



## **Headway North West London**

### **Safeguarding Adults Policy**

(This policy replaces Adult Protection and Abuse)

#### **1. Policy Statement**

HNWL North West London (HNWL) strives to provide the best possible service and a high degree of security from danger for its service users. We recognise, however, that from time to time and for a variety of reasons, some failing from those high standards of service and security may occur and that serious failing may sometimes constitute abuse. HNWL commits itself to tackling any such failing with honesty and energy.

Abuse can occur either when service users are within the HNWL Centre setting and when they are outside of such settings, either alone or escorted by staff, volunteers and/or others. HNWL accepts a responsibility to try to protect its service users from abuse at all times when under HNWL's care, but recognises that it can be difficult to ensure service users' safety when they are away from the HNWL Centre.

#### **Definitions of abuse**

HNWL recognises and seeks to prevent all form of abuse including but not limited to:

- Physical abuse, which includes hitting, pushing, kicking, deliberate infliction of pain, rough, or inconsiderate handling, and the misuse of medication.
- Sexual abuse, which includes rape, sexual assault, any sexual act to which the service user (if capable of doing so) did not give full informed consent, unnecessary touching of private areas of the body, failure to provide privacy for personal activities such as toileting, and laughing at a service user who is displaying themselves inappropriately.
- Inappropriate restraint, which includes tying to a chair, wheelchair or lavatory, locking into a confined space, holding longer than is necessary for safety, and the use of medication to keep a service user quiet.
- Psychological abuse, which includes using any form of intimidation, speaking rudely or without consideration for a service user's feelings, talking disrespectfully about a service user, threatening, ridiculing,

- deprivation of contact or isolation, shouting, talking in a way deliberately not to be heard or understood, and ignoring a service user
- Financial or material abuse, which includes theft, fraud, misuse or misappropriation of service user's property, possessions or benefits, and exerting pressure by coercion or persuasion in connection with gifts, inheritance or financial transactions.
  - Neglect, which includes not giving adequate and appropriate food and drink, failure to provide timely help with physical care needs, denying access to health promotion advice, ignoring a service user's social needs, and not taking action to accommodate a service user's disability.
  - Discrimination, which includes using insulting descriptions, making unfavourable remarks or jokes about a service user's race, ethnic or national origins, marital status, religion or belief, sex, sexual orientation, disability or appearance, using unwelcome nick names, failing to provide facilities for a service user to practice their religion, and a lack of respect for deeply held or spiritual beliefs.
  - Bullying and harassment, which includes but is not limited to ageism, sexual, racial, religious banter; the display of material with ageist, sexual, racial or religious overtones; sarcastic personal remarks about others.
  - Institutional - repeated poor practice throughout an organisation, inflexible services based on the needs of the staff/managers rather than the needs of the individuals in their care

This list is not exhaustive and there could be other forms of abuse which staff may become aware of.

### **Signs of Abuse**

#### **Physical Abuse:**

Signs may include the individual:

- Showing obvious physical signs of abuse – bruising, cuts, abrasions, restricted movement and wincing in pain.
- covering up: Long sleeves, long trousers, polo necks, long skirts, scarves, sunglasses, heavy make-up
- Giving excuses like: 'walked into a door', 'tripped over'
- Flinching: Avoidance of contact (physical) with others
- Acting withdrawn: Mood swings – could be time related i.e. pub closing time, when abuser finishes work, due to visit.
- Having very low self esteem, may believe they've 'asked for it'.

#### **Psychological Abuse:**

Signs may include the individual:

- Acting Withdrawn

- Being anxious/stressed
- Having mood swings – highs and lows/manic behaviour
- Exhibiting erratic behaviour
- Having no self confidence/self doubt
- Exhibiting an unwillingness to engage
- Covering up – making excuses/tall stories
- Exhibiting signs of depression
- Exhibiting signs of self harm
- Unable to function properly in day to day life
- Looking to abuser for praise/approval

### **Neglect:**

Signs may include the individual:

- Having an unkempt appearance/not clean
- Being hungry on numerous occasions
- Being very quiet/withdrawn
- Having poor surroundings
- Having low self esteem
- Changing behaviour when carer, or certain other people are present

### **Discriminatory Abuse:**

- Name calling
- Favouritism
- Discrimination based on an individual's religious beliefs
- Sexual abuse
- Age discrimination
- Racial discrimination
- Illness or disability discrimination
- Discrimination based on an individual's gender

### **Financial Abuse:**

- Stealing money (carer, family member – their lifestyle improves for the better)
- Red Letters – bills not paid
- No food in cupboards and poor appearance
- Lack of basic facilities
- May occur when the individual has no understanding of own money
- Misuse of Power of Attorney

### **Sexual Abuse:**

Individual may:

- Become withdrawn
- Not want physical contact
- Be uncomfortable being near to people

- Use inappropriate behaviour towards others
- [Exceptional language of expression]?
- Become unexpectedly pregnant
- Contract a sexually transmitted infections
- Change his/her behaviour when certain people are present

### **Institutional Abuse:**

Examples include:

- Where there are policies or practices are introduced that take away people's rights (e.g. refusing toilet requests)
- Inadequate facilities – e.g. toilets
- Acceptable behaviour –E.g. service users left unattended, welfare ignored
- Internal cultures – employer bullying, taking jokes to far
- Double funding – charity grant and then make extra claims
- Not booking interpreters when appropriate
- Correct processes not being adhered to, e.g. moving and handling

## **2. Related HNWL policies and procedures**

You should also be aware of and adhere to the following policies:

Complaints Policy and Procedure  
 Disciplinary Policy and Procedure  
 Whistle-blowing Policy and Procedure  
 Bullying and Harassment Policy and Procedure  
 Confidentiality Policy and Procedure  
 Record keeping Policy  
 Sexuality and Relationships Policy

### General principles

HNWL appoints staff and volunteers with great care to ensure as far as possible, that we do not employ anyone with improper motives for caring and working with service users. HNWL selects staff fairly but rigorously, requiring DBS disclosure, two references and will welcome the introduction of a register for social care workers.

Our induction and training include material intended to alert staff to the possibility of abuse by themselves or others and to guide them in anti-abuse practice.

Our complaints procedure, which is contained within HNWL's Complaints Policy and Procedure and Disciplinary Policy and Procedure, is designed to make it easy for service users, relatives, advocates and others to bring to the attention of management any feelings of concerns or unease they have about the treatment of service users, to investigate all criticisms or suggestions for

changes in practice speedily, thoroughly, and to take appropriate corrective and disciplinary action. We will welcome the involvement of a representative in cases where a service user feels the need for such support in putting their point of view, and of the relevant authority responsible for inspecting the service in any situation where it is thought that investigating alleged abuse would be better carried out by someone independent of the service.

HNWL hopes to maintain an atmosphere of openness within its services locations and within the service generally, which enables anyone to express concerns and for them to be taken and investigated seriously. We intend in this way to identify and deal with any possible abuse or shortfall from our standard of excellence at an early stage.

In particular, we aim to encourage staff and volunteers to observe and bring to the attention of management anything in the running of the service or the conduct of colleagues, which causes them concern.

We regard this sort of mutual criticism not as disloyalty or malicious whistle blowing but as a healthy defence against poor practice and occasionally against serious abuse. Management undertakes to take such criticism seriously, to investigate all of the points made and to protect staff and volunteers that speak out in this way.

If however if you make a malicious allegation which is found later to be untrue, we may decide to take disciplinary action against you.

It is important that staff and volunteers explain clearly to service users that if they divulge any information that relates to suspected abuse that they have a duty to report this to their senior manager, as there may be other issues relating to this service user that are known to other agencies or there may be others at risk.

### **3. Staff Responsibilities**

#### **3.1 Supervising Trustee/ Co-ordinator / Senior Person**

To ensure that all staff, volunteers and service users have access to this policy and therefore know what to do in the event of a breach of this policy.

To ensure that safeguards are in place to protect the interests of the service user.

To ensure that the Board of Trustees are informed immediately if there are any concerns about a member of staff/volunteer regarding vulnerable adults.

### 3.2 All staff / volunteers

To read, be aware of the contents of and adhere to this policy at all times. A failure to comply with this policy may be deemed as a disciplinary offence.

### 4. Audit Plan

I will: .....

- Monitor adherence of the policy and report findings to the Committee of Trustees or Board of Directors.
- Report any concerns as required under the Vetting and Barring Scheme.
- Review this policy and ensure that it is updated as required from time to time

### 5. Scope

This policy applies within all HNWL Groups and Branches to all members of staff and/or volunteers.

### 6. Guidelines for dealing with concerns about suspected Abuse, reported to HNWL staff, where abuse might be happening outside the service.

HNWL has a duty to ensure that our service users are protected and we need to ensure that we respond 'in the 'best interest of' our service users. Depending on the circumstance this might or might not be with the consent of the service user. Guidance should be sought from your senior manager. Staff should ensure that all concerns are dealt with sensitively and in the strictest confidence.

Staff should be aware it might not always be appropriate to take concerns forward formally and therefore all suspected concerns of abuse should be reported to the Manager or senior person. It is the responsibility of the Manager or another senior person to decide the course of action to be taken.

All relevant documentation i.e. personal files and HNWL Incident Form should be completed. Confidentiality should be respected at all times and information should only be shared with those 'on a need to know only basis'.

The severity of the suspected abuse may require the matter to be referred to appropriate agencies e.g. care/ case manager, social services, or the police.

Before making a referral, we may consult adult social services, if appropriate.

It is a legal requirement to contact the ISA board if there are any concerns about any member of staff/volunteer working with vulnerable adults and therefore you must speak to your manager if you have any concerns about any member of staff/volunteer, who will decide on the appropriate course of action to take.

All HNWL groups should ensure that all reports are accurate and written by the relevant members of staff involved only.

### **DECLARATION**

I have read, understand and acknowledge receipt of this policy. I will comply with the guidelines set out in this policy and understand that failure to do so might result in disciplinary or legal action.

**Signature:**

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**Printed Name:**

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**Date:**

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