



Adult Safeguarding Policy

Your World Nursing - Scotland

Adult Safeguarding Policy

This policy is to provide guidance to the Registered Manager and agency workers on the following in relation to safeguarding duties:

- Internal Referral Process
- Safeguarding/Adults at Risk Referrals/Alerts
- Alerting signs of Abuse
- Responding to Disclosure
- The Safeguarding Process

Adherence to this policy is mandatory for all employees, agency workers and volunteers. Agency workers will be supported by specialised training programmes at induction and via regular refresher training up-dates, thereafter. Failure to adhere to this policy may result in disciplinary action being taken.

A full copy of this policy is distributed and promoted to all service users and workers.

This policy is reviewed periodically and amended in accordance with any changes to legislation/guidance.

Your World Nursing Ltd (YWN) supports the main principle of The Adult Support and Protection (Scotland) Act 2007 (the Act) that all adults have the right to be safe and well-looked after. We have a legal duty to act if there is a suspicion of harm or risk of harm. We will follow the interagency guidelines for reporting adult protection concerns.

YWN is committed to fulfil our safeguarding duty. We share a responsibility to ensure that all adults under our care have the right to be protected from harm. YWN will work in partnership with local agencies such as social workers, health services and the police in order to protect vulnerable adults.

Protected adults

Any person aged 16 or over who is or may be in need of care by reason of disability, mental disorder, illness or physical or mental infirmity. It should be noted that the definition of a protected adult means that this can be a transient category for some individuals.

Anyone who has concerns about a protected adult's safety or well-being, or about the behaviour of another person (whether staff, student, contractor or otherwise), should report their concerns as soon as possible. All concerns should be reported using the guidance within this policy, no matter how trivial they may seem.

Where possible these concerns should be raised with the consent of the individual.

The list of Scottish Local Authorities can be found here: <https://www.mygov.scot/organisations/#scottish-local-authority>

The copies of local safeguarding policies and reporting arrangements will be obtained at initial site visit and then logged in our database for information for RM and on call.

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Abuse and significant risk harm

Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented or cannot consent. It may also occur through deliberate targeting or grooming of vulnerable people and may be carried out by individuals or groups of individuals.

Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

Harm should be taken to include not only ill treatment (including sexual abuse and forms of ill treatment that are not physical), but also the impairment of, or an avoidable deterioration in, physical or mental health and the impairment of physical, emotional, social or behavioural development.

The information regarding Safeguarding of Protected Adults is included in the Candidate Handbook and is part of the local induction process.

YWN will work closely with our clients with regards to adapting their internal/local Protection of Protected Groups Policies. This will be achieved by direct supervision by their permanent staff.

Agency workers will be alerted to possible harm through concerns or disclosures and agency workers must maintain a culture of vigilance and have a clear understanding of the risk to a protected person. A concern relates to the possibility of a protected person suffering harm, a disclosure is when a protected person tells a staff member that they have been or are being harmed or have observed harm.

Agency workers may be made aware of the possibility that harm may be occurring in one of the following ways:

- The protected person may inform the agency worker that something has happened
- The agency worker may observe physical or behavioural indicators of the protected person which may cause them to be concerned about the possibility of harm taking place;
- Another person (another carer, child or family member) may inform the agency worker of their concerns regarding possible or actual harm or
- The agency worker may themselves observe the behaviour or practice of another person which may cause concern regarding possible or actual harm.

How to recognise signs and risk factors: (applied from [Act Against Harm.org](#))

Types and examples of harm:

Examples of financial harm:

- Gives money to someone for reasons that concern you
- Is unclear or confused about where their money has gone
- Is stressed about money issues or debt

Examples of physical harm:

- Has cuts, bruises or other marks they can't properly explain
- Tries to hide injuries or refuses to talk about them
- Is fearful or withdrawn around certain people or in certain situations

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Examples of psychological harm:

- Is persistently having friends or strangers 'hanging out' at their house
- Is being verbally bullied by others
- Appears to be encouraged by others to take part in illegal or socially unacceptable activity

Examples of sexual harm:

- Is being sexually harassed or intimidated
- Appears nervous, withdrawn or intimidated in the presence of others
- Becomes tearful or upset when their relationship is mentioned

Examples of neglect:

- Is not dressing, washing or eating properly
- Is becoming socially isolated
- Can no longer look after themselves or their property

Key principles of adult safeguarding

There are 6 key principles which underpin all adult safeguarding work and which apply to all sectors and settings. These principles should inform the ways professional and other staff work with adults.

- **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
- **Accountability** – accountability and transparency in delivering safeguarding

Reducing risk of abuse

YWN we have robust activities in place to reduce the risk for potential for harm and abuse including:

- PVG check
- Safer Recruitment Practices
- Professional registers checks (NMC, SSSC)
- References check
- Essential on-going training for staff
- On-going staff supervision and support
- Reporting to authorities

Safeguarding is the responsibility of all agency workers, including volunteers, and the key priority is to ensure the safety and protection of the vulnerable adult.

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All agency workers must be issued with a copy of YWN Safeguarding Adults Policy and:

- Be familiar with the potential types of abuse and neglect
- Recognise their duty to act in a timely manner if they have a concern or suspicion that an adult who is vulnerable is being or is at risk of being abused, neglected or exploited
- Call the police or ambulance if a crime has been committed or where the abuse of the adult indicates urgent medical attention or to protect that person from immediate risk of harm
- Report any concern/suspicion of abuse, neglect, exploitation to their line manager immediately, unless their line manager is implicated in the abuse, in such circumstances a line manager on placement as well as the RM of YWN should be contacted
- Know what services are available for the adult, including how to access help and advice for the adult
- Know how to raise a safeguarding to Local Area Adult Protection Team, when speaking to their line manager would cause delay
- Know that they must make a clear, factual record of their concern and the action taken

Reporting concerns

The below explains how we will be dealing with concerns disclosed directly to YWN and those disclosed to managers on placements.

Reporting directly to YWN

It is not the responsibility of anyone working within YWN to decide whether or not abuse has taken place.

Workers on placement should report to their line manager as described in the below section.

It is vital that staff raise all cases of suspected or alleged abuse in line with the procedures identified in this policy. It is important to do this, as there may already have been concerns expressed by other members of staff and failure to report concerns may put an adult at risk.

This process is applicable during both office working hours and out of office hours. During out of hours it is the responsibility of the staff member on-call to assure the immediate safety of the service user and the agency worker own safety and report to the necessary police/local authority emergency team, where relevant, and ensure a full handover to the RM is provided as soon as is reasonably practicable. In the absence of the RM then the full handover must be given to the Clinical Advisory team. RM is accountable for the whole process. YWN will not investigate unless specifically asked to by the lead agency.

The primary concern is to ensure that any relevant information is passed to the RM who will then discuss any action and Adult Protection Referral with the relevant agencies. The contact numbers can be found on the 'Act Against Harm' website: <http://www.actagainstharm.org/getting-help/find-your-local-contact>

Upon receipt of a referral of harm or a concern for the safety or wellbeing of an individual it is the RMs responsibility to ensure that the following process is followed:

- If a disclosure of harm is made by a service user, care should be taken to explain the procedure to them and advise that it may not be possible to maintain confidentiality
- If a service user makes an allegation about another organisation this should be reported to a senior person within that organisation and the local authority informed

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- Where there is immediate risk of harm to the individual, or where physical injury has been sustained, ensure that adequate treatment is sought from the emergency services, to include the involvement of the police as required
- Written statements will be taken from all individuals reporting the concern that outlines why they believe there is an adult at risk of harm
- Complete [AP1 Form](#) and submit this to the local authority within 24 hours
- Record the incident within the Adult Protection file ensuring a full and complete record including all copies of evidence and statements is maintained
- Contact and consult as soon as possible the appropriate local Social Work Manager or a Senior Police Officer in the Family Protection Unit or Emergency Social Work Services
- There will be no further investigation until the Police or Adult Support Officer have confirmed that we can conduct an internal investigation
- In the event of an investigation being conducted, this must be thoroughly undertaken and all records retained securely
- It may be necessary to suspend staff whilst any allegation is being investigated: remember that suspension is not a sanction but a mechanism to protect the member of staff from further allegation and allow an investigation to take place
- Staff may require support during the investigation period or following any referral: this should be provided by an appropriate person dependant on the situation. This can include external agencies and must be within the bounds of confidentiality and not compromise any investigation
- Make a statutory notification to the Care Inspectorate as appropriate for your geographic location. Care Inspectorate should be informed within 24 hours by generating a notification via e-forms which can be updated as the case progresses.
- In the event that a member of staff is dismissed following an ASP investigation, this must be reported the SSSC, NMC and Disclosure Scotland using their on-line reporting system

If there is a worry about an adult but they are not in immediate danger our agency workers have a responsibility to follow local procedures for reporting and sharing these concerns.

It is the RM responsibility to ensure that this policy, any related local polices, regulatory requirements and relevant legislative standards are adhered to.

Reporting to managers in placement

When abuse takes place, it needs to be dealt with swiftly and proportionately to the issue. Therefore, any disclosure or suspicion of abuse should be reported by the worker to their manager on placement as soon as possible. Where the perpetrator is a member of staff or manager YWN will invoke the disciplinary and Whistleblowing codes alongside this procedure.

If a disclosure of abuse is made by a service user, care should be taken to explain to them the procedure that will be followed and they should be told that it may not be possible to maintain confidentiality.

Workers on placement need to make a report to the line manager. In addition, our workers must report their concerns to our Registered Manager who will follow up all Child Protection concerns. In addition, our agency workers must report their concerns to our RM who will follow up all ASP concerns and notify Care Inspectorate.

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All details and the reporting arrangements of the agreements are stored in an Adult Protection file. This communication between social work and agency staff must then be followed up in writing confirming the conversation using a locally agreed [AP1 form](#). In case that the locally agreed form is not accessible at the time of the conversation, the below checklist guidance can be used.

Please include:

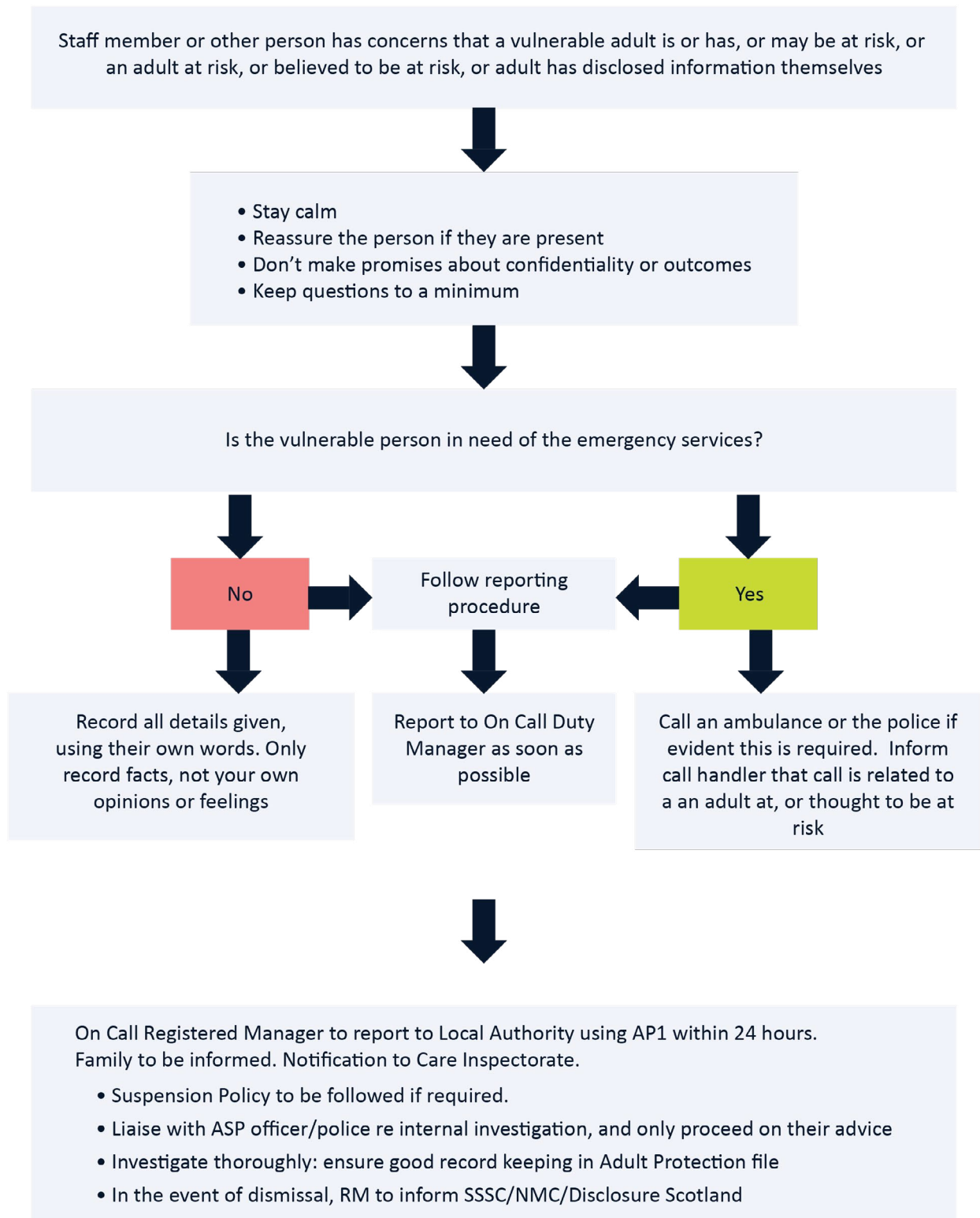
- Location where the adult is
- All relevant information (age, address, name, details about the abuser)
- Be clear about facts
- Clarify what action has been agreed with the social worker
- Record the discussion immediately after the conversation

1. State clearly who you are and what is your role
2. What concerns you have about safety of an adult

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Adult Support and Protection Flow Chart



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Adult support and protection flow chart

In situations where there is a concern about a worker being a subject of allegations with relation to adult protection issues, the investigation will be supported by Registered Manager alongside any local authority that have received the details of allegations. In such scenarios, the worker may not be privy to all the details of the allegations or investigation details. If an agency staff resigns from their post or refuses to cooperate with the investigation process, this must not prevent an allegation being followed up.

We expect our workers to inform us if they have been subject to a safeguarding referral. We will check if the matter is reported to the lead agency, social work or police and you check if we need to notify the Care Inspectorate the report has been made YWN have a legal duty to report agency staff to the relevant disclosure and barring agency as well as the agency.

It is the responsibility of the RM to follow up on all reported concerns. The RM will also ensure that all workers, including volunteers:

- Are aware of their duty to report any allegations or suspicions to their line manager, or a senior manager if their line manager is implicated
- Attend Safeguarding for Managers training that is provided as part of the initial Induction and on an ongoing basis
- Meet their responsibilities under Adult Support and Protection Act 2007
- Ensuring compliance with Safeguarding and safety standards
- Adhere to YWN safe recruitment practices specifically in respect of the PVG and referencing processes for new recruits
- Ensure that regular supervisions are arranged for frontline staff to ensure they are fully supported and feel able to identify and respond to any situations where there are signs of abuse or neglect
- Fully adhere to [YWRG Whistleblowing Policy](#) and support employees who raise concerns
- Fulfil their legal obligation and refer any worker who has been found to have harmed an adult with needs for care and support using the PVG and NMC referral process

Confidentiality

Whether or not a response to an adult safeguarding concern is through informal consultations or a formal meeting YWN and other involved parties/agencies are likely to be sharing information that would normally be considered confidential.

An adult safeguarding concern provides sufficient grounds to warrant sharing information on a 'need to know' basis and/or 'in the public interest' and unnecessary delays in sharing such information will be avoided. Whenever possible the adult at risk will be consulted about information being shared on their behalf. Consent has often been given through the usual assessment process.

There will be a need to share information with other agencies for example Health, Advocacy and the Police, and generally permission would be asked before doing so. However, in exceptional circumstances e.g. if it is considered someone is at serious risk of abuse then information may be disclosed without consent.

YWN principles governing the sharing of information include:

- Confidentiality must not be confused with secrecy
- Information will only be shared on a 'need to know basis' when it is in the best interests of the service user(s)
- Informed consent should be obtained but if it is not possible and other individuals are at risk, it may be necessary to override the requirement
- It is inappropriate for agencies to give assurances of absolute confidentiality in cases where there are concerns about abuse, particularly in those situations when other vulnerable people may be at risk

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Useful contact details

Local Authorities

<http://www.actagainstharm.org/getting-help/find-your-local-contact/>

Police Emergency – 999, Non-emergency 101

YWN

02072200811

Registered Manager email address: RM@yourworld.com or casupport@yourworld.com

Registered Manager telephone number for in and outside of hours: 020 7220 0831

Care Inspectorate (CI)

eForms access via CI Website www.careinspectorate.com

Email: enquiries@careinspectorate.com

Telephone: 0345 600 9527

Write to any of our offices

Complaints:

Email: complaints.NEL@careinspectorate.com

Fill in the complaints form online

Telephone: 0345 600 9527

Compass House

11 Riverside Drive

Dundee

DD1 4NY

Email enquiries@careinspectorate.com

T: 0845 600 9527

References

The Adult Support and Protection (Scotland) Act 2007:

<https://www.legislation.gov.uk/asp/2007/10/contents>

Related documents

[AP1 form](#)

[Whistleblowing Policy](#)

[Duty of Candour Policy](#)