

Management System Policy and Procedure

Safeguarding vulnerable adults



PURPOSE	To ensure compliance with legislation and good practice required to eliminate or reduce potential associated risks
REFERENCE	<p>The Care Act 2014</p> <p>On the 1st April 2015 the 'No Secrets' guidance document was repealed by the Care Act 2014. This act contains replacement and mandatory requirements specifically around adult safeguarding and guidance now issued has statutory force and effect.</p> <p>General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679)</p> <p>Modern Slavery Act 2015</p>
SCOPE	<p>The arrangements detailed within this procedure apply to all Selwood Housing's properties including communal areas, domestic properties, sheltered schemes, care homes, supported housing, shops and Selwood Housing's offices.</p> <p>In exceptional circumstances where work is not covered by the regulations, the principles and good practice contained within the regulations should be applied where possible.</p> <p>A quick reference guide on how to make a referral can be found in section 8. (Page 6 of this document)</p>
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OWNER	Fee Nunn

RESPONSIBILITIES	
Group chief executive	Shall be the statutory duty holder.
Group head of health and safety	Responsible for initial risk review. The role will also provide appropriate direction, support and guidance. This role is also the safeguarding lead for the group.
Group people director	Over all accountability for safeguarding for the group. Will appoint and ensure the competency of the identified responsibility holders, by ensuring they have suitable ability, experience, training and resources to enable them to carry out their roles.

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Line managers	Responsible for reporting concerns and issues raised by their teams to the safeguarding lead for the group.
Employees	Responsible for reporting concerns to their line manager in order that reporting can be made to the relevant authorities for next actions to be taken

1 Introduction

- 1.1 Selwood Housing Group provides housing and support services to a wide range of people, some of whom may be vulnerable to abuse or neglect.
- 1.2 This procedure will advise you what to do if suspected abuse or neglect is reported or identified. It covers all users of our services and tenants in our homes. Children are covered by a separate procedure. We have a duty to inform social services if we have any safeguarding concerns about any of our tenants whether they are identified by staff or it has been reported to them.
- 1.3 Everyone will be treated fairly, and we will ensure their needs are met should a safeguarding situation arise. This will include those we support who may be the potential abusers.
- 1.4 This procedure covers the abuse of vulnerable customers by anyone who is in a relationship of trust with them such as carer, friend, housing staff, etc. Abuse between customer and customer may also come within the scope of this policy.
- 1.5 This procedure does not cover the harassment of staff by staff or abuse of staff by customers. It is not intended to cover incidents taking place outside of a relationship, examples of which could include theft or burglary.

2 Definitions of Abuse

- 2.1 Selwood Housing Group has adopted the following definition of abuse:

The abuse or neglect may be physical, mental, sexual, financial or discriminatory, or may be an act of modern slavery.

- 2.2 The following definition has been adopted for adult safeguarding:

“Adult safeguarding is the process of protecting adults with care and support needs from abuse or neglect” (The Care Act 2014, fact sheet 7).

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3 The Care Act

- 3.1 The Care Act 2014 has focused on the wellbeing of individuals and within this, the suitability of accommodation has been listed as part of the definition of wellbeing. The local authority must, therefore, cooperate with registered providers of social housing when considering and planning a person's need for care and support.
- 3.2 The Care Act 2014 replaces all previous acts and guidance and future court judgements may include a decision on whether the suitability of the living accommodation is linked to the likely improvement in an adult's wellbeing following a safeguarding incident.
- 3.3 According to the Care Act 2014 any of the following can impact wellbeing and be contributing factors in cases of abuse or neglect:
- Personal dignity
 - Physical and mental health
 - Right to make own decisions
 - Suitability of living accommodation
 - Family and personal relationships

4 Responsibilities

- 4.1 All staff must adhere to this policy including working with other agencies during a safeguarding case.
- 4.2 All staff have the responsibility to report concerns of abuse or disclosures made to them.
- 4.3 The group people director has the responsibility for safeguarding in the group.
- 4.4 The group head of health, safety and facilities has the operational lead for safeguarding in the group.
- 4.5 All staff must follow the safeguarding adult's procedure in the event of suspected abuse or neglect or a disclosure.

5 WHAT TO DO

- 5.1 In the event of a potential safeguarding incident talk to the individual and get as much information as possible about the situation and the people involved.
- 5.2 Consent should be obtained to share information with Wiltshire Council or the police. If consent is refused this must be respected unless there is an imminent risk of the individual coming to further harm because of that information not being shared. If

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the individual is at immediate risk take the most appropriate steps to eliminate the risk.

- 5.3 Contact your line manager as soon as possible and explain to them what the situation is and what you have done so far.
- 5.4 If the individual has a social worker, an informal call with them will be required to identify anything which may have a bearing on the situation. The conversation must be recorded and shared with your line manager.
- 5.5 Your line manager will decide if a formal safeguarding concern needs to be raised to Wiltshire Council. Once a decision has been made your manager will support you to make the referral.
- 5.6 Accurate record keeping, and communication are vital throughout process. All records must be dated and contain factual information only, not opinion or assumptions. Inter-agency meetings may be required, and you may well have tasks assigned to you as a result of these meetings.
- 5.7 Regular meetings with your line manager will be required during the investigation to update them on developments.
- 5.8 Once the investigation has been completed the individual will require regular reviews of the risk assessments put in place and any other changes.

6 Consent and sharing

- 6.1 All sensitive and personal information given to us confidentially will be treated in accordance with the Data Protection Act 1988 and the GDPR (enforceable from 25 May 2018).
- 6.2 Information will only be shared with third parties if we are required by law to do so for:
- prevention or detection of crime or the apprehension or prosecution of offenders.
 - compliance with an information sharing protocol, contract or confidentiality agreement in place.
 - Situations where the person who has given the information has consented for it to be shared.
 - the purpose of reasonable pursuance of our activities
- 6.3 In some cases consent will not be needed to pass on information if there is a risk of the following:
- An adult would be at increased risk of significant harm

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- Failure to share will impede the prevention, detection or prosecution of a serious crime, or
- Failure to share may lead to unnecessary delay in making enquiries about allegations of significant harm or serious injury

7 Collaboration with other agencies

7.1 Safeguarding vulnerable adults from abuse is a complex process. Any assessments and actions undertaken by our staff must be in cooperation with other agencies such as social services, police, doctors, and the multi agency safeguarding hub (MASH), etc.

7.2 Contact details should be checked for agencies who would be collaborated with to ensure all links with these agencies are up to date and a good relationship is established.

7.3 Within Wiltshire Council is the Safeguarding Adults Board (SAB), mandatory under the Care Act 2014, which consists of themselves, the NHS and the police. They have responsibility to liaise with relevant housing organisations and other agencies during investigations.

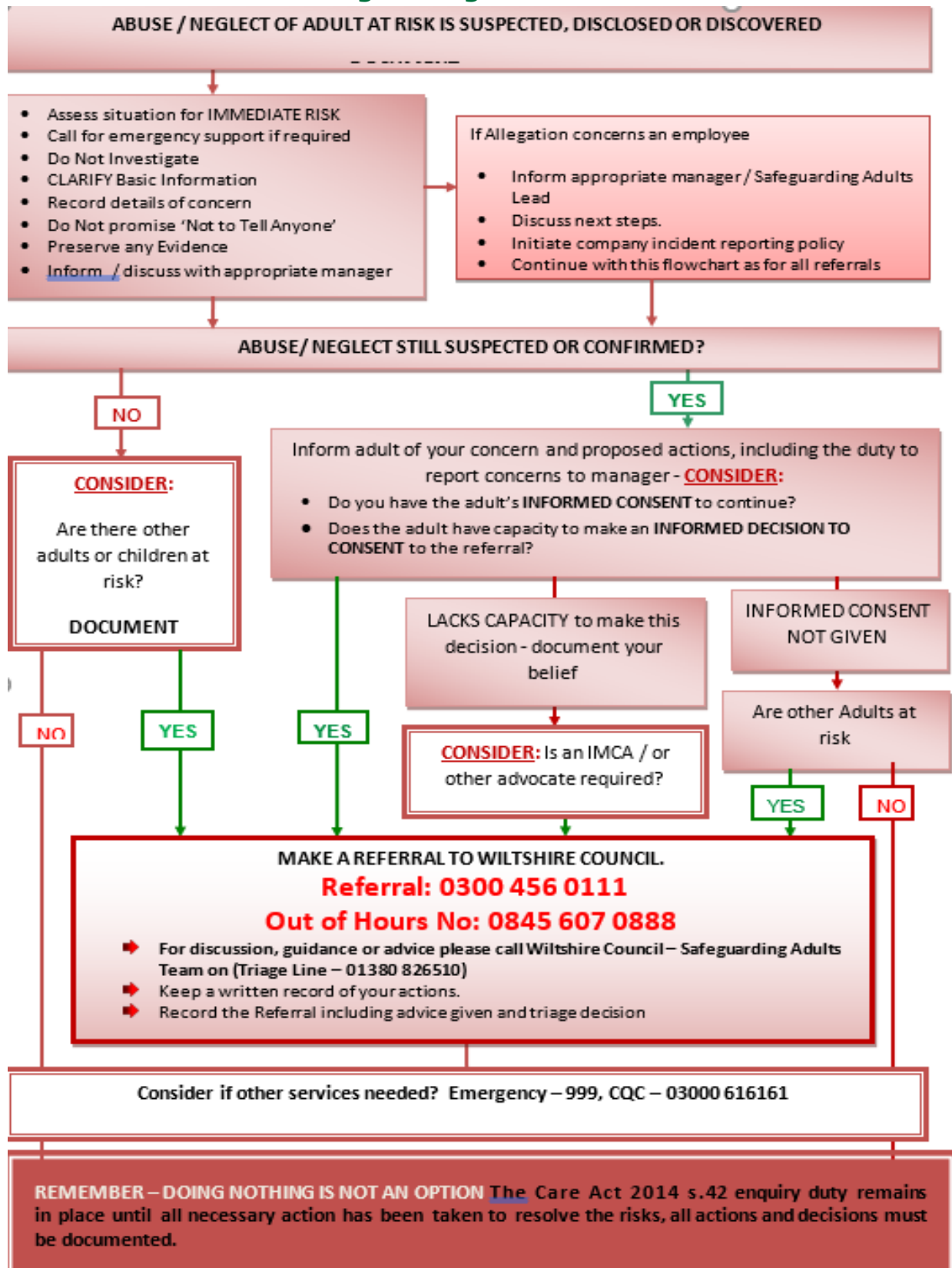
7.4 Selwood Housing works in line with relevant policies and procedures of its partnering local authorities. Staff must co-operate with statutory agencies involved in safeguarding cases. This may include:

- Assistance with communication difficulties
- Verbal or written clarification of initial referral details
- Requests for further monitoring
- Attendance at case conferences
- Discussions with the police
- Requests to be a key worker.

If a staff member has concern that social services are not taking appropriate action they must raise the matter with their line manager and safeguarding lead to decide whether the case should be discussed with a senior member of the social services team.

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8.0 Wiltshire Adult Safeguarding Board Referral Flow Chart



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8.1 Reporting to Bath and North East Somerset:

Follow the flow chart on the previous page, but telephone: 01225 396000

8.2 Reporting to Mendip:

Follow the flow chart on the previous page, but telephone:

Adult Social Care on: 0300 123 2224

Out of hours: Adult social care and adult mental health team - 01823 368244

Or email: adults@somerset.gov.uk

9.0 Ongoing Actions

When working with individuals who have been identified as being at risk under Safeguarding or who have the potential to be at risk for other reasons staff should agree a framework for working with them with their Line Manager.

This framework should ensure that support is maintained with additional consideration made to ensuring the safety of the individual, Selwood Housing staff and external agencies who may be working with that individual.

The framework should always follow the completion of a risk assessment review undertaken where possible with the individual. If there is deemed to be a risk to working with the individual this must be recorded on the organisational high-risk register. Details of this process are detailed within the high-risk registration procedure which can be found on The Shed.

Regular reviews of the case should continue to take place with your line manager alongside regular reviews of the risk assessment until the opportunity for risk has been eliminated or reduced to an acceptably low level.

10.0 Related Documents

- Safeguarding adults policy
- High risk registration procedure
- Risk assessment form
- [WSAB Staff Guide 1.2 July 2016 \(Word version\)](#)
- <https://www.adass.org.uk/making-safeguarding-personal-publicaitons>

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