



Cavendish Cancer Care

Safeguarding Adults Policy

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1. Introduction

Cavendish Cancer Care is committed to best safeguarding practice and to uphold the rights of all adults to live a life free from harm, abuse, exploitation and neglect. This policy outlines the roles and responsibilities in relation to safeguarding adults. The guidance in this document is for all trustees, staff and volunteers to be aware of and to follow should they suspect that a person with whom they come into contact with as part of their work may be at risk of or experiencing abuse/ neglect.

2. Context and definition

The Care Act statutory guidance defines adult safeguarding as "protecting an adult's right to live in safety free from abuse and neglect."
" It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect while at the same time making sure that the adults wellbeing is promoted including where possible having regard to their views, wishes, feelings and beliefs in deciding on any action. This must always recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances."

Definition of an adult at risk of abuse

The Care Act's guidance section 42 (1) states that to be classed as an 'adult at risk', the person will:

1. Be aged 18 or over.
2. Have needs for care and support (whether or not the local authority is meeting any of those needs).
3. Be experiencing or at risk of, abuse or neglect and;
4. As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse and neglect.

Any adult who is subject to abuse or neglect should be protected under the remit of this policy.

The first priority should always be to ensure the safety and protection of adults at particular risk. To this end, it is the responsibility of all to act on any suspicion or disclosure of abuse or neglect and to discuss their concerns with the Designated Safeguarding Adults Lead, or a member of the Safeguarding Team to inform appropriate actions.

3. Safeguarding Principles

There are 6 Adult Safeguarding Principles which should underpin the safeguarding process. These are:

- **Empowerment** - People being supported and encouraged to make their own decisions and informed consent.
- **Prevention** - It is better to take action before harm occurs.
- **Proportionality** – The least intrusive response appropriate to the risk presented.
- **Protection** - Support and representation for those in greatest need.
- **Partnership** - Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability** - Accountability and transparency in delivering safeguarding.

4. Making Safeguarding Personal

The Care Act 2014 emphasises that a personal approach to safeguarding is essential. Making Safeguarding Personal, means that the safeguarding process should be person - led and outcome-focused, enhancing the individual's involvement and choice and control together with seeking to improve quality of life, wellbeing and safety.

5. Types of abuse

Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological. Any form of abuse can be either deliberate or be the result of ignorance, or lack of training, knowledge or understanding. Abuse may result in significant harm to, or exploitation of, the person subjected to it.

Types of abuse highlighted in the Care Act include:

- **Physical:** including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions or any other means of causing physical harm.
- **Sexual:** including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent, or was pressured into consenting. Sexual exploitation can take a variety of forms and involves differing degrees of

abusive activities including coercion, intimidation and unwanted peer pressure to have sex, sexual bullying and grooming for sexual activity.

- **Psychological or emotional:** including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
- **Financial or material abuse:** including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Neglect or Acts of Omission:** including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Discriminatory:** this type of abuse is motivated by discriminatory and oppressive attitudes towards people on the grounds of disability, gender and gender identity and reassignment, age, race, religion or belief, sexual orientation, transgender identity and political beliefs.
- **Organisational or Institutional:** including the rigorous implementation of a Care Provider's care regime, practices, policies and procedures or processes that may negatively impact on a person's rights to independence, respect, dignity or choice. It also includes the mistreatment of people brought about by poor or inadequate care or support or systematic poor practice that affects the whole care setting.
- **Self Neglect:** includes adults both with and without mental capacity i.e. the ability to make their own decisions and centres on:
 - Lack of self-care - neglect of personal hygiene, nutrition, hydration and/or health, thereby endangering safety and wellbeing, and/or
 - Lack of care of one's environment – squalor and hoarding, and/or
 - Refusal of services that would mitigate risk of harm.
- **Modern Slavery and Human Trafficking:** The Modern Slavery Act 2015 describes modern slavery as a 'brutal form of organised crime in which people are treated as commodities and exploited for criminal gain' – encompasses slavery, servitude, forced and compulsory labour and human trafficking.
- **Domestic Violence or Abuse:** includes a wide range of physical, sexual, psychological and financial abuse between partners or ex-partners whether or not they are married or cohabiting. Domestic abuse can be defined as any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can

encompass, but is not limited to, the following types of abuse: psychological, physical, sexual, financial and emotional.

There are four additional types of harm that are not included in The Care Act, but they are also relevant to safeguarding adults:

- **Cyber Bullying:** occurs when someone repeatedly makes fun of another person online, or repeatedly picks on another person through emails or text messages. It can also involve using online forums with the intention of harming, damaging, humiliating, or isolating another person. It includes various types of bullying, including racist bullying, homophobic bullying, or bullying related to special education needs and disabilities. The main difference is that, instead of the perpetrator carrying out the bullying face-to-face, they use technology as a means to do it.
- **Forced Marriage:** a term used to describe a marriage in which one or both of the parties are married without their consent or against their will. A forced marriage differs from an arranged marriage, in which both parties' consent to the assistance of a third party in identifying a spouse. The Police Forced Marriage Unit Tel: 020270080151 can be contacted for advice and support.
- **Mate Crime:** is when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. It may not be an illegal act, but it still has a negative effect on the individual. A mate crime is carried out by someone the adult knows, and it often happens in private.
- **Radicalisation:** the aim of radicalisation is to inspire new recruits, embed extreme views and persuade vulnerable individuals to the legitimacy of a cause. This may be direct through a relationship, or through social media.

Prevent is one of the Governments Strategies for Counter Terrorism and extremism in the UK. This is in relation to safeguarding those who are vulnerable to radicalisation.

6. Duties and responsibilities

It is the responsibility of all staff to act on any suspicion of abuse or neglect and to pass on their concerns to a responsible person/agency (Care Act, 2014).

All staff and volunteers who may come into contact with adults at risk of abuse or neglect during the course of their work have a responsibility to safeguard them. All staff have a responsibility to be aware of this policy, potential indicators of neglect and abuse, and their roles in safeguarding adults at risk. If a member of staff hears an allegation or thinks they have identified an indicator of potential abuse or neglect, they have a duty to ask sufficient questions to establish whether or not there is cause for concern. They must not however interview the person(s) alleged to have caused harm as this may interfere in a potential police investigation. All concerns and allegations, whatever their origin, must be taken seriously and considered with an open mind which does not pre-judge the situation or the organisation.

In an emergency, when there are serious concerns for the immediate safety of an adult at risk, the member of staff has a responsibility to contact the police or medical services.

7. Managing a safeguarding situation

If any member of staff or volunteer becomes concerned about the possible abuse of an adult client, visitor or staff member, they should report their concerns to their Line Manager or the Designated Safeguarding Adults Lead (or in their absence a member of the Safeguarding Team) immediately.

ACT NOW – DO NOT DELAY. Don't ignore it, report it.

If an adult is in immediate danger seek immediate emergency assistance by contacting emergency services and alerting a member of the Senior Leadership Team.

Consider the views and wishes of the adult.

If an adult is volunteering information, they should be listened to and asked sufficient questions to establish whether or not there is cause for concern. A person who is freely recalling significant events should not be stopped, asked to repeat their story or asked to write it down.

The duty to safeguard adults can override obligations to confidentiality. Once a situation has been identified that an adult is at risk, staff have a duty to pass on information to safeguard the adult. Service users must be made aware of the limitations of and exceptions to confidentiality in relation to adult safeguarding.

Equality and Diversity e.g. culture, beliefs and ethnic background, gender, disability, age and sexuality must be taken into account when exploring concerns and staff must avoid collusion or complicity.

A written record should be made as soon as possible. The record should include what was said in the person's own words, the time it was said, the setting and the people present.

8. Raising a safeguarding concern

The Safeguarding flowchart explains the process that should be followed to respond to a safeguarding concern. The flowchart contains details for the Adult Access team and details of when and where to send a safeguarding concern form. The Designated Safeguarding Adults Lead (or in their absence a member of the Safeguarding Team) should be contacted for advice and support where required in the first instance following any allegation. Any concerns, disclosures, or incidents of abuse must be reported to the Designated Safeguarding Adults Lead at Cavendish Cancer Care, on the same day of the event. The local authority First Contact Team can also be contacted for advice - Tel: 0114 273 4908. Any concerns about a person under 18 should be considered using the Safeguarding Children Policy.

The concern must be reported as soon as possible and within 24 hours to the First Contact Team. The telephone report should be followed up by completion of the Safeguarding adults concern form which is then to be submitted to:

asc.howdenhouse@sheffield.gov.uk (password protected).

If it is not possible to contact a member of the Safeguarding team the member of staff should inform the CEO and must report the concern to the First Contact Team themselves.

Following discussion with the Designated Safeguarding Adults Lead (or in their absence a member of the Safeguarding Team) and any other relevant parties, one of three options will be decided upon between you:

- Either, after consultation, a safeguarding threshold is not met and no further action needs to be taken and a record of the discussion will be documented.
- Or, after consultation, a safeguarding threshold is not met the situation may be referred to an external source (e.g. G.P. or police) and a record of the event will be made in the client's notes.
- Or, after consultation the concern is referred to the First Contact Team, and the official Safeguarding adults concern form is completed and submitted via secure email.

9. Allegation of abuse by a member of staff

Any disclosure involving allegation of abuse by a member of Cavendish Cancer Care staff must be reported within 24 hours to the CEO or to the Chair of the Board of Trustees.

If a member of staff is alleged to have abused an adult at risk, it is important to ensure that any actions taken protect the rights of both the adult at risk and the staff member.

Definition of a Person in a Position of Trust (PIPOT) - a worker or volunteer, in any setting (including their private lives) who has

- Behaved in a way that has harmed or may have harmed an adult with care and support needs.
- Possibly committed a criminal offence against or related to an adult with care and support needs.
- Behaved towards an adult with care and support needs in a way that indicates s/he is unsuitable to work with adults with care and support needs.
- Behaved in a way that has harmed children or may have harmed children which means their ability to provide care or other service to adults with care and support needs must be reviewed.
- May be subject to abuse themselves and this may mean their ability to provide a service to adults with care and support needs must be reviewed.
- Behaved in a way which questions their ability to provide a service to an adult with care and support needs which must be reviewed e.g. conviction for grievous bodily harm against an adult who does not have care and support needs.

10. Support for the person reporting the incident

All staff working with adults at risk can seek advice and support and with cases and decision making. This can be on an individual basis through the Designated Safeguarding Adults Lead or a member of the Safeguarding team. A therapist should be encouraged to discuss the situation with his/her clinical supervisor.

11. The role of the Designated Safeguarding Adults Lead

The role of the Designated Safeguarding Adults Lead is to deal with all instances involving adult protection that arise within Cavendish Cancer Care and, furthermore, to respond to all adult protection concerns and enquiries. The Designated Safeguarding Adults Lead for Cavendish Cancer Care is Ann Hetherington. The Safeguarding Team includes: Clare Longstaffe, Sue Saha, Sian Griffiths, Claire Furbey. Should you have any concerns relating to adult safeguarding, contact them at the Centre on 0114 2784600 or Ann mobile: 07913987379, In situations where they can't be contacted, the C.E.O., Emma Draper, will be informed of the situation and become the Lead.

The Designated Safeguarding Adults Lead is also able to support the member involved with the incident and has a responsibility to ensure the correct procedures are followed.

12. Recruitment and Training on Safeguarding Adults

New members of staff will receive a basic awareness of Safeguarding Adults as part of their induction programme. Training is commensurate with levels of responsibility and is available in house or via the local authority multi – agency training programme. All staff who work regularly with clients are to receive an update on Safeguarding Adults as agreed in their training plan. This will be facilitated by the Head of Service or another appropriately trained member of staff. Participation in Safeguarding Adults training will be subject to being monitored by Line Managers in respect of annual appraisals. Any staff members who have failed to participate in Safeguarding Adults training or updates as required will meet with their Line Manager and an agreed date for training will be allocated.

Cavendish Cancer Care operates procedures that take account of the need to safeguard and promote the welfare of adults, including arrangements for appropriate checks on employees where applicable.