

<b>Company Name:</b>	Staff Partners Healthcare ("the Agency")
<b>Document</b>	Safeguarding Adults Policy
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## **SAFEGUARDING ADULTS**

Safeguarding is protecting others from anyone that may cause them danger or harm and working in a professional way to ensure all their needs are met and they are respected and treated with dignity.

### **What is the role and responsibilities of a worker in safeguarding?**

Every professional is responsible for ensuring they do not neglect or abuse another person and if they suspect abuse is occurring in their work place they must report it immediately. If alleged abuse is disclosed to you, you must inform the victim you cannot keep it a secret and you have a legal duty to report this under the No Secrets Act.

NEVER CONFRONT A SUSPECTED ABUSER YOURSELF.

### **What are the legal requirements of a worker in safeguarding?**

#### Abuse Policies

The Agency treats any allegation of abuse with the utmost seriousness and will not hesitate to provide appropriate assistance in respect of any investigations into allegations of abuse.

#### Recognising Abuse

It is the duty of all members of staff of The Agency and Agency workers to be vigilant regarding the welfare of vulnerable adults with whom we have contact in the course of providing services. Agency workers likely to be in contact with vulnerable adults will be trained to recognise the signs of abuse when they occur and to respond in accordance with protection of vulnerable adults' policies and procedures. This includes national and local policy on 'No Secrets'.

#### Reporting Abuse

Any member of staff or Agency worker who knows or believes that abuse of a vulnerable adult is occurring has an obligation to report it as quickly as possible to their manager, community care team or call centre. Action in Emergency Situations If the situation is an emergency, with a vulnerable adult in immediate danger, staff or The

Agency worker should take urgent action to intervene, if it is safe to do so, so long as you are not putting yourself at risk of danger and harm, then call for assistance as soon as possible. They should give any necessary first aid and contact appropriate emergency services if necessary. Never confront a suspected abuser yourself. The Agency worker has the right to avoid putting themselves at risk of violence or other harm.

#### Immediate Action to be taken by Managers

When a manager receives a report of suspected, imminent or actual abuse of a vulnerable adult an internal investigation should be opened as soon as possible but care should be taken not to prejudice any action to be taken by police or social services.

If the suspected abuser is an Agency worker the manager should initiate appropriate steps under the disciplinary procedure. The Agency will take all possible steps to co-operate with further investigations by social services or the police.

#### Keeping Records

All details associated with allegations of abuse will be recorded clearly and accurately. The record will be securely kept and The Agency's policy on confidentiality carefully followed. Reports will be made as required to the Care Quality Commission/the Care Inspectorate/Regulation and Quality Improvement Authority.

#### Government Guidance











The Agency undertakes to work in compliance with the Care Act 2014 and the Department of Health Guidance on No Secrets – Guidance on Developing and Implementing Multi-Agency Policies and Procedures to Protect Vulnerable Adults from Abuse, Protection of Children and Vulnerable Adults (N.Ireland) Order 2003 as well as observing the relevant sections of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014, the National Care Standards – Nurses Agencies (Scotland) The Nursing Agencies Regulations (N.Ireland) 2005 and the Nursing Agencies – Minimum Standards (N.Ireland) 2008.

#### **What are the main aims of a worker in safeguarding?**

To protect the well being and dignity of all service users/patients at all times. Where an agency worker believes a service user/patient is at risk, or being abused, they will report immediately.

#### **Types of abuse and their signs and symptoms**

The main types of adult abuse/neglect include:

-  Physical Abuse
-  Emotional Abuse (including domestic abuse)
-  Sexual Abuse (including FGM)
-  Neglect
-  Institutional Abuse
-  Financial
-  Modern Slavery
-  Discriminatory Abuse
-  Imposed Isolation / Confinement
-  Organisational Abuse

Typical signs of a Physical Abuse:

- unexplained or unusual bruising: on the cheeks, ears, palms, arms and feet, on the back, buttocks, tummy, hips and backs of legs
- a history of bruising
- multiple bruises in clusters, usually on the upper arms or outer thighs
- bruises which look like they have been caused by fingers, a hand, or an object
- burns or scalds: burns of the backs of the hands, feet, legs, genitals, or buttocks and burns which have a clear shape, like a circular cigarette burn
- large oval shaped bite marks
- fractures
- scarring
- poisoning
- drowning or suffocating

As well as the physical signs of abuse, the victim may also suffer mental health or behavioural problems such as:

- depression and anxiety
- aggression and violence
- problems with relationships and socialising
- trying to hide injuries under clothing
- being distant and withdrawn.

Typical signs of emotional abuse:

- problems with relationships and socialising
- rebellious behaviour
- aggressive and violent behaviour
- anti-social behaviour and criminality
- self-isolating behaviour (making people dislike you)
- negative impulsive behaviour (not caring what happens to yourself)
- may have mental health problems such as eating disorders and self-harming

Typical signs of sexual abuse

- suddenly starting to behave differently
- aggressive behaviour
- sleep problems
- negative thoughts
- not looking after themselves
- bruising around genital area or inner thighs
- sexually transmitted diseases
- avoids being alone with a particular family or staff member
- fears an adult or is reluctant to socialise with them
- promiscuity
- anal or vaginal soreness
- an unusual discharge

What is FGM?

- FGM involves procedures that include partial or total removal of the external female organs for cultural or other non-therapeutic reasons.

Typical signs of neglect:

- poor muscle tone/prominent joints
- poor skin: sores, rashes, flea bites
- thin or swollen tummy
- poor hygiene, like being dirty or smelly
- untreated health problems
- unwashed clothing
- inadequate clothing, like not having a coat in winter
- being anxious about, or avoiding, people
- being withdrawn
- anti-social behaviour
- drug or alcohol misuse

Typical signs of Institutional Abuse:

- treating service user/patients more/less favourably than others
- not allowing choices e.g. mealtimes, drinks, snacks etc
- withholding fluids to stop incontinence
- preventing access to religious practices

Typical signs of Financial Abuse:

- money being stolen
- someone else taking money from the service user/patients bank without permission
- inappropriate use of power of attorney
- money missing, not enough money to pay for food or bills

Typical signs of Modern Slavery:

- malnourished and unkempt
- signs of physical or emotional abuse
- rarely allowed to be left on their own
- frightened and avoiding eye contact and hesitant to talk
- little or no personal belongings

Typical signs of Organisational abuse

- Ongoing neglect within a care setting (hospital or care at home)
- Ongoing poor practice within a care setting (hospital or care at home)

Typical issues with discriminatory abuse:

- Forms of harassment, slurs or different treatment because of race, gender and gender identity, age, disability, sexual orientation or religion.

Confinement/Isolation

- Withholding of company, services and visitors
- Not letting others see or talk to them
- Sensory deprivation

**Restrictive Practices**

Restrictive practices involve physical restraint, seclusion, medication or the use of devices. The use of such practices must be justified legally and ethically and deemed as absolutely necessary as this can be a breach of Human Rights.

Harm is when someone is negatively affected, emotionally or physically by the actions of another.

### **Reporting & Recording**

Any member of staff or Agency worker who knows or believes that abuse of a vulnerable adult is occurring has an obligation to report it as quickly as possible to their manager, community care team or call centre.

Your policy also describes the action to take when abuse is disclosed in an emergency and out of hours. It is important that you read through and understand the policy.

Remember a clear complaints policy can reduce the likelihood of abuse because an Individual can communicate their concerns before they come to any harm.

### **Whistle blowing**

You are protected by law if you speak out against abuse and report it. You can remain anonymous, however, please bear in mind action may be limited due to you staying anonymous.

When you “blow the whistle” you will most likely find other staff not will come forward and support you, this is because people are scared to say anything, or doubt what they have seen or heard. Do not be one of those people, you can make a difference. Make sure you have read and understood your whistle blowing policy, including what to do if you experience barriers when reporting a concern.

### **What factors contribute to abuse?**

- Powerlessness and vulnerability of service user/patient
- Carer/family member stress levels
- Lack of support for carer
- Resentment towards the service user/patient
- Isolation of carer
- Prejudices, stereotyping and hostility
- Financial dependency
- Poor monitoring of care provision
- Lack of training
- Lack of competence in care role

### **How can you reduce the likelihood of abuse?**

You can play an active role in the prevention of abuse to vulnerable adults. Be alert and vigilant, offer choices and be a sympathetic listener. Take your time when carrying out your role, do not rush the service user/patient. Treat each person with dignity and respect and put the service user/patient at the centre of everything you do.

Abuse is still abuse, even if it was unintentional.

## VIDEOS

What Do You See? Dignity in care Film by Amanda Waring:

<http://www.youtube.com/watch?v=MTcopj6dYWQ>

Safeguarding adults: a prevention project:

<http://www.scie.org.uk/socialcaretv/videooplayer.asp?guid=92458A9C-F89F-4DB1-BDEA-E25698D01A18>

Safeguarding adults: an independent life after long-term abuse within the family:

<http://www.scie.org.uk/socialcaretv/video-player.asp?guid=7ECBEAB2-87EE-476C-BF40-38D8F5AA859D>

Safeguarding adults: lessons from the murder of Steven Hoskin:

<http://www.scie.org.uk/socialcaretv/video-player.asp?guid=55E3A233-C880-4CB4-8701-4ACB9D243D39>

Safeguarding adults: preventing abuse through community cohesion, communication and good practice

<http://www.scie.org.uk/socialcaretv/video-player.asp?guid=D2966889-F552-4464-96D3-C22EBCF2A5ED>

Safeguarding adults: helping people to protect themselves from crime:

<http://www.scie.org.uk/socialcaretv/video-player.asp?guid=a9255313-6c9a-4adb-9464-cdbfd1e47e56>

NMC Safeguarding adults | 1: An Introduction: [http://www.youtube.com/watch?v=WgWbPK1L\\_v0](http://www.youtube.com/watch?v=WgWbPK1L_v0)

NMC Safeguarding adults | Film 2: Call Me Joe: <http://www.youtube.com/watch?v=Bd8dywHjwMQ>

NMC Safeguarding adults | Film 3: 28 Weeks: <http://www.youtube.com/watch?v=zhn7zXrBH4>

NMC Safeguarding adults | Film 4: Doing Our Best: <http://www.youtube.com/watch?v=pFs6Y07wwNY>

Launching the updated Raising Concerns guidance:

<http://www.youtube.com/watch?v=a0XWijj5VuM>

## USEFUL WEBSITES

NMC Raising concerns:

<http://www.nmc-uk.org/Nurses-and-midwives/Raising-and-escalatingconcerns/>

NMC Homepage: <http://www.nmc-uk.org/>

NHS Whistle blowing Procedure:

<http://www.parliament.uk/briefing-papers/SN06490/nhswhistleblowing-procedures-in-england>

General Medical Council (GMC) - Raising and acting on concerns about patient safety:

[http://www.gmc-uk.org/guidance/ethical\\_guidance/decision\\_tool.asp](http://www.gmc-uk.org/guidance/ethical_guidance/decision_tool.asp)