



# **Adult Safeguarding in Guernsey & Alderney**

**Guidance on writing Adult Safeguarding policy and procedures for community and voluntary organisations**

**Policy and Procedure Templates**

# Policy Template

## Adult Safeguarding Policy Statement

This policy will enable **NAME OF ORGANISATION** to demonstrate its commitment to keeping safe the adults at risk with whom it works alongside. **NAME OF ORGANISATION** acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

It is important to have the policy and procedures in place so that staff, volunteers, service users and carers, and management committee can work to prevent abuse and know what to do in the event of abuse.

The Policy Statement and Procedures have been drawn up in order to enable **name of organisation** to:

- promote good practice and work in a way that can prevent harm, abuse and coercion occurring.
- to ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.
- and to stop that abuse occurring.

The Policy and Procedures relate to the safeguarding of adults at risk. Adults at risk are defined as:

- People aged 18 or over
- Who are receiving or may need community care services because of learning, physical or mental disability, age, or illness
- Who, on account of the above, may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

The policy applies to all staff, including senior managers, management committee members, trustees, paid staff, volunteers, sessional workers, agency staff, students and anyone working on behalf of **name of organisation**

It is acknowledged that significant numbers of adults at risk are abused and it is important that **name of organisation** has an Adult Safeguarding Policy, a set of procedures to follow and puts in place preventative measures to try and reduce those numbers.

In order to implement the policy the **name of organisation** will work:

- to promote the freedom and dignity of the person who has or is experiencing abuse
- to promote the rights of all people to live free from abuse and coercion
- to ensure the safety and well being of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing
- to manage services in a way which promotes safety and prevents abuse
- recruit staff and volunteers safely, ensuring all necessary checks are made
- provide effective management for staff and volunteers through supervision, support and training

### **Name of Organisation:**

- will ensure that all management committee members, trustees, staff, volunteers, service users, and carers/families are familiar with this policy and procedures
- will work with other agencies within the framework of the Committee for Health and Social Care (HSC) multi-agency Adult Safeguarding Policy and Procedures
- will act within its confidentiality policy and will aim to gain permission from service users before sharing information about them with another agency, unless to do so would put them at further risk of harm.
- will pass information to the HSC Adult Safeguarding Manager, Safeguarding Unit, Perruque House, Castel, including when more than one person is at risk. For example: if the concern relates to a worker, volunteer or organisation who provides a service to adults at risk or children
- will inform service users that where a person is in danger, a child is at risk or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent
- will make a referral to the HSC Adult Safeguarding Manager as appropriate
- will endeavor to keep up to date with island wide developments relating to preventing abuse and welfare of adults
- will ensure that the Designated Named Person understands his/her responsibility to refer incidents of adult abuse to the relevant agencies (Police/ HSC Adult Community Services/ HSC Safeguarding Unit)

The Designated Named Person for Adult Safeguarding in **Name of Organisation** is **name and/or role and contact details**

They should be contacted for support and advice on implementing this policy and procedures.

This policy should be read in conjunction with the Committee for health and social care Adult Safeguarding Policy and Procedural documents which are available by contacting the HSC Adult Safeguarding Manager at [PerruqueHouseAdmin@gov.gg](mailto:PerruqueHouseAdmin@gov.gg) with 'Adult safeguarding enquiry' in the subject line.

These procedures are kept ...**state where HSC policy and procedures and these policy and procedures are kept within your organisation.**

# Procedures Template

## 1. Introduction

**Name of organisation** provides a .....service to .....people. These procedures have been designed to ensure the welfare and protection of any adult who accesses services provided by **name of organisation**. The procedures recognise that adult abuse can be a difficult subject for workers to deal with. **Name of organisation** is committed to the belief that the protection of adults at risk from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all managers, trustees of the organisation, management committee members, staff and volunteers act appropriately in response to any concern around adult abuse.

## 2. Preventing abuse

**Name of organisation** 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 within **name of organisation** will be treated with respect.

Therefore this policy needs to be read in conjunction with the following policies:

- **Equal Rights and Diversity**
- **Volunteers**
- **Complaints**
- **Whistle Blowing**
- **Confidentiality**
- **Disciplinary and Grievance**
- **Data Protection**
- **Recruitment and Selection**
- **Any other policies which are relevant that the organisation has in place (e.g. Challenging Behaviour, Handling Money)**

**Name of organisation** is committed to safer recruitment policies and practices for paid staff, trustees and volunteers. This may include CRB disclosures for staff and volunteers, ensuring references are taken up and adequate training on Adult Safeguarding is provided for staff and volunteers.

Management committee members/trustees will be required to provide two references and where appropriate have a Disclosure and Barring Service disclosure via the Guernsey Vetting Bureau.

The organisation will work within the current legal framework for reporting staff or volunteers that are abusers.

Service users will be encouraged to become involved with the running of the organisation. Information will be available about abuse and the complaints policy and Adult Safeguarding policy statement will be available to service users and their carers/families.

### **3. Recognising the signs and symptoms of abuse**

**Name of organisation** is committed to ensuring that all staff, the management committee, trustees and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse. **Name of organisation** will ensure that the Designated Named Person and other members of staff, trustees and volunteers have access to training around Adult Safeguarding.

“Abuse is a violation of an individual’s human and civil rights by any other person or persons” (No Secrets: UK Department of Health, 2000)

#### **Abuse includes:**

- physical abuse: including hitting, slapping, punching, burning, misuse of medication, inappropriate restraint
- sexual abuse: including rape, indecent assault, inappropriate touching, exposure to pornographic material
- psychological or emotional abuse: including belittling, name calling, threats of harm, intimidation, isolation
- financial or material abuse: including stealing, selling assets, fraud, misuse or misappropriation of property, possessions or benefits
- neglect and acts of omission: including withholding the necessities of life such as medication, food or warmth, ignoring medical or physical care needs
- discriminatory abuse: including racist, sexist, that based on a person’s disability and other forms of harassment, slurs or similar treatment
- institutional or organisational: including regimented routines and cultures, unsafe practices, lack of person-centred care or treatment

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.

#### **4. Designated Named Person for Adult Safeguarding**

**Name of organisation** has an appointed individual who is responsible for dealing with any Adult Safeguarding concerns. In their absence, a deputy will be available for workers to consult with. The Designated Named Person(s) for Adult Safeguarding within **name of organisation is/are**:

**Designated Named Person for Adult Safeguarding**

**Work Telephone number**

**Mobile Number**

**Emergency Contact Number**

**Name of deputy person**

**Work telephone number**

**Mobile number**

**Emergency contact number**

**Should either of these named people be unavailable then management committee members, trustees, staff or volunteers should contact the HSC Adult Safeguarding Manager, HSC Safeguarding Team lead, HSC Named Nurse for safeguarding or in their absence, a duty social worker, directly. See below for contact details between 08:45-17:00 Mon-Fri.**

**In the event of an emergency (where a vulnerable adult may be at risk of significant harm outside of the above hours), the Guernsey & Alderney Police should be contacted.**

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

- to ensure that all staff including volunteers and trustees are aware of what they should do and who they should go to if they have concerns that a vulnerable adult may be experiencing, or has experienced abuse or neglect.
- to ensure that concerns are acted on, clearly recorded and referred to HSC adult safeguarding team or to the allocated social worker/care professional where necessary.
- to follow up any referrals and ensure the issues have been addressed.
- consider any recommendations from the Adult Safeguarding process
- 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. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest.

- to ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.
- if appropriate staff or volunteers will be given support and afforded protection if necessary: they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and its outcome

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

**Name of organisation** recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action in cases of adult abuse is never easy.

How to respond if you receive an allegation:

- 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, volunteers and service users safe
- To inform the Designated Named Person in your organisation
- To record what happened in **name of place/file/log where Adult Safeguarding concerns will be recorded**

All situations of abuse or alleged abuse will be discussed with the Designated Named Person or their deputy. If a member of the management committee, a trustee, staff member or volunteer feels unable to raise this concern with the Designated Named Person or their deputy then concerns can be raised directly with the HSC Adult Safeguarding manager. The alleged victim will be told 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 (alert) will be made to HSC Adult safeguarding manager.

If the individual experiencing abuse does not have capacity to consent a referral will be made without that person's consent, in their best interests.

The Designated Named Person may take advice at the above stage from the HSC Adult Safeguarding Manager and/or one of the HSC Adult Safeguarding Lead managers and/or other 'advice giving' organisations such as Police.

### **Guernsey Police**

Phone: 01481 725111

(ask for Public Protection Unit)

### **HSC Adult Safeguarding Manager**

Phone: 256923 or via PEH Switchboard 725241

Fax: 01481 251548

Available: Monday, to Friday 8.45 am-17.00

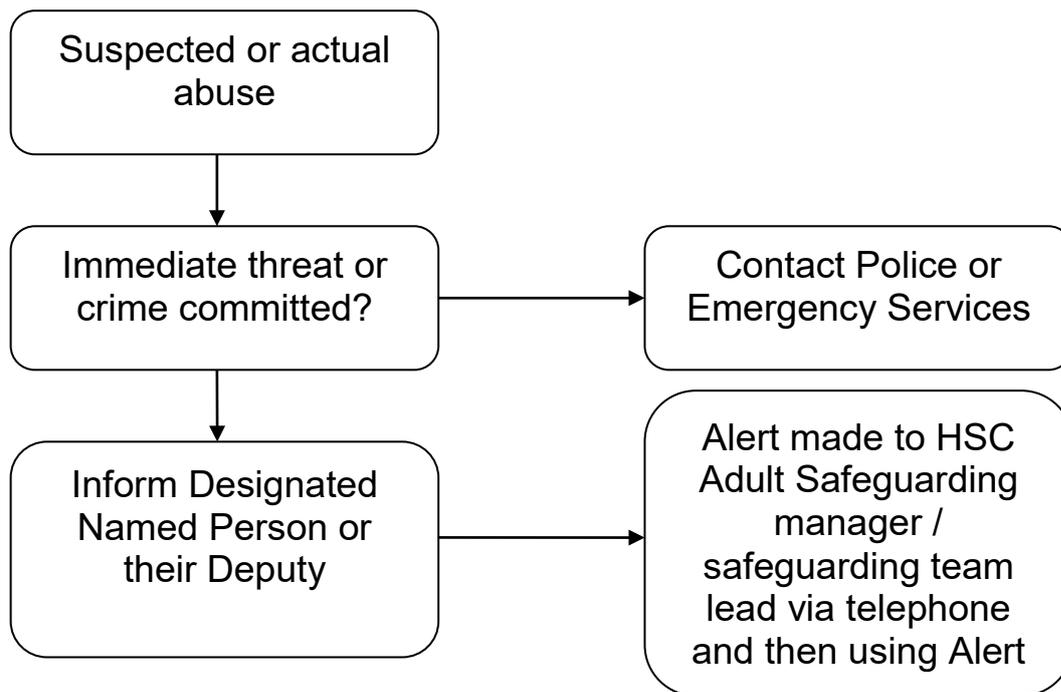
### **Raising an Adult Safeguarding Concern (Alert)**

The telephone call should be followed up in writing to the HSC Adult Safeguarding manager outlining concerns using an Adult Safeguarding Inter-Agency Alert form. This form can be found at the end of these procedures (Appendix 1). A word document version of this form and body map appendix may be obtained from the HSC Adult Safeguarding Manager and will allow the Alerter to type directly into the form if preferred.

All alerts may be

- emailed securely to [PerruqueHouseAdmin@gov.gg](mailto:PerruqueHouseAdmin@gov.gg) with 'Adult Safeguarding Concern' as the subject
- or faxed to the Adult Safeguarding Manager (after ensuring that the fax is in a safe haven by confirming the fax number and ringing after sending to ensure its safe arrival)
- or sent by secured post in a double envelope – marked strictly confidential.

In an emergency situation outside of these times please contact the Guernsey Police.



The HSC Adult Safeguarding Manager or a Safeguarding Team Lead (a designated Team Manager from HSC Adult Community Services) will then decide if the safeguarding process should be instigated or if other support/services are appropriate. Feedback will be given to the person who raised the Adult Safeguarding alert as soon as practicable.

If the Adult Safeguarding Manager or lead decides the safeguarding process needs to be instigated this will then lead to the implementation of the next stages of the HSC Adult safeguarding Policy and Procedures. This may include discussion at the Multi Agency Safeguarding Hub (MASH) for adults.

The Designated Named Person will have an overview of this process so they can explain it to the person concerned and offer all relevant support to the person and 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.

## 6. Managing allegation made against member of staff or volunteer

**Name of organisation** will ensure that any allegations made against members or member of staff will be dealt with swiftly.

Where a member of staff/volunteer 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.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the alleged perpetrator. This will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.

The Designated Named Person will liaise with the HSC Adult safeguarding lead to discuss the best course of action and to ensure that the **name of organisation**'s disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

**Name of organisation** has a whistle blowing policy and staff are aware of this policy. Staff will be supported to use this policy.

## 7. Recording and managing confidential information

**Name of organisation** is committed to maintaining confidentiality wherever possible and information around Adult Safeguarding issues should be shared only with those who need to know. For further information, please see **name of organisation**'s confidentiality policy.

All allegations/concerns should be recorded securely in **name of place/file/log where Adult Safeguarding concerns will be recorded**. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate.

The information that is recorded will be kept secure and will comply with Guernsey Data Protection Law 2017.

This information will be secured in a locked filing cabinet/ or..... in the organisation. Access to this information will be restricted to the Designated Named Person and.....

## **8. Disseminating/Reviewing policy and procedures**

This Adult Safeguarding Policy and Procedure will be clearly communicated to staff, trustees, volunteers, service users, parents and carers. The Designated Named Person will be responsible for ensuring that this is done.

The Adult Safeguarding Policy and Procedures will be reviewed annually by .....the Management Committee. The Designated Named Person for Adult Safeguarding will be involved in this process and can recommend any changes. The Designated Named Person will also ensure that any changes are clearly communicated to staff, trustees and volunteers. It may be appropriate to involve service users in the review and service users and parents/carers need to be informed of any significant changes