



Todmorden Learning Centre and Community Hub Adult Safeguarding Policy 2019

Safeguarding adults refers to the protection of a person aged 18 years and over who is at risk of harm or abuse.

Todmorden Learning Centre and Community Hub is fully committed to safeguarding and promoting the welfare of all adults at risk and recognises its responsibility to take all reasonable steps to promote safe practice and to protect adults at risk from harm, abuse and exploitation. Todmorden Learning Centre and Community Hub acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

Paid staff and volunteers will endeavour to work together to encourage the development of an ethos which embraces difference and diversity and respects the rights of adults at risk.

Adult at Risk

An adult at risk is someone who is aged 19 years or over who is considered to have care and support needs under the *Care Act 2014* and cannot protect him/herself from harm, abuse or exploitation.

An adult at risk may be a person who:

- is elderly,
- has learning disabilities,
- diagnosed with a mental health illness, (e.g. dementia, personality disorder)
- has a physical impairment,
- substance user,
- is homeless,
- is in an abusive relationship (including financial abuse),
- self-neglect.

What is Harm or Abuse?

Abuse can take many forms



Whatever the circumstances, abuse is always wrong, and we need to consider how we can support the person to bring the abuse to an end.

Whether someone is experiencing abuse, depends on the specific circumstances of what is happening. These are only examples below of what amounts to abuse:

Physical abuse - includes hitting, kicking, misuse of medication, inappropriate sanctions or unlawful / inappropriate restraint

Domestic abuse - is "an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse... by someone who is or has been an intimate partners or family member regardless of sexuality.

Sexual abuse - includes rape and sexual assault or sexual acts to which the adult at risk has not consented, or could not consent or was pressured into consenting.

Psychological abuse - includes threats of harm or abandonment, humiliation, blaming, controlling, coercion, harassment, verbal abuse.

Financial and material abuse - includes theft, fraud, exploitation, pressure in connection with financial matters, or the misuse of someone else's finances.

Modern slavery - includes human trafficking, forced labour and domestic servitude.

Neglect and acts of omission - includes ignoring medical or physical care needs, and the withholding of necessities, such as medication and adequate nutrition.

Discriminatory abuse - includes abuse, such a harassment, slurs or hate crime based on a person's protected characteristics (Equalities Act 2010) including:-

- age
- disability



gender reassignment
marriage or civil partnership (in employment only)
pregnancy and maternity
race
religion or belief
sex
sexual orientation

Organisational abuse - where any of these forms of abuse noted above are caused by the way an organisation practices, this is called 'organisational abuse'.

Self-neglect - includes situations where a person is declining support with their care needs, hygiene, health or their environment, and this is having a significant impact on their overall wellbeing

*Taken from Calderdale Safeguarding Board

In implementing the Adult Safeguarding policy Todmorden Learning Centre and Community Hub will:

- ensure that all workers understand their legal and moral responsibility to protect adults at risk from harm, abuse and exploitation;
- ensure that all workers understand their responsibility to work to the standards that are detailed in the organisation's Adult Safeguarding policy and work at all times towards maintaining high standards of practice;
- ensure that all workers are aware of Calderdale Safeguarding Adults Board (CSAB) interagency safeguarding procedures and are confident in how to work within these guidelines.
- ensure that all workers understand their duty to report concerns that arise about an adult at risk, or a worker's conduct towards an adult at risk, to their line manager and the organisation's named person for Adult Safeguarding
- ensure that the named person understands his/her responsibility to refer any adult in need of safeguarding (i.e. Police and/or Calderdale Adult Social Care);
- ensure that any procedures relating to the conduct of workers are implemented in a consistent and equitable manner;



- provide opportunities for all workers to develop their skills and knowledge, particularly in relation to the welfare and protection of adults at risk;
- ensure that adults at risk are enabled to express their ideas and views on a wide range of issues and will have access to the organisation's Complaints Procedure;
- ensure that parents/carers are encouraged to be involved in the work of the organisation and, when requested, have access to all guidelines and procedures;
- endeavor to keep up-to-date with national developments relating to the welfare and protection of children, young people and adults at risk
- ensure that all recruitment practices are in line with safeguarding best practice.

Section 1 – Introduction

These procedures have been designed to ensure the welfare and protection of any adult at risk who accesses the services provided by Todmorden Learning Centre and Community Hub. The procedures recognise that adult in need of safeguarding can be an emotive subject and understand that some workers may find it a challenging area. However, it is important that staff respond appropriately to an adult in need of safeguarding incident and are aware of their responsibilities. Todmorden Learning Centre and Community Hub is committed to the belief that protecting adults at risk is everybody's responsibility and that these guidelines will enable all workers and volunteers to act appropriately to any concerns that arise in respect of an adult at risk.

Todmorden Learning Centre and Community Hub is committed to equal opportunities as an employer. Safeguarding best practice regarding criminal records bureau checks will be followed with every employee at TLCCH but only those offences which could impact on the safety of adults at risk will be taken into consideration.

Section 2 - Recognising the Signs and Symptoms of Abuse

Todmorden Learning Centre and Community Hub will ensure that all staff members whether paid or unpaid, undertake training to gain a basic awareness of the signs and symptoms of abuse and of the Calderdale Safeguarding Adults Board interagency safeguarding procedures. Concerns relating to an adult at risk safety can come to light in a number of ways.

For example:

- an adult at risk alleges that abuse has taken place or that they feel unsafe;
- a third party or anonymous allegation is received;
- an adult at risk whose appearance, behaviour or statements cause suspicion of abuse and/or neglect;
- an adult at risk reports an incident(s) of alleged abuse which occurred some time ago;
- a report is made regarding the serious misconduct of a worker towards an adult at risk.



Section 3 - A Named Person(s) for an Adult in Need of Safeguarding

Todmorden Learning Centre and Community Hub has an appointed individual who is responsible for dealing with any adult in need of safeguarding. In their absence, a deputy will always be available for workers to consult with. The named persons for Adult at Risk Protection within Todmorden Learning Centre and Community Hub are:

Named Person for Adult Safeguarding:

Work telephone number:

Work mobile:

Deputy Person for Adult Safeguarding:

Work telephone number:

Work mobile:

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

- To ensure that all staff are aware of what they should do and who they should go to if they are concerned that an adult at risk maybe subject to abuse or neglect.
- Ensure that any concerns about an adult at risk are acted on, clearly recorded, referred on where necessary and, followed up to ensure the issues are addressed.
- The Named Person(s) will ensure any concerns are recorded using case note recording guidance and any serious incidents in relation to an adult at risk or breach of Adult Safeguarding policies and procedures are recording using TLCCH risk or incident recording framework. This will be kept in a secure place and its contents will be confidential.

Section 4 - Stages to Follow if you are Worried about an Adult at risk

Todmorden Learning Centre and Community Hub recognises that it has a duty to act on reports or suspicions of abuse and believes that the safety of an adult is in need of safeguarding, should override any doubts, hesitations, or other considerations (such as the potential to have a negative impact on professional relationships with a family). When worrying changes are observed in an adult at risk's behaviour, physical condition or appearance, staff will:

Stage 1

- Initially talk to an adult at risk about what you are observing.



- It is okay to ask questions, for example: “I’ve noticed that you don’t appear yourself today, is everything okay? But never use leading questions
- Listen carefully to what the person has to say and take it seriously;
- Never investigate or take sole responsibility for a situation where an adult at risk talks about matters that may be indicative of abuse;
- Always explain to adults at risk that any information they have given may have to be shared with others, if this indicates they are at risk of harm;
- Notify your line manager as soon as possible and discuss next steps. Next steps may include discussing your concerns with other professionals involved with the family, offering additional support, referring to other agencies or making a statutory safeguarding referral.
- Notify the organisation’s Named Person for Adult Safeguarding through arranging a meeting
- Record what was said as soon as possible after any disclosure; the person who receives the allegation or has the concern should complete case notes using the case note recording system
- Respect confidentiality and file documents securely and according to policy

Stage 2

Any worker will take immediate action if there is evidence/disclosure that an adult is at immediate risk of abuse. In this situation the worker will contact the police and/or Calderdale Adult Social Care. Contact details – see Appendix 3 if a referral is made direct to the Calderdale Adult Social Care must be followed up in writing within 24 hrs.

Where applicable, parents / carers will need to be informed about any referral to Calderdale Adult Social Care, unless to do so would place the person at an increased risk of harm. (see Confidentiality Policy).

If the situation is not one of immediate danger the worker should discuss their concerns as soon as possible with their line manager and if they are not available with the safeguarding leads detailed above.

Workers can seek advice and clarity about a situation that is beginning to raise concern through the Calderdale gateway to care on 01422 393000.



To alert us about adult abuse, fill in this alert form and email it to gatewaytocare@calderdale.gov.uk.

To contact us out of normal working hours, call our Emergency Duty Team on 01422 288000

[Safeguarding Adults Alert Form](#)

[Guidance for safeguarding adults alert form](#)

Section 5 – Managing Allegations made against a member of staff or volunteer.

Todmorden Learning Centre and Community Hub will ensure that any allegations made against members or a member of staff will be dealt with swiftly and in accordance with these procedures:

The worker must ensure that the adult at risk is safe and away from the person against whom the allegation is made.

The named person for Adult Safeguarding should be informed immediately. In the case of an allegation involving the named person, alternative arrangements should be sought to ensure that the matter is dealt with by an independent person. (Note: this could be a Director or anyone within the organisation that is in a senior position within the organisation and believed to be independent of the allegations being made).

The named person should contact the local authority designated officer (Designated Officer - who is based within Calderdale Safeguarding Board (CSAB) for advice on how to proceed with the immediate situation. Outside of working hours the Emergency Duty Team on 01422 288000 can give advice and/or in the event of an emergency situation arising, the police.

The individual who first received/witnessed the concern should make a full written record on an incident reporting form of what was seen, heard and/or told as soon as possible after observing the incident/receiving the report. It is important that the report is an accurate description. The named person (if appropriate) can support the worker during this process but must not complete the report for the worker. This report must be made available on request from either the police and/or Calderdale Adult Social Care

Regardless of whether a police and/or Calderdale Adult Social Care investigation follows, Todmorden Learning Centre and Community Hub will ensure that an internal investigation takes place and consideration is given to the operation of disciplinary procedures. This may involve an immediate suspension and/or ultimate dismissal dependent on the nature of the incident.

Section 6 – Management and supervision of staff / volunteers



Todmorden Learning Centre and Community Hub is committed to the appropriate management and supervision of staff and / or volunteers working with adults at risk to ensure that appropriate lines of accountability are in place with respect to work with adults at risk.

Staff will receive regular supervision meetings in line with the organisation's supervision policy. These will be recorded and the notes agreed by both parties.

When a member of staff is involved in an Adult Safeguarding incident this will be reviewed within supervision i.e. recordings, assessments, monitoring arrangements etc and decisions relating to the level of involvement will be taken by the appropriate officer/ member within the organisation

When a member of staff is a member of an adult in need of safeguarding core group, working with an adult at risk who is subject to an adult safeguarding plan, supervision will occur at a minimum of monthly intervals and discussion of the case will be a standing agenda item.

Supervisors will ensure that information about adults at risk is appropriately shared with other organisations and that they will be informed if work ceases with an adult when other organisations are involved.

Section 7 - Recording and managing confidential information.

Prior to the adoption of a TLCCH case recording system case recording should be stored in the dropbox folder – Safeguarding. This will be amended when a suitable case recording system has been adopted.

Staff and Directors are advised to complete case notes as soon as possible after any concerns have been raised and to include as much information as possible in a chronological order. The notes should be shared with your line manager and the Named Officer or Deputy as soon as possible. Case notes are confidential and recorded on our secure database. If proceedings regarding the incident are instigated by the police or Calderdale Adult Social Care TLCCH may be required to provide a copy of the notes

Section 8 – Disseminating/Reviewing Policies and Procedures

Todmorden Learning Centre and Community Hub will review the Adult Safeguarding Policy annually, this will be led by the Board. Any recommendations for changes to the policy will be made to the management committee and the policy will then be reviewed and signed off at the next Board meeting

Section 9 – Recruitment

Recruitment will be carried out according to safer recruitment and selection policy which is informed by CSCB and CSAB recommendations.



Policy agreed by the Board on 18.02.19

A handwritten signature in black ink that reads 'Helen Jones'. The signature is written in a cursive style with a large 'H' and 'J'.

Signed

Appendix 2 Useful Contacts/Support Organisations

If you have concern that an adult at risk is being harmed as a result of abuse or neglect, you must not keep these concerns to yourself. Keeping an adult at risk safe is everyone's responsibility. You need to ensure that you speak to the appropriate organisations who can listen to and record your concern, and then take appropriate action. In Calderdale, these are the numbers that you can ring for advice and to make a referral:

Organisation	Days/Times	Number
Calderdale TLCCHway to Care	Monday to Thursday 8.45 am to 5.30 pm Friday 8.45 am to 5.00 pm Out of Hours	01422 393000 01422 288000
Police	Immediate Danger	999
	Non-Emergency	101
Police safeguarding unit		01422 337041
Children and Young People Social Care	Monday – Friday 08:00 – 18:00	01422 393336
Domestic Violence Helpline	24 Hours	0800 2000 247
Stop Hate UK Helpline	24 Hours	0800 138 1625
Victim Support Helpline	24 Hours	0845 3030 900

Further information: <https://Calderdalesafeguardingadults.org.uk/safeguarding-adults/additional-sources-of-support>

<https://www.calderdale.gov.uk/socialcare/safeguardingadults/sar-toolkit-june-2017.pdf>