



MIND IN CROYDON

SAFEGUARDING ADULTS AT RISK POLICY

1. CONTEXT

Mind in Croydon is committed to providing a safe and supported environment to service users and carers.

This organisation fully adopts the Protecting adults at risk: London multi-agency policy and procedures to safeguard adults from abuse. Mind in Croydon acknowledges that this will provide greater consistency in practice across the London region.

This Policy sets out how to monitor, record and escalate any concerns that staff may have or receive about the welfare and safety of service users, carers, volunteers and staff.

We believe at Mind in Croydon that safeguarding adults is everyone's responsibility.

If a person is injured or in immediate physical danger, or if a crime has been committed, contact the police and other appropriate emergency services – dial 999.

The Adult Abuse Reporting line in Croydon is 020 8726 6500 or referral.team2@croydon.gov.uk

2. AIM

It is the aim of Mind in Croydon to remain a 'first choice' provider of third sector services. The aim of this policy is to outline how as a member of staff or volunteer, you should alert both internal and external agencies and report what you have heard, seen, suspect or been told.

This Policy is an essential resource that all staff and volunteers need to be aware of and fully understand during day to day involvement with clients.

3. PROTECTING ADULTS AT RISK: London multi-agency policy and procedures to safeguard adults from abuse

In London, as elsewhere, the main statutory agencies – local councils, the police and NHS organisations – need to work together **both** to promote safer communities to prevent harm and abuse **and** also to deal well with suspected or actual cases of abuse. That is why they have come together to produce the document on *Protecting adults at risk: London multi-agency policy and procedures*. It is our firm belief that adults at risk are best protected when procedures between statutory and voluntary agencies are consistent across London.

Protecting adults at risk

Protecting adults at risk represents the commitment of organisations in Greater London to work together to safeguard adults at risk. The procedures aim to make sure that:

- the needs and interests of adults at risk are always respected and upheld
- the human rights of adults at risk are respected and upheld
- a proportionate, timely, professional and ethical response is made to any adult at risk who may be experiencing abuse
- all decisions and actions are taken in line with the Mental Capacity Act 2005.

4. SUMMARY OF ADULT ABUSE

Abuse is a violation on an individual's human and civil rights by a person or persons. The following types of abuse that are listed are recognised within the Protecting adults at risk: London multi-agency policy and procedures –

Physical Abuse: includes hitting, slapping, pushing, kicking, misuse of medication or inappropriate sanctions or restraint.

Sexual Abuse: includes rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting.

Psychological Abuse: includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

Financial or material abuse: includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Neglect and acts of omission: includes ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Modern Slavery: includes servitude, and forced or compulsory labour i.e. someone forced to work – through mental or physical threat; owned or controlled by an 'employer', usually through mental or physical abuse or the threat of abuse; dehumanised; treated as a commodity or bought and sold as 'property'; physically constrained or has restrictions placed on his/her freedom of movement.

Discriminatory abuse: includes racism, sexism, or those based on a person's disability, and other forms of harassment, slurs or similar treatment

Institutional abuse: includes systemic abuse that goes beyond an individual's abusive practice and transcends a whole organisation.

The above are only examples, for further examples, see the London Multi Agency Adult Safeguarding Policy and Procedures from the Croydon Council website. If you feel you have come across something which may be abuse but are not sure, you are required to discuss this with your line manager.

In addition, the Care Act statutory guidance 2014 formally recognises self-neglect as a category of abuse and neglect and within that category identifies hoarding.

5. ADULTS AT RISK – SAFEGUARDING PROCEDURE

You are not expected to be an expert in identifying abuse or investigating allegations, instead it is your duty to report any concerns to your line manager or other senior person in the organisation and support them in taking action where required. In line with the pan London adult safeguarding policy the organisations alerting manager is the person tasked with making referrals to the local authority. At Mind in Croydon, we have identified Alerting Managers as being the Manager of each service, and in their absence, the Business Development and Service Delivery Manager or the Chief Executive.

If you receive a disclosure of alleged abuse or develop a strong suspicion that abuse is taking place, you should:

- record the allegation clearly and accurately,
- notify one of the organisations alerting managers.

In situations in which the alerting manager cannot be contacted all staff and volunteers should ring the Croydon adult abuse reporting line of 020 8726 6500. Or e-mail referral.team2@croydon.gov.uk.

6. RESPONDING TO REPORTS OF ABUSE/RECEIVING A REPORT – Alerting Managers Response

The alerting manager may become aware of suspected abuse in the following ways:

- by receiving an allegation directly from the adult at risk,
- by receiving an allegation from someone who is not the adult at risk,
- by receiving a report from outside agencies or other activities the adult at risk may be involved with,
- developing a strong suspicion based on your own observations or experience.

You should record any report or suspicion on the 'Abuse Recording Form', attached at the back of this policy, making clear notes of the case (dates, times, details of incident). If you are receiving the report from a third party, you should make them aware that you have a duty to share this information with the relevant statutory agency.

As soon as you have recorded the details of the case, you should:

- notify the relevant statutory agency which within Croydon is the Department of Adult Services, Housing and Health – DASHH.

7. PRINCIPLES UNDERPINNING THE SAFEGUARDING WORK OF THE ORGANISATION

Partnership Working – Mind in Croydon is committed to working with other organisations and agencies to safeguard adults at risk from abuse.

Prevention – At Mind in Croydon all of our work is aimed at preventing abuse occurring in the first place rather than reacting to abuse after it has happened.

Protection – All vulnerable individuals deserve protection from the risk of abuse and actual abuse.

Proportionality – At Mind in Croydon the response we make to suspected abuse is in line with the risks presented. Safeguarding protocols will be used for those cases in most need of action whilst other protocols will be followed wherever necessary.

Accountability – Through the records we keep and the role of the alerting managers within the organisation we hold ourselves accountable to our service users and outside agencies.

Empowerment – At Mind in Croydon we want to ensure that our service users are involved with the key decisions they make about their lives. Wherever possible we inform the service users of the concerns at the earliest opportunity. For service users who lack the capacity to understand whether they would benefit from a safeguarding referral, a best interest decision is made.

RECRUITMENT OF STAFF AND VOLUNTEERS

All offers of paid work and volunteer placements will be subject a Disclosure and Barring Service (DBS) check. No-one will start paid work or voluntary placements until a satisfactory DBS certificate has been received by Mind in Croydon.

TRAINING

At Mind in Croydon we are committed to accessing adult safeguarding training for all volunteers, staff and where appropriate service users. E learning courses are available on both safeguarding and the Mental Capacity Act.

As at the 1.12.2011 staff can visit www.kwango.com/lbcrcsalogin and then enter under user name volsector – which is case sensitive and then enter under password – again case sensitive LBCROYDON003

9. DIGNITY IN CARE

Dignity in care and safeguarding are integral to safe dignified care.

Within Mind in Croydon we are committed to The Dignity Challenge and we believe that our services keep people safe and respect peoples' dignity because we –

- Have a zero tolerance of all forms of abuse
- Support people with the same respect we would want for ourselves or a member of our own family
- Enable people to maintain the maximum possible level of independence, choice and control
- Listen and support people to express their needs and wants
- Respect people's right to privacy
- Ensure people feel able to complain without fear of retribution
- Engage with family members and carers as care partners
- Assist people to maintain confidence and a positive self esteem
- Act to alleviate people's loneliness and isolation

Reporting Form to be completed by the alerting manager within the organisation –

Adults at Risk of Abuse Referral Form

You should complete this form if adult abuse in any form is witnessed or suspected. If a criminal offence is witnessed/suspected then this should be reported to the police as a matter of urgency.

Send to: **By post:**
 Adults at Risk Referral Team
 Bernard Weatherill House
 8 Mint Walk
 Croydon, Surrey
 CR0 1EA

Phone: 020 8726 6500
 Fax: 0208 633 9428
 Email: Referral.team2@croydon.gov.uk

If after 5.00pm or on a weekend please phone the above number and ask for the Emergency Duty Team in all cases. **Do not** wait until the next working day.

1. Details of service provider
(if concerns relate to the provision of care or alleged abuse took place in an establishment)

Name of service:

Address:

Phone: Mobile:

Fax:

Email:

2. Details of Adult at Risk

Name

Gender: Male Female Date of Birth: D M Y

Address:

Daytime Phone Number: Mobile:

2.1 Ethnic Origin *(please tick)*

Asian:

- | | |
|---|--|
| <input type="checkbox"/> Asian or Asian British Pakistani | <input type="checkbox"/> Asian or Asian British Indian |
| <input type="checkbox"/> Asian or Asian British Bangladeshi | <input type="checkbox"/> Any other Asian Background |

Black:

- | | |
|---|---|
| <input type="checkbox"/> Black or Black British | <input type="checkbox"/> Black or Black British African |
| <input type="checkbox"/> Any other Black Background | |

Mixed Ethnic Background:

- | | |
|--|--|
| <input type="checkbox"/> Mixed White and Black Caribbean | <input type="checkbox"/> Mixed White and Black African |
| <input type="checkbox"/> Mixed White and Black Asian | <input type="checkbox"/> Other Mixed background |

White:

- | | |
|---|--------------------------------------|
| <input type="checkbox"/> White British | <input type="checkbox"/> White Irish |
| <input type="checkbox"/> Any other White Background | |

Other:

- Any other Ethnic Group

2.2 Communication Access and Cultural Needs *

- Yes No Not Known

** If yes, please specify:*

2.3 Details of Adult at Risks Close Relations, agencies involve and GP

(if appropriate) Please continue on a separate sheet if necessary

Name:

Address:

Phone: <input type="text"/>	Mobile: <input type="text"/>
Fax: <input type="text"/>	Email: <input type="text"/>

Name:

Address:

Phone: <input type="text"/>	Mobile: <input type="text"/>
Fax: <input type="text"/>	Email: <input type="text"/>

3. Details of abuse incident or allegation

Date: D M Y

Location:

Address:

3.1 Category of alleged abuse

(please tick all that apply)

Physical

Sexual

Neglect

Emotional/Physical

Financial

Institutional

Discriminatory

3.2 Summary of incident or allegation

(please provide as much detail as possible & be clear if giving opinion or fact)

3.3 Injury sustained? *(please tick)*

Yes

No

** If yes, please provide details:*

3.4 Is the service user aware that concerns are being shared with another agency? *(please tick)*

Yes

No

Please state any known wishes regarding the concerns:

3.5 Are there any concerns regarding the vulnerable adults capacity to make decisions? *(please tick)*

Yes

No

If yes, please provide details:

4. Details of the alleged person causing harm (if known)

Name

Gender: Male Female Date of Birth: D M Y

Address:

Phone: Mobile:

Fax: Email:

Relationship to adult at risk:

4.1 Ethnic Origin (please tick)

Asian:

- | | |
|---|--|
| <input type="checkbox"/> Asian or Asian British Pakistani | <input type="checkbox"/> Asian or Asian British Indian |
| <input type="checkbox"/> Asian or Asian British Bangladeshi | <input type="checkbox"/> Any other Asian Background |

Black:

- | | |
|---|---|
| <input type="checkbox"/> Black or Black British | <input type="checkbox"/> Black or Black British African |
| <input type="checkbox"/> Any other Black Background | |

Mixed Ethnic Background:

- | | |
|--|--|
| <input type="checkbox"/> Mixed White and Black Caribbean | <input type="checkbox"/> Mixed White and Black African |
| <input type="checkbox"/> Mixed White and Black Asian | <input type="checkbox"/> Other Mixed background |

White:

- | | |
|---|--------------------------------------|
| <input type="checkbox"/> White British | <input type="checkbox"/> White Irish |
| <input type="checkbox"/> Any other White Background | |

Other:

- Any other Ethnic Group

4.2 Communication and Mobility Needs?

- Yes No Not Known

* If yes, please specify:

4.3 If alleged person causing harm is also an adult at risk please give details of their Close Relations, other agencies and GP (if appropriate).

If not go to section 5. Please continue on a separate sheet if necessary

Name:

Address:

Phone: Mobile:

Fax: Email:

Relationship to alleged perpetrator:

Name:

Address:

Phone: Mobile:

Fax: Email:

Relationship to alleged perpetrator:

5 Do you consider other adults at risk or any children to be at risk?

* Yes No Not Known

** If yes, please specify:*

6 Action Taken

GP called?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	If yes, time?	<input type="text"/>	<input type="text"/>
Ambulance called?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	If yes, time?	<input type="text"/>	<input type="text"/>
Police called?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	If yes, time?	<input type="text"/>	<input type="text"/>
CQC notified?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	If yes, time?	<input type="text"/>	<input type="text"/>
Other agency called?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	If yes, time?	<input type="text"/>	<input type="text"/>

Action taken to ensure adults safety *(please provide as much detail as possible)*
IMPORTANT- Please act to safeguard the person but do not investigate without consulting Social Services and the Police.

7. Details of who the referral was made to:

Please give details of the person you are sending this form to or have already contacted:

Authority reported to:

Name of person reported to:

Address:

Phone:

Mobile:

Fax:

Email:

Method of referral:

Phone:

8. Details of referrer and declaration:

Sections 1-7 completed by:

Name of referrer:

Name of Agency *(if appropriate)*:

Relationship to vulnerable adult/job title:

Address:

Phone:

Mobile:

Fax:

Email: