



CuedIn

Adult Safeguarding Policy

Introduction

CuedIn Consulting Limited ("CuedIn") engages in consults and independent social work services with families, professionals and organisations. This policy has been designed to ensure the welfare and protection of any adult who accesses services provided by CuedIn, recognising that adult abuse can be a difficult subject for professionals to deal with. CuedIn is committed to the belief that the protection of adults at risk from harm and abuse is everybody's responsibility and the aim of this policy is to ensure that CuedIn acts appropriately in response to any concern around adult abuse.

The Policy has been drawn up in order to enable CuedIn 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 prevent that abuse occurring.

Adult safeguarding should engage the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control, as well as improving quality of life, well-being and safety.

Wherever possible safeguarding concerns should be discussed with the adult to get their view of what they would like to happen, and they should be involved in the safeguarding process, giving their consent to share information outside of the organisation where necessary.

Monitoring

The policy will be reviewed a year after development and then annually, or in the following circumstances:

- changes in legislation and/or government guidance;
- as required by the Local Safeguarding Children Board (LSCB);
- as a result of any other significant change or event.

This policy applies to any staff employed by or contracted to work on behalf of CuedIn and all clients and families.



Policy Statement

“Safeguarding means protecting an adult’s right to live in safety, free from abuse and neglect” (Department of Health & Social Care: Statutory Guidance, Care and Support Statutory Guidance 2018).

This policy will enable CuedIn to demonstrate its commitment to keeping safe the adults at risk with whom it works alongside. CuedIn 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 any staff and clients can work to prevent abuse and know what to do in the event of abuse.

The policy applies to anyone working for or on behalf of CuedIn.

It is acknowledged that significant numbers of adults at risk are abused and it is important that CuedIn has an Adult Safeguarding Policy and puts in place preventative measures to try and reduce those numbers, particularly as CuedIn works with parents in often vulnerable periods of life.

In order to implement the policy the CuedIn 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 safely, ensuring all necessary checks are made;
- provide effective management for staff through supervision, support and training.

This policy is considered in conjunction with The Capacity (Bailiwick of Guernsey) Law 2020 (Section 9 Safeguarding).



CuedIn will:

- ensure that any staff, clients and families are familiar with this policy
- 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 privacy 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 clients 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 endeavour to keep up to date with island wide developments relating to preventing abuse and welfare of adults
- will ensure that the Designated Safeguarding Officer understands her responsibility to refer incidents of adult abuse to the relevant agencies (Police/ HSC Adult Community Services/ HSC Safeguarding Unit)

Named Person for Adult Safeguarding

CuedIn has an appointed individual who is responsible for dealing with any Adult Safeguarding concerns, the designated safeguarding officer is ("DSO"):

Emma Beaven (Director)

emma@cuedin.co.uk

[07781 425524](tel:07781425524)

They should be contacted for support and advice on implementing this policy and procedures. These procedures are kept on CuedIn's website and on a secure cloud system; copies can be requested by email.

Should the named person be unavailable then anyone in the employment of CuedIn 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 or outside of the above hours), the Guernsey & Alderney Police should be contacted on 999.



Definitions

The Policy relates 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.

Furthermore, an adult may be at risk if he/she:

- has a learning or physical disability, and/or
- has a physical or mental illness, chronic or otherwise, including an addiction to alcohol or drugs, and/or
- has a reduction in physical or mental capacity, and/or
- is in the receipt of any form of healthcare, and/or
- is detained in custody, and/or
- is receiving community services because of age, health or disability, and/or
- is living in sheltered, emergency or a residential care home, and/or
- is unable, for any other reason, to protect himself or herself against significant harm or exploitation.

"Capacity" refers to the ability a person has to make a decision at a particular time. "A person lacks capacity in relation to a matter if at the material time he is unable to make a decision for himself in relation to the matter because of an impairment of, or a disturbance in the functioning of, the mind or brain." (Mental Capacity Act 2005, UK). These can be either short term or permanent.

Under the [The Capacity \(Bailiwick of Guernsey\) Law, 2020](#) people must be assumed to have capacity to make their own decisions and be given all practicable help to do so before anyone treats them as not being able to make their own decisions. For adults, this means that they have the capacity to choose how they live and make decisions about their safety, even if we do not agree with certain decisions.

"Deprivation of Liberty" relates to individuals who are aged 18 or over, cared for in a hospital or a registered care home and have a mental disorder and lack the capacity to consent to their placement or hospital admission. It is the responsibility of all staff and managers to report any occasions where a client is deprived of their liberty without proper authority.



“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
- Self-neglect: neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding however this is considered on a case by case basis.
- Other forms may include forced marriage, radicalisation and spiritual/faith based abuse.

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.



Principles

To protect basic civil and human rights, a set of principles must underpin all work with vulnerable adults. Six key principles underpin all adult safeguarding work and apply to all settings:

a) Empowerment

- People being supported and encouraged to make their own decisions and informed consent.
 - o E.g “I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.”

b) Prevention

- It is better to take action before harm occurs.
 - o “I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”

c) Proportionality

- The least intrusive response appropriate to the risk presented.
 - o “I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.”

d) Protection

- Support and representation for those in greatest need.
 - o “I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.”

e) Partnership

- Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
 - o “I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”

f) Accountability

- Accountability and transparency in delivering safeguarding.
 - o “I understand the role of everyone involved in my life and so do they.”

(Department of Health & Social Care: Statutory Guidance, Care and Support Statutory Guidance 2018).



Procedures when responding to a disclosure

CuedIn recognises the duty it has to act on reports, or suspicions of abuse or neglect. CuedIn also acknowledges that taking action in cases of adult abuse is never easy and needs to be done appropriately and sensitively.

A concern that an adult is or could be abused may have arisen either from:

- A direct disclosure by the vulnerable adult;
- A complaint or expression of concern by another member of staff, another client, a carer, a member of the public or relative;
- An observation of the behaviour of the vulnerable adult by the member of staff or carer.

When an allegation is received:

- 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 abuse is witnessed or has just taken place, the priorities will be to:

- Make sure the person is safe and take reasonable steps to ensure the adult is in no immediate danger;
- Keep self and any others involved safe;
- Attend to their needs and call an ambulance if required;
- Call the police if a crime has been committed;
- Not to disturb or destroy articles that could be used in evidence and where an assault of some kind is suspected, unless this is associated with the first aid treatment necessary to prevent further harm;

Alerting – what to do and who to tell

Alerting is the responsibility of any person working for or on behalf of CuedIn if they suspect that abuse of an adult may have taken place or is likely to take place. The primary steps are to:

- Inform the Designated Safeguarding Officer;
- Record what happened on CuedIn's Safeguarding Reporting Form.



Potentially there are two people who have responsibilities at the Alert stage of an incident. These are:

- The person first made aware of the issue and
- Their manager.

After the conversation, in any case where a disclosure is made, or CuedIn has concerns, a record should be made by the staff member. Record the discussion or actions taken on CuedIn's Safeguarding Reporting Form as soon as possible after the disclosure, within 24 hours.

- Contact the DSO within CuedIn for advice/guidance without delay.
- The DSO may then discuss the concern/suspicion with the relevant organisation, and, if appropriate, make a direct referral to the HSC Safeguarding Team.
- If the DSO is not available, the member of staff with the concern should contact the relevant safeguarding organisation themselves for advice, and should inform the DSO as soon as possible.
- Use the adult words or explanations – do not translate into your own words, in case you have misconstrued what the child was trying to say.

Details on the reporting form must include, as far as practical:

Name of adult

- Age
- Home Address (if known)
- Date of Birth (if known)
- Is the person making the report expressing their own concerns, or passing on those of somebody else? If so, record their name and role and the following details:

1. What has prompted the concerns?
2. Include dates and times of any specific incidents
3. Has the adult been spoken to?
4. If so, what was said?
5. Has anybody been alleged to be the abuser?
6. If so, record details Who has this been passed onto, in order that appropriate action is taken?
7. Has anyone else been consulted?
8. Are there any physical signs of abuse or harm? Please use the body map to record observations, even if they seem inconclusive.



There may be you have no evidence or conclusive signs. You may have noticed this due to a variety of factors but in these circumstances, you should try to give the adult the opportunity to talk. You can use the Adult Safeguarding Reporting Form to record any early concerns.

Managing allegation made against member of staff

CuedIn will ensure that any allegations made against any member of staff will be dealt with swiftly. Where a member of staff/contractor 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 will be undertaken immediately to assess the level of risk to all clients 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 DSO will liaise with the HSC Adult safeguarding lead to discuss the best course of action and to ensure that the CuedIn's disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

Conflict of Interests

Staff discuss any conflict of interest they might have with the Director and/or their clinical supervisor and how they can minimise their effects.

Sharing information

Good communication is essential in any organisation. At CuedIn every effort will be made to assure that, should individuals have concerns, they will be listened to and taken seriously. It is the responsibility of the management to ensure that information is available to, and exchanged between, all those involved in this organisation and its activities. Some information is confidential and should only be shared on a strictly need-to-know basis. A person's right to confidentiality is not absolute and may be overridden where there is evidence that sharing information is necessary to support an investigation or where there is a risk to others e.g. in the interests of public safety, police investigation, implications for regulated service.

Staff should be aware of and adhere to our Privacy Notice.



Recruitment and Training

CuedIn recognises that anyone may have the potential to abuse adults in some way and that reasonable steps should be taken to ensure unsuitable people are prevented from working with vulnerable adults. Any members of staff being employed by CuedIn at any point are required to have the following checks made:

- An enhanced disclosure and barring (DBS) check, including child and adult barring lists;
- Written professional references from up to 2 individuals or organisations.
- Their qualifications and experience should be substantiated.
- CuedIn's requirements and their responsibilities should be clarified.
- They should agree to work within CuedIn's policies and procedures, including this Adult Safeguarding Policy in which procedures are explained.

All members of staff will be accountable for their practice through regular reflective supervision with their line manager and/or clinical supervisor as appropriate. CuedIn also requires that any staff it employs to:

- recognise their responsibilities and report any concerns about suspected poor practice or possible abuse;
- Respond to concerns expressed by vulnerable adults or those around them;
- Work safely and effectively with vulnerable adults.

Record Keeping

All records, information and confidential notes will be kept on a secure client management system with each staff member having appropriate access to cases. Please see CuedIn's privacy Policy for more details on record keeping.



Contact Details

Guernsey Police: 01481 222222 (ask for Public Protection Unit)

HSC Adult Safeguarding Manager: 226923 or via PEH Switchboard 220000, available Monday, to Friday 8.45 am-17.00

When 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. 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 with 'Adult Safeguarding Concern' as the subject 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.

This Policy is intended to be easily understood and to offer a clear statement of our intentions and actions. It is important that all those who come into contact with or are employed by CuedIn can implement this policy. Please contact Emma Beaven, emma@cuedin.co.uk, if you would like more information, clearer guidelines, or to suggest appropriate changes to the policy and its wording.