedure outlined in Lordship Hub Co-operative Ltd Protection/Safeguarding Policy and Procedure.

### **Confidentiality**

An adult at risk protection raises issues of confidentiality which should be clearly understood by all.

Staff and board members have a professional responsibility to share relevant information about the protection of adults at risk with other professionals, particularly investigative agencies and adult social services.

All personal information regarding an adult at risk will be kept confidential. Paper copies will be stored in the lockable filing cabinet under Carola's desk in the bottom draw and digital copies in owncloud/confidential Records will only record details required in the initial contact form.

If an adult confides in a member of staff or board member and requests that the information is kept secret, it is important that the member of staff tells the adult sensitively that he or she has a responsibility to refer cases of alleged abuse to the appropriate agencies.

Within that context, the adult should, however, be assured that the matter will be disclosed only to people who need to know about it.

Where possible, consent should be obtained from the adult before sharing personal information with third parties. In some circumstances obtaining consent may be neither possible nor desirable as the safety and welfare of the an adult at risk is priority.

Where a disclosure has been made, staff should let the adult know the position regarding their role and what action they will have to take as a result.

Staff should assure the adult that they will keep them informed of any action to be taken and why. The adults' involvement in the process of sharing information should be fully considered and their wishes and feelings taken into account.

Approved by Board on 11 February 2018. Updated and approved 2nd December 2020.

A handwritten signature in black ink, appearing to read 'DMorris', with a long horizontal flourish extending to the right.

Signed Dave Morris (Board Chair)

Review date: December 2020

Next review date: April 2021