



Safeguarding of Adults at Risk of Harm Dudley Lodge and Bonner House

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Policy Checked/Reviewed by:	Rachael White

Introduction

Where staff have reasonable cause to believe that a vulnerable adult is being abused or is neglecting or harming themselves, they should report their concerns as soon as possible to a member of the management team. In assessing the information available, consideration should be given to the adult's perception of the problem and their motivation and capacity to resolve it, with or without intervention.

Priority should be given, in terms of response time, to situations in which an adult has suffered or is believed to be at imminent risk of serious harm because of abuse or neglect.

DEFINITION AND UNDER-LYING PRINCIPLES

Definitions

Adult Safeguarding is the term used to cover all work undertaken to support adults with care and support needs to maintain their own safety and wellbeing. It describes the preventative and responsive actions undertaken to support adults who are experiencing, or at risk of experiencing abuse or neglect.

'Adults at risk are people aged 18 years and over who are or may be in need of community care services by reason of mental health, age or illness and who are or may be unable to take care of themselves or unable to protect themselves against significant exploitation' (Department of Health).

Categories of Abuse

The Care Act 2014 refers to nine categories of abuse that adults may be at risk of. They are as follows:

- Physical Abuse
- Emotional Abuse/Psychological abuse
- Neglect
- Sexual Abuse
- Financial Abuse
- Institutional
- Discriminatory
- Domestic Violence
- Modern Slavery
- Self-Neglect

There are Six key principles that should underpin all adult safeguarding work. These are defined in the Care and Support Statutory Guidance issued under the Care Act 2014 as:

Empowerment: People being supported and encouraged to make their own decisions and informed consent.

It is every adult's right to live in safety and to be free from abuse of others. It is every adult's right to live an independent life based on self-determination and personal choice.

An independent lifestyle may involve risk for vulnerable adults. Dudley Lodge respects this choice and will support them in making such decisions. All Adults should be asked what they want, with regards to any safeguarding process.

Dudley Lodge is committed to working with vulnerable adults in a positive manner that values them as individuals.

Dudley Lodge recognises that people can be discriminated against based on their race, culture, gender, age, disability or sexual orientation etc.

Prevention: It is better to take action before harm occurs.

Dudley Lodge strive to inform and help Adults understand different forms of abuse, recognise the signs of abuse, and how and where to seek support.

Proportionality: The least intrusive response appropriate to the risk presented.

Dudley Lodge will always consider the risk to the adult carefully, and any response should be appropriate to the risk presented. When responding to risk, we will only get involved if we need to, and the adult's views, wishes and feelings will always be taken into account.

Protection: Support and representation for those in greatest need.

At Dudley Lodge, all staff are aware of the safeguarding of adults at risk policy, and what to do should an adult report abuse or neglect. Dudley Lodge will support the adult to feel able to take part in the safeguarding process to the extent that they want.

When a situation is discovered in which a vulnerable adult report or is thought by others to be at risk of abuse, neglect or self-harm then Dudley Lodge will act quickly to help them to deal with or overcome the alleged abuse, neglect or self-harm.

Partnership: Organisations should work in partnership with each other and local communities. Everyone has a role in preventing abuse.

It is the responsibility of all agencies and professionals to work together to help prevent abuse of vulnerable adults. This will be achieved by raising awareness, empowering people to make their own decisions and putting safeguards in place.

Accountability: Accountability and transparency in delivering safeguarding.

It is the responsibility of everyone at Dudley Lodge to ensure that all adults at risk of harm are safeguarded and all staff should understand what is expected of them and others.

GOOD PRACTICE TO HELP PROTECT VULNERABLE ADULTS FROM ABUSE.

Dudley Lodge will ensure all residents are aware of the complaints procedure and how to use it. Where needed, staff will assist residents in accessing this procedure (see complaints policy).

All staff at Dudley Lodge have undertaken checks by the Criminal Records Bureau/ Disclosure and Barring Service. We always ensure to follow the safer recruitment process rigorously and all requirements will be completed prior to any new member of staff commencing their employment.

New employees will complete an induction programme including training in procedures for good practice.

All staff will be monitored through formal supervision. The regularity of these depends on their role within the organisation, but for staff working directly with vulnerable adults this will take place at least once a month.

We will always ensure at least minimum staffing levels, to enable all tasks, procedures and activities to be carried out.

Staff will undertake training at the very least on an annual basis to enable them to complete procedures correctly and to make them aware of what constitutes abuse, neglect or self-harm.

Residents will be encouraged to use the help of advocates to support them in putting complaints forward.

Dudley Lodge has an anti-bullying policy. The procedures detailed in this will be activated in incidences of suspected or actual bullying.

A bi-weekly residents meeting is held at each centre. Residents can support each other during the meeting to raise issues they are concerned about.

Dudley Lodge will fully cooperate in any investigation regarding allegations of abuse.

Dudley Lodge supports internal and external audits. The Director-Trustees of the organisation have access to all records of complaint and may be involved in following these up.

Dudley Lodge, Bonner House and Saxon House have a Vulnerable Adults Register at each Centre. The register identifies the individual persons support network, in addition to the potential risks posed to them and how the organisation will reduce these risks. The Registered Manager and Service Manager are responsible for ensuring the register is maintained and kept up to date.

RESPONSE TO ALLEGATIONS OF INCIDENTS OF ABUSE, NEGLECT AND SELF-HARM

All allegations and concerns must be taken seriously and dealt with according to the guidance given in the *Safeguarding adults: multi-agency procedure for West Midlands* –

https://www.coventry.gov.uk/downloads/file/31335/west_midlands_adult_safeguarding_policy_and_procedures

The priority should always be to ensure the safety and protection of adults at risk of harm. If anyone is deemed to be at risk of harm (including the child) then immediate action should be taken to ensure that they are safeguarded, including calling the emergency services to the Centre if required.

It is the responsibility of all staff to act on any suspicion or evidence of abuse or neglect and report all concerns to the Registered Manager. During out of hours contact the on-call manager.

The recording of all allegations is paramount; it must be recorded on the appropriate incident forms. A properly coordinated joint investigation will achieve more than a series of separate investigations. Recording with sensitivity to the abused person, the precise factual details of the alleged abuse; whenever a complaint or allegation of abuse is made all staff will keep clear and accurate records. On receipt of a complaint or allegation, all information is kept on the service users file with a record of all action taken.

If the alleged perpetrator is the service user, then the information about his or her involvement in the adult protection investigation, including the outcome of the investigation will be included on his or her case records. If it is assessed that the individual continues to pose a threat to other service users, then this should be included in any information that is passed on to service providers.

Toolkits

The West Midlands Consortium have provided a toolkit for professionals working with adults who are considered vulnerable and at risk. Please follow the link below:

https://www.coventry.gov.uk/downloads/file/27394/making_safeguarding_personal_toolkit

Referral

All safeguarding of adult's concerns must be reported to the 'Lead Agency'. The Registered Manager will establish facts and assess the needs of the vulnerable adult for protection and the support required then makes the decisions with regards to making a referral to Coventry Safeguarding Adults Team or Birmingham Safeguarding Adults Team.

For Dudley Lodge, our Lead Agency is Coventry Safeguarding Adults Team.

Telephone: **024 7683 3003** or email ascdirect@coventry.gov.uk

For Bonner House, our lead agency is Birmingham Safeguarding Adults Team.

Telephone: **0121 303 1234** or email CSAdultsocialcare@birmingham.gov.uk

Or complete the online referral form for professionals by using the following link:

[Birmingham CC - Safeguarding Concern \(olmapps.com\)](https://olmapps.com)

If you believe that the referral you are making is urgent and needs to be responded to when Adult Social Care staff are not routinely available, please contact the Out of Hours team on **0121 464 9001** or email AMHPoutofhours@birmingham.gov.uk

Notification

All adult protection referrals and the subsequent outcome of the investigation must be reported to OFSTED through their online notification service using the below link: -

[Reporting serious incidents in a children's social care service to Ofsted - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

Investigation

Coventry Safeguarding Adult Teams and Birmingham Safeguarding Adult Teams are responsible for carrying out adult safeguarding investigations in line with these procedures including assessment, risk management, protection planning, planning and review. Where criminal activity is suspected the police will usually lead on the investigation and this will be determined and recorded in discussion with the adult safeguarding team.

The Local Authorities are also responsible for assessment and care management of vulnerable people and in these roles have responsibility for being vigilant to the potential for abuse and for opportunities for preventative actions.