



The Cart Shed
Transforming Lives

POLICIES AND PROCEDURES

Safeguarding Adults

The Cart Shed, Devereux Wooton, Norton Canon, Herefordshire HR4 8QN

Phone: 07796 421373

E-mail: info@thecartshed.co.uk web: www.thecartshed.co.uk

Registered Charity No. 1167802

CONTENTS

Page

2	Contents
3	Key Personnel
4	Safeguarding is everyone's responsibility
6	Procedures – What to do if you have concerns about a vulnerable adult
7	How to report a concern / make a referral
8	Process chart
9	HSAB Policies, Procedures and Guidance Documents
12	Allegations involving a member of staff / volunteer / trustee
14	Record of changes to Policy

Safeguarding Statement

The Cart Shed Charity recognise our moral and statutory responsibility to safeguard and promote the welfare of all vulnerable adults. We endeavour to provide a safe and welcoming environment where vulnerable adults are respected and valued. We are alert to the signs of abuse and neglect and follow our procedures to ensure that vulnerable adults receive effective support, protection and justice.

Key Personnel:

The Designated Safeguarding Lead (DSL) is: Katie Eastaugh

Contact details:

email: katie@thecartshed.co.uk

Telephone: 07796 421373

The deputy DSL(s) are:

Susie Gibbs - susiegibbs@thecartshed.co.uk Tel: 07787 022944

Kate Lawes – katelawes@thecartshed.co.uk Tel: 07813 966769

Carly Day – carly@thecartshed.co.uk Tel: 07827 700015

Ian Pearmain – ianpearmain@thecartshed.co.uk Tel: 07795 492528

The nominated safeguarding trustee is:

Patrick Wrixon - patrick@thecartshed.co.uk Tel: 07855 890077

Status & Review Cycle: Statutory Annual

Next Review Date: February 2021

Safeguarding is everyone's responsibility:

Safeguarding vulnerable adults is a part of the wider role of safeguarding and promoting welfare. This refers to the activity which is undertaken to protect specific vulnerable adults who are suffering or are at risk of suffering significant harm. As adults and/or professionals or volunteers, everyone has a responsibility to safeguard vulnerable adults and promote their welfare.

Safeguarding and promoting the welfare of vulnerable adults – and in particular protecting them from significant harm - depends upon effective joint working between agencies and professionals that have different roles and expertise.

Some of the most vulnerable adults and those at greatest risk of social exclusion, will need co-ordinated help from health, social care, the voluntary sector, education and other community agencies, including justice services.

For those vulnerable adults who are suffering, or at risk of suffering significant harm, joint working is essential, to safeguard and promote their welfare and – where necessary – to help bring to justice the perpetrators of crimes against them. All agencies and professionals should:

- be alert to potential indicators of abuse or neglect
- be alert to the risks which individual abusers, or potential abusers, may pose to vulnerable adults
- share and help to analyse information so that an assessment can be made of the individual's needs and circumstances
- contribute to whatever actions are needed to safeguard and promote the individual's welfare
- take part in regularly reviewing the outcomes for the individual against specific plans; and
- work co-operatively with parents and/or other carers unless this is inconsistent with ensuring the individual's safety.

As one of its major activities the charity seeks to serve the needs of vulnerable adults, promoting holistic development.

In doing so the charity takes seriously the welfare of all vulnerable adults who come onto its premises or who are involved in its activities.

The charity aims to ensure that they are welcomed into a safe, caring environment with a happy and friendly atmosphere.

The charity recognises that it is the responsibility of each one of its staff, paid and unpaid, to prevent the neglect, physical, sexual or emotional abuse of vulnerable adults and to report any abuse discovered or suspected.

The charity recognises its responsibility to implement, maintain and regularly review procedures, which are designed to prevent and to be alert to such abuse.

The charity is committed to supporting, resourcing and training those who work with vulnerable adults and to providing supervision.

The charity is committed to maintaining good links with the statutory services.

Staff awareness

This policy applies to all staff, trustees, volunteers and visitors to the charity. Adult protection is the responsibility of all staff. All staff will be made aware of this policy as part of their initial induction process and there will be regular briefings and updates for all staff.

Where necessary or possible, staff will be encouraged to attend appropriate training courses.

Disclosure and Barring checks will be undertaken every 3 years at The Cart Shed Charity's cost and there is a contractual requirement for all staff and volunteers to sign an annual self-declaration to confirm their DBS status remains unchanged. If, however staff have a change in their circumstances at any time that affects their DBS status they **must inform CEO as soon as possible**. If the change in circumstances affects their status to continue to support service users, they may be reassigned to other duties or removed from those duties until additional background checks and have been completed and returned in order to ensure the safeguarding of both service users and staff alike.

Reviewing the Policy and Procedure

This policy and procedure will be reviewed every year, this will include checking telephone numbers, accuracy of personnel details, and any updates required by a change in local or national policy.

Procedures

For reasons of consistency and practicality, the charity's procedures for safeguarding vulnerable adults will be the same as those for safeguarding children except where the law, or the specific circumstances of an individual's need require otherwise.

What to do if you have concerns about a vulnerable adult:

You may have concerns about an adult because of something you have seen or heard, or an adult may choose to disclose something to you. If an adult discloses information to you, you should:

- Do not promise confidentiality, you have a duty to share this information and refer to Adult Social Care Services.
- Listen to what is being said, without displaying shock or disbelief.
- Accept what is said.
- Reassure the adult, but only as far as is honest, don't make promises you may not be able to keep e.g. *'Everything will be alright now'*, *'You'll never have to see that person again'*.
- Do reassure and alleviate guilt, if the adult refers to it. For example, you could say, *'You're not to blame'*.
- Do not interrogate the adult; it is not your responsibility to investigate.
- Do not ask leading questions (e.g.: Did they touch your private parts?), ask open questions such as *'Anything else to tell me?'*
- Do not ask the adult to repeat the information for another member of staff.
- Explain what you must do next and who you must talk to.
- Take notes if possible or write up your conversation as soon as possible afterwards.
- Record the date, time, place any non-verbal behaviour and the words used by the adult (do not paraphrase).
- Record statements and observable things rather than interpretations or assumptions.

Whatever the nature of your concerns, discuss them with your manager or designated safeguarding member of staff. See the diagram on the next page for the process to follow.

If you still have concerns, you or your manager should refer to:

<https://herefordshiresafeguardingboards.org.uk/>

To report a concern:

[Safeguarding Adult Concern Form \(AP1\)](#)

[Safeguarding Adult Concern Form Guidance Notes](#)

If you need to speak to the team ring:

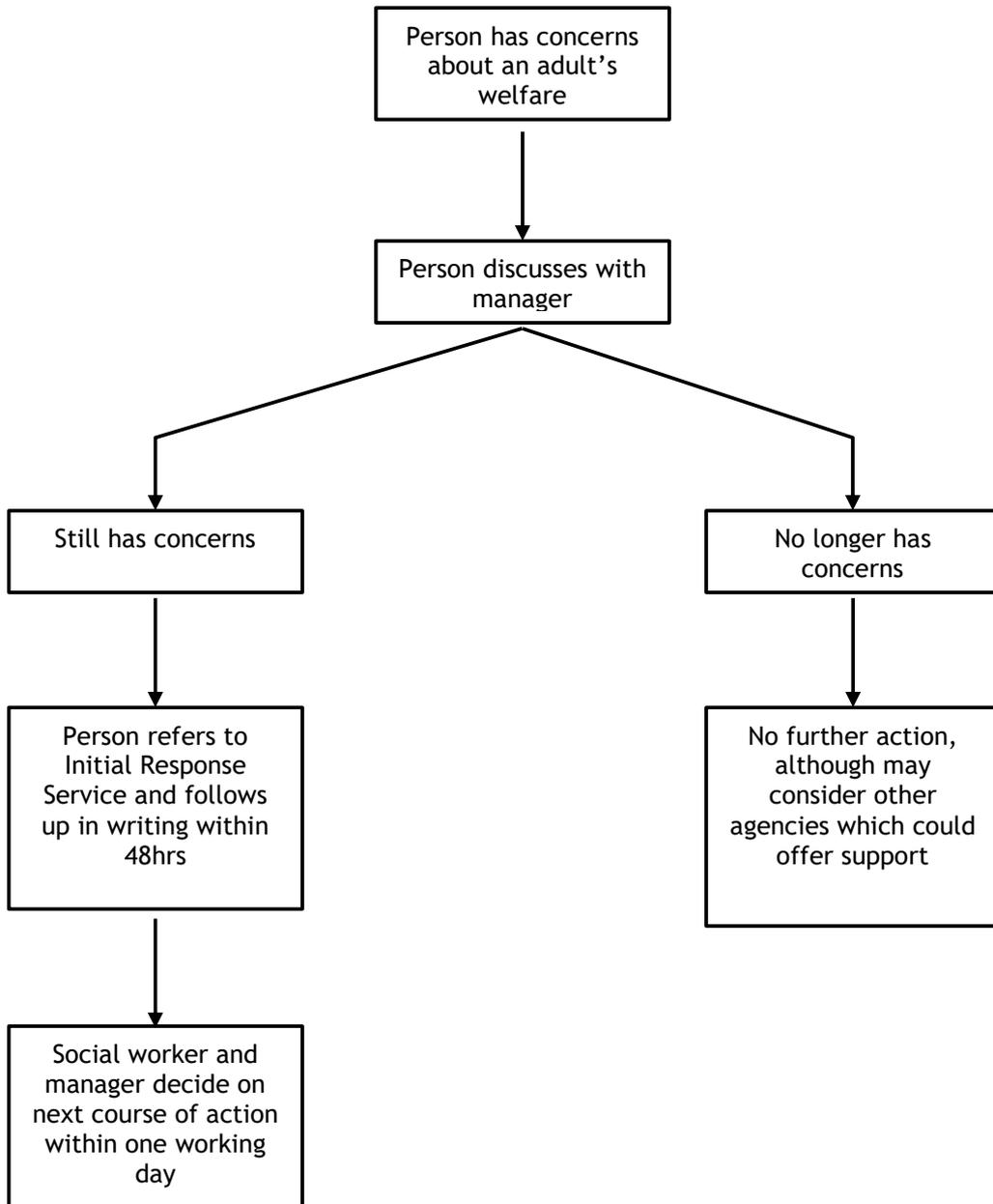
- 01432 260715 (weekdays 9am-5pm)
- 0330 123 9309 (after 5pm, weekends and public holidays)
- Email: Safeguarding@herefordshire.gov.uk
- Write to us at: Safeguarding Team, Herefordshire Council, Elgar House, Holmer Road, Hereford HR4 9BD

What information will you need when making a referral?

You will be asked to provide as much information as possible. Such as the adult's full name, date of birth, address, GP, languages spoken, any disabilities the adult may have. Do not be concerned if you do not have all these details, you should still make the call.

You should follow up the verbal referral in writing, within 48hrs.

Process Chart Where There Are Concerns About A Vulnerable Adult's Welfare



HSAB Policies, Procedures and Guidance Documents

All the key partners of Herefordshire Safeguarding Adults Board (HSAB) have agreed that the regional policy for safeguarding adults should govern all safeguarding work with adults at risk in Herefordshire. The policy, therefore, applies to all professionals and agencies working with adults at risk in the county.

The regional policy is supported by a suite of Herefordshire specific policies. You can download the most commonly needed / used policies here:

[Adult Safeguarding; Multi-agency policy and procedures for the protection of adults with care and support needs in the West Midlands](#)

To view a summary of changes in the latest version of the document, click [here](#).

The Policy sets out the approach taken to adult safeguarding in the West Midlands. The Procedures then explain how agencies and individuals should work together to put the West Midlands Adults Safeguarding Policy into practice. **Adult Safeguarding supporting documentation can be found [HERE](#)**

[Care Act 2014 Statutory Guidance \(Department of Health, 2014\)](#)

The legal framework for the Care Act 2014 is supported by this statutory guidance. It provides information and guidance about how the Care Act works in practice. The guidance has statutory status which means there is a legal duty to have regard to it when working with adults (with care and support needs) and carers.

[Mental Capacity Act 2005 Code of Practice](#)

The legal framework provided by the Mental Capacity Act 2005 is supported by this Code of Practice (the code), which provides guidance and information about how the Act works in practice. The Code has statutory force, which means that certain categories of people have a legal duty to have a regard to it when working with or caring for adults who may lack capacity to make decision for themselves. **Mental Capacity Act supporting documentation can be found [HERE](#)**

Deprivation of Liberty Safeguards

The Deprivation of Liberty Safeguards (DoLS), which apply only in England and Wales, are an amendment to the Mental Capacity Act 2005. The DoLS under the MCA allows restraint and restrictions that amount to a deprivation of liberty to be used in hospitals and care homes – but only if they are in a person’s best interests. To deprive a person of their liberty, care homes and hospitals must request standard authorisation from a local authority. **Deprivation of Liberty Safeguards supporting documentation can be found HERE**

Information Sharing Guidance for Practitioners and Managers

This guidance supports good practice in information sharing by offering clarity on when and how information can be shared legally and professionally, in order to achieve improved outcomes. This guidance will be especially useful to support early intervention and prevention work where decision about information sharing may be less clear than in safeguarding situations. **Information sharing supporting documentation can be found HERE**

Making Safeguarding Personal - Practitioner Guide & Toolkit

Making Safeguarding Personal (MSP) is a sector led initiative which aims to develop an outcomes focus to safeguarding work, and a range of responses to support people to improve or resolve their circumstances.

The work is supported by the Local Government Association (LGA) with the Association of Directors of Adult Social Care (ADASS) and other national partners and seeks to promote this approach and share good practice. **A series of tools to support MSP can be found HERE**

Self Neglect

'Self-neglect is defined as 'the inability (intentional or non-intentional) to maintain a socially and culturally accepted standard of self-care with the potential for serious consequences to the health and well-being of the self-neglecters and perhaps even

to their community.' (Gibbons, S. 2006. 'Primary care assessment of older people with self-care challenges.' Journal of Nurse Practitioners, 323-328.) The Care Act statutory guidance 2014 defines self-neglect as; "a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding".

West Midlands Adult Position of Trust Framework

Herefordshire Safeguarding Adult Board (HSAB) protocol for responding to allegations and concerns against people working with adults with care and support needs. **Position of Trust supporting documentation can be found [HERE](#)**

Domestic Violence & Abuse

Domestic abuse is an incident or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence, in most cases by a partner or ex-partner, but also by a family member or carer.

[Herefordshire Domestic Abuse Strategy 2018-22](#)

Allegations Involving a Members of Staff / Volunteer / Trustee

The Cart Shed Charity is committed to having effective recruitment and human resources procedures, including checking all staff and volunteers to make sure they are safe to work with adults and adultren. Where appropriate, key staff involved in recruitment processes will undertake Safer Recruitment Training.

However, there may still be occasions when there is an allegation against a member of staff or volunteer. Allegations against those who work with adults, whether in a paid or unpaid capacity, cover a wide range of circumstances.

All allegations of abuse of adults by those who work with adults or care for them must be taken seriously. All reports of allegations must be submitted within one working day to the CEO, Katie Eastaugh. Should the allegations relate to the CEO or another trustee, the Chair of Trustees, Patrick Wrixon should be notified.

The following procedure should be applied in all situations where it is alleged that a person who works with vulnerable adults has:

- Behaved in a way which has harmed a vulnerable adult, or may have harmed a vulnerable adult
- Possibly committed a criminal offence against or related to a vulnerable adult
- Behaved towards a vulnerable adult in a way which indicates that he/she is unsuitable to work with vulnerable adults.

The allegations may relate to the persons behaviour at work, at home or in another setting.

The safeguarding board team will discuss the matter to determine what steps should be taken and where necessary obtain further details of the allegation and the circumstances in which it was made. The discussion should also consider whether there is evidence/information that establishes that the allegation is false or unfounded and/or whether disciplinary action is appropriate.

Some allegations will be so serious as to require immediate referral to the Herefordshire Safeguarding Board and the Police, but common sense and judgement must be applied in reaching a decision about what action to take.

If the allegation is not patently false and there is cause to suspect that a vulnerable adult is suffering or is likely to suffer Significant Harm, the safeguarding board will immediately refer the matter to their team and ask for a Strategy Discussion/Meeting to be convened straight away.

Some allegations may be less serious and at first sight might not seem to warrant consideration of a police investigation or enquiries by the safeguarding board. However, it is important to ensure that even apparently less serious allegations are followed up and examined objectively by someone independent of the organisation. Consequently, the safeguarding board should be informed of all allegations that come to the employer's attention and appear to come within the scope of this procedure so that he or she can consult Police and social care colleagues as appropriate.

Where such allegations are made, consideration must be given to the following three strands:

- 1) The police investigation of a possible criminal offence
- 2) Enquiries and assessment by Adult's Social Care Services as to whether the vulnerable adult is need of protection or in need of services
- 3) Consideration by an employer of disciplinary action in respect of the individual.

Change Record

Date of Change:	Changed By:	Comments:
14/02/2020	Trish Dowling	Awaiting approval by the Trustees