

## Safeguarding Adults Policy

### 1. Policy Statement

Contour Cares Safeguarding Adults Policy is aimed at safeguarding the welfare of adults over the age of 18. The objective of the company is to prevent and reduce the risk of significant harm to adults from abuse or other types of exploitation, whilst supporting individuals in maintaining control over their lives and in making informed choices.

The company will undertake risk assessments with regard to the potential abuse of all those we support.

This Policy should be considered alongside the (LA) Plymouth Multi-Agency Adult Safeguarding Policy and Procedure Manual, which can be accessed at <http://plysab.proceduresonline.com/>

This Policy has been developed with consideration to:

- The Safeguarding Vulnerable Groups Act 2006 which was passed to help avoid harm, or risk of harm, by preventing people who are deemed unsuitable, to work with Children and Vulnerable Adults, gaining access to them through their work. Working together to Safeguard Children HM Government 2013, Childrens Act 2004.
- The Mental Capacity Act 2005 which is designed to protect and empower individuals who may lack the mental capacity to make their own decisions about their care and treatment. This is a law that applies to individuals aged 16 and over.
- The Care Act 2014 which sets out a clear legal framework for how local authorities and other parts of the system should protect adults at risk of abuse or neglect. This can be accessed at: <https://www.gov.uk/government/publications/care-act-statuary-guidance/care-and-support-statutory-guidance#safeguarding-1>

### Local authorities have safeguarding duties under the Care Act which include:

Lead a multi-agency local adult safeguarding system that seeks to prevent abuse and neglect and stop it quickly when it happens.

Make enquiries, or request others to make them when they think an adult with care and support needs, may be at risk of abuse or neglect and they need to find out what action may be needed.

Establish Safeguarding Adults Boards, including the local authority, NHS and police, which will develop, share and implement a joint safeguarding strategy.

Carry out Safeguarding Adults Reviews when someone with care and support needs dies as a result of neglect or abuse, and there is a concern that the local authority or its partners could have done more to protect them.

Arrange for an independent advocate to represent and support a person who is the subject of a safeguarding enquiry or review, if required.

Contour Care Limited has an appointed individual who is responsible for dealing with any Safeguarding Adults concerns. In their absence, a deputy will be available for workers to consult with the Named Person for Safeguarding Adults.

Named Person for Safeguarding Adults : Ian Booy (MD). Telephone number: 07920039105.

Name of deputy person: Mrs Julie Puleston. Telephone number: 07539348352.

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

- To ensure that all staff, volunteers are aware of what they should do and who they should go to if they have concerns that someone may be experiencing, or has experienced abuse or neglect.
- To ensure that concerns are acted on, clearly recorded and referred to Adult Social Care following the Plymouth City Safeguarding Adults Multi-agency Policy and Procedure where necessary.
- To follow up any referrals and ensure the issues have been addressed.
- To reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security.
- To ensure that staff working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.
- To co-operate with safeguarding investigations carried out under the Plymouth Safeguarding Multi-agency Policy and Procedure.
- To ensure that disciplinary procedures are co-ordinated with any other enquiries taking place as part of the ongoing management of any allegation

### **1) Responding to people who have experienced or are experiencing abuse.**

How to respond if you receive a disclosure:

- 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.
- Don't start to investigate or ask detailed or probing questions.
- Don't 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, staff and service users safe.
- To inform the named person.
- To record what happened in our dairy document.

All situations of abuse or alleged abuse will be discussed with the named person. The alleged victim will be informed that this will happen. This stage is called the **ALERT**.

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 to Adult Social Care will be made, using the Plymouth Safeguarding Adults Referral process below:

### **Making a referral.**

- Once you have established that you believe there is an allegation of abuse, you have a duty to make a referral to Plymouth Safeguarding Adult Team.

Prior to making a referral, you will need to gather as much information as you can about the allegation, and complete as much of the Safeguarding Adults Alerter Form as possible. This form can be found On-Line at: [www.plymouth.gov.uk/adultsandchildrenssocialcare/adultsafeguarding](http://www.plymouth.gov.uk/adultsandchildrenssocialcare/adultsafeguarding)

- Lack of access to the necessary information should **NOT** delay the referral

### **Referrals can be made to:**

- **Plymouth Safeguarding Adults team. Telephone Number: 01752 668000.**
- **Care Quality Commission**

Explain to the call taker that you wish to make a ‘Safeguarding Adults Referral’. It is important to provide contact details about yourself, as the Safeguarding Manager may need to contact you for further details and, should contact you in any event to offer feedback about the safeguarding assessment.

A referral will then lead to the implementation of the next stages of the Multi agency Safeguarding Adults policy and procedures. The named person should have an overview of this process so they can explain it to the person concerned and offer all relevant support to the process. This could be practical support e.g. providing a venue, or information and reports and emotional support.

Information should be provided to the individual. This could be about other sources of help or information that could enable them to decide what to do about their experience, enable them to recover from their experience and enable them to seek justice.

## **2) Managing allegations made against member of staff .**

All organisations that work with adults need to ensure that they have procedures in place to deal with allegations of abuse by a member of staff, volunteer etc. The process of responding to such an allegation has been developed in conjunction with

- Whistle blowing,
- Complaints,
- Disciplinary and grievance procedures.

Contour Care will ensure that any allegations made against members or members of staff, volunteers etc. will be dealt with swiftly.

Where a member of staff 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.

Where the allegation involves alleged abuse of a vulnerable adult, a referral should be made following the process in section 1.

The safety of the individual(s) concerned is paramount and it should be ensured that they are safe and away from the person(s) who are the alleged perpetrators.

The named person will liaise with the Safeguarding Manager to discuss the best course of action and to ensure that the Contour Cares Disciplinary Procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

### **Recording and managing confidential information**

Contour Care is committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know. For further information, please see Contour Cares confidentiality policy.

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

### **3) Reviewing / Disseminating policies and procedures**

#### **Introduction.**

Contour Care provides a support services to vulnerable adults to enable them live an independent life in their own home and these procedures have been designed to ensure the welfare and protection of any adult who accesses our services.

Contour Care is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers, and that all those involved will be treated with dignity and respect.

These procedures are cross referenced with and should be read in conjunction with the following policies and procedures:

- Staff recruitment policies
- Confidentiality
- Health and Safety
- Disciplinary and Grievance
- Whistle blowing
- Complaints
- Equality and Diversity
- Data Protection

**These procedures are divided into the following sections:**

- Preventing and minimising abuse
- Recognising the signs and symptoms of abuse
- Named person for safeguarding adults
- Responding to people who have experienced or are experiencing abuse
- Managing allegations made against a member of staff .
- Recording and managing confidential information
- To keep clear and accurate records.

## Preventing and minimising abuse

Contour Care is committed to safer recruitment policies and practices for paid staff, volunteers etc. This includes enhanced DBS, Disclosure and Barring certificates will be obtained for all staff and volunteers, ensuring references are taken up and adequate training on Safeguarding Adults is carried out.

The company will work within the current legal framework for reporting staff that are alleged abusers.

Information will be made available about abuse and the complaints policy, and Safeguarding Adults policy statement will be available to service users. This information will be in a form that can be easily understood. Service users will be provided with simple and straight forward ways to report their concern.

All staff will be provided with regular update training, annually and information to enable them to develop the awareness, skills and abilities appropriate to their role within the company and their responsibilities regarding Safeguarding.

All staff will be provided with information regarding the company's safeguarding policies and procedures during their induction period and all the company's procedures will form part of the staff handbooks.

All staff and service users will be alerted of any updates to company Policies and Procedures accordingly.

Staff will be provided with an opportunity to discuss Safeguarding issues during their supervision and appraisal.

## Recognising the signs and symptoms of abuse

Contour Care is committed to ensuring that all staff and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse and will ensure that the named person and other members of staff and volunteers have access to training around Safeguarding Adults.

### Abuse includes:

- physical abuse, hitting, slapping, punching, burning
- sexual abuse, rape, indecent assault, inappropriate touching
- emotional abuse, belittling, name calling,
- financial or material abuse, stealing, selling assets
- neglect and acts of omission, leaving in soiled clothes, failing to feed properly
- discriminatory abuse (including racist, sexist, based on a person's disability and other forms of harassment)
- institutional
- 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.

**Training**

All staff employed by the company / service will be trained in Safeguarding and complete annual Update Training as required by the CQC.

Signed: Ian Booy (MD)

Date: 07/08/25

Policy review date: 06/08/26