



**HAVEN COALISLAND
SAFEGUARDING ADULTS POLICY AND
PROCEDURES**

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POLICY STATEMENT

This policy will enable **Haven** to demonstrate its commitment to keeping safe adults at risk with whom it works alongside. **Haven** acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

It is important to have policy and procedures in place so that all trustees, members, volunteers and employees can work to prevent abuse and know what to do should a concern arise.

The policy and procedures have been drawn up in order to enable **Haven** to:

- a) Promote good practice and work in a way that can prevent harm and abuse occurring.
- b) Ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.
- c) Stop abuse occurring.

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

- a) Have needs for care and support (whether or not the local authority is meeting any of those needs), and
- b) Is experiencing, or at risk of, abuse or neglect, and
- c) As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

The policy applies to all trustees, members, volunteers and employees and anyone working on behalf of Haven.

It is acknowledged that significant numbers of adults at risk are abused and it is important that Haven has a safeguarding adults policy, a set of procedures to follow and puts in place preventative measures to try and reduce those numbers.

In order to implement the policy and procedure, Haven will work to:

- a) Stop abuse or neglect wherever possible.
- b) Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs.
- c) Promote the wellbeing of the adult(s) at risk in safeguarding adults arrangements.
- d) Safeguard adults in a way that supports them in making choices and having control about how they want to live.
- e) Promote an approach that concentrates on improving life for the adults concerned.
- f) Raise awareness of safeguarding adults to ensure that everyone can play their part in preventing, identifying and responding to abuse and neglect.
- g) 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.
- h) Address what caused the abuse or neglect.

Haven will:

- Ensure that all trustees, members, volunteers and employees are familiar with this policy and associated procedures.
- Act within its confidentiality policy and gain permission from members before sharing information about them with another agency.
- Inform members that where a person is in danger, at risk or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent.
- Make a safeguarding adults referral to the Local Authority as appropriate.
- Endeavor to keep up to date with national developments relating to preventing abuse and welfare of adults;
- Ensure that the Designated Adult Safeguarding Officer (DASO) understands his/her responsibility to refer incidents of adult abuse to the relevant statutory agencies (Police/Local Authority).

The Designated Adult Safeguarding Manager in Haven is:

SAM WALKER

07421992239

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

PROCEDURES

These procedures have been designed to ensure the wellbeing and protection of any adult who accesses services provided by Haven. The procedures recognise that adult abuse can be a difficult subject for workers to deal with. Haven is committed to the belief that the protection of adults at risk from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all trustees, members, volunteers and employees act appropriately in response to any concern of adult abuse.

Recognising the signs and symptoms of abuse

Haven is committed to ensuring that all trustees, members, volunteers and employees undertake training to gain a basic awareness of the signs and symptoms of abuse.

Haven will not be limited in their view of what constitutes abuse or neglect, as they can take many forms and the circumstances of an individual case will always be considered.

Abuse includes:

Discriminatory

Including 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.

Domestic abuse or violence

Including 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, financial abuse; so called 'honour' based violence, forced marriage or Female Genital Mutilation (FGM).

Financial or material

Including theft, fraud, internet scamming, exploitation, 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. 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.

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.

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.

Physical

Including assault, hitting, slapping, pushing, burning, misuse of medication, restraint or inappropriate physical sanctions.

Psychological (sometimes referred to as emotional)

Including 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.

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" (e.g. 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.

Self-neglect

Includes 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.

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.

Designated Named Person for safeguarding adults

Haven has an appointed individual who is responsible for leading safeguarding adults work in the organisation. In their absence, a deputy will be available for managers, staff or volunteers to consult with. The Designated Adult Safeguarding Officer within Haven is:

SAM WALKER

07421992239

Should this person be unavailable, and action needs to be taken immediately, then contact should be made with the SHSCT Adult Gateway Team or PSNI:

During office hours 9-5pm Monday – Friday.

Adult Protection Gateway Service 02837564423

Out of hours (5pm-9am, weekends and bank holidays)

Regional Emergency Social Work service – 02895049999

PSNI - 101

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

- 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 at risk may be experiencing, or has experienced abuse or neglect.
- Ensure that concerns are acted on, clearly recorded and referred where necessary;
- Manage and have oversight over individual cases involving allegations against trustees, members, volunteers or employees.
- Reinforce the utmost need for confidentiality and to ensure that trustees, members, volunteers and employees are adhering to good practice with regard to confidentiality and security.
- Ensure that trustees, members, volunteers and employees working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.

Responding to people who have experienced or are experiencing abuse

Haven 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.

How to respond if you receive an allegation:

- Reassure the person concerned.
- Listen to what they are saying.
- Record what you have been told/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 will be:

- To call an ambulance if required.
- To call the Police if a crime has been committed.
- To preserve evidence.

- To keep yourself and others safe.
- To inform your DASO.
- To record what happened.

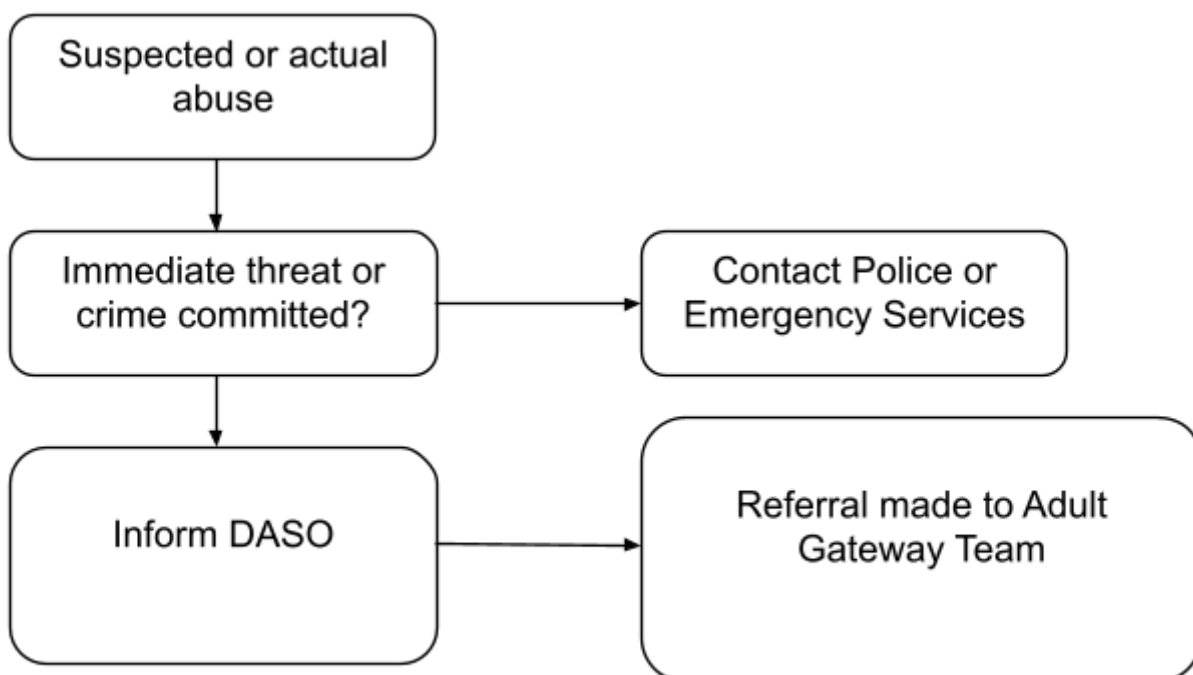
All situations of abuse or alleged abuse will be discussed with the DASO. If anyone feels unable to raise their concern with the DASO then concerns can be raised directly with the SHSCT Adult Gateway Team.

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral will be made to the SHSCT Adult Gateway Team. 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.

In line with Making Safeguarding Personal principles, the DASO should try to seek the views from the adult (or an appropriate representative) about what they would like to happen as result of the concern.

Note that it is not necessary to refer a safeguarding adults concern out of hours unless the individual or others have urgent social care needs.

You should ask to make a safeguarding adults referral.



Managing an allegation made against a member of staff or volunteer

Haven will ensure that any allegations made against trustees, volunteers or employees will be dealt with swiftly.

Where a trustee, volunteers or employee 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 the service whilst the investigation is undertaken.

The DASO will liaise with the Adult Gateway Team to discuss the best course of action and to ensure that Haven's disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

Recording and managing confidential information

Haven is committed to maintaining confidentiality wherever possible and information around safeguarding adults issues should be shared only with those who need to know.

All allegations/concerns should be recorded. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate.

This information will be secured and access to this information will be restricted to the DASO.

Disseminating/Reviewing policy and procedures

The Safeguarding Adults Policy and Procedures will be clearly communicated to trustees, members, volunteers and employees. The DASO will be responsible for ensuring that this is done.

The Safeguarding Adults Policy and Procedures will be reviewed at least every three years by the DASO. The Haven trustees will be involved in this process and can recommend any changes. The DASO will also ensure that any changes are clearly communicated to trustees, members, volunteers and employees.

Incident report form

This form will be used to record disclosures or suspicions of abuse. The completed form should be given to the DASO.

Your name	Your position
Position	Contact phone number
Who is the concern about?	
Name	
Address/phone number	
Date of birth	
Other relevant details: <i>Eg family circumstances, physical and mental health, any communication difficulties.</i>	
Has permission been sought from this person to make a referral?	
Details of the allegations/suspicions	
Are you recording: <ul style="list-style-type: none"> ● Disclosure made directly to you by the individual? ● Disclosure or suspicions from a third party? ● Your suspicions or concerns? 	
Date and time of disclosure	
Date and time of incident	
Details of the allegation/suspicions. <i>State exactly what you were told/observed and what was said. Use the persons own words as much as possible</i>	

Action taken so far:	
Signed:	Date:
To be completed by DASO	
Time and Date of receipt:	
Action taken:	
Signed (DASO):	Date:
If the decision has been taken that this is not to be referred then a reason for this must be stated and this should be counter-signed by a member of the committee.	
Signed (Trustee)	Date