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A. Policy

1. Introduction

- 1.1 Lancashire Mind is committed to providing services safely and to a high standard.
- 1.2 Lancashire Mind is committed to ensuring that every adult who participates in activities or has contact through a third party with Lancashire Mind is provided with a safe environment and is protected from abuse.
- 1.3 Lancashire Mind recognises that it has a duty of care to make sure that procedures are in place to encourage reporting of suspected abuse and to take action to stop the abuse.
- 1.4 Lancashire Mind requires all staff and volunteers to protect from harm and safeguard the welfare of adults who may be at risk of abuse.
- 1.5 Lancashire Mind requires all staff to recognise signs of abuse and to know the appropriate actions to take when abuse is suspected or disclosed.
- 1.6 Lancashire Mind is committed to working with partner organisations in order to prevent and respond to abuse.

2. Scope

- 2.1 This policy applies to all Lancashire Mind staff and volunteers.
- 2.2 For the purpose of this policy an adult is a person aged 18 and over.
- 2.3 Safeguarding of people under the age of 18 is dealt with using the Lancashire Mind Safeguarding Children Policy.

3. Objectives

- 3.1 To provide a means by which Lancashire Mind can offer guidance and instruction to staff and volunteers to minimise risk, protect from harm and safeguard the welfare of adults at risk of abuse.
- 3.2 To set down the procedures to be followed by staff and volunteers when any suspicions, allegations or disclosures of abuse arise.
- 3.3 To ensure appropriate support and guidance is offered to employees to enable them to respond swiftly and appropriately to any suspicions, disclosures or allegations of abuse.
- 3.4 To create a working environment in which those who suspect abuse are not afraid of reporting it.
- 3.5 To ensure the welfare of all adults who participate in Lancashire Mind activities is paramount and to aim to prevent abuse and neglect from occurring.
- 3.6 To promote a person-centred approach that supports adults who may be at risk of abuse to recognise abusive situations, understand how to protect themselves and to have control about how they want to live.
- 3.7 To ensure that any third party who discloses a safeguarding concern is, where appropriate, informed of and involved in any action taken.

4. Principles

- 4.1 Adult safeguarding duties apply to any adult who has care and support needs and is experiencing, or is at risk of, abuse and is unable to protect themselves because of their care and support needs.
- 4.2 People with care and support needs are not inherently vulnerable but they may come to be at risk of abuse.
- 4.3 Vulnerability can be a temporary state that can be affected by many different factors.
- 4.4 Abuse occurs when someone's human and/or civil rights are violated by someone else.
- 4.5 There are several types of abuse, including, physical, emotional, sexual, neglect, financial, discriminatory, and institutional.
- 4.6 Lancashire Mind uses a safer recruitment policy when recruiting for posts, both paid and voluntary, that involve regular work with adults who may be at risk.
- 4.7 Staff and volunteers who have regular, unsupervised contact with adults who may be at risk will undergo an enhanced Disclosure and Barring Service (DBS) check.
- 4.8 Staff and volunteers who undergo a DBS check are encouraged to register with the DBS update service.
- 4.9 DBS certificates will be checked online or, where a person has not registered with the update service, renewed, every two years.
- 4.10 Staff and volunteers who regularly work with adults who may be at risk will undergo safeguarding training.
- 4.11 Lancashire Mind have a designated Adult Safeguarding Officer, and a deputy, who acts as the liaison point regarding any safeguarding concerns.
- 4.12 All safeguarding concerns will be reported to the appropriate authorities when deemed necessary.
- 4.13 Lancashire Mind is committed to complying with the requirements of data protection regulations. Any personal data created as part of procedures will be processed in accordance with Lancashire Mind's Data Protection Policy. This includes ensuring that data is held securely, is not disclosed unlawfully and is destroyed when no longer needed.

5. Responsibilities

- 5.1 It is the responsibility of:

5.1.1 Lancashire Mind

- a) To ensure the safeguarding adults policy and procedures are readily available to all staff.
- b) To provide guidance and support to managers on applying the policy.
- c) To review and monitor the effectiveness of the policy.
- d) To ensure that the DSO and Deputy DSO carry out their responsibilities effectively.

5.1.2 Managers

- a) To ensure Lancashire Mind services and activities are delivered in line with the safeguarding adults policy.
- b) To inform staff of the policy.
- c) To ensure staff understand the policy and their responsibilities in relation to it.
- d) To assist staff in applying the policy and following procedures.

5.1.3 Staff and Volunteers

- a) To be aware of the safeguarding adults policy and procedures.
- b) To know the different types of abuse and how to recognise signs of abuse.
- c) To know how to respond to a disclosure of abuse.
- d) To report any safeguarding concerns to the designated safeguarding officer.

For related policies and procedures, look in the Policies folder on Lancashire Mind's SharePoint site.

B. Procedural Guidelines

1. Who does safeguarding apply to

1.1 Adult safeguarding duties, as outlined by the Care Act 2014, apply to any adult who:

- has care and support needs and
- is experiencing, or is at risk of, abuse or neglect and
- is unable to protect themselves because of their care and support needs 1.2 An adult with care and support needs may be:
 - an older person
 - a person with a physical disability, a learning difficulty or a sensory impairment
 - someone with mental health needs, including dementia or a personality disorder
 - a person with a long-term health condition
 - someone who misuses substances or alcohol to the extent that it affects their ability to manage day-to-day living

1.3 Vulnerability can be a temporary state that can be affected by many different factors. People with care and support needs are not inherently vulnerable but they may come to be at risk of abuse or neglect due to factors such as:

- physical or mental ill-health
- becoming disabled
- getting older
- not having support networks
- inappropriate accommodation
- financial circumstances or
- being socially isolated

2. Who is responsible for safeguarding adults

- 2.1 Local Authorities have a duty to make sure that the care and support services they commission are provided safely and to a high standard, while also recognising and tackling the abuse and neglect that happens in community and domestic settings.
- 2.2 Local Authorities are responsible for looking at any safeguarding concerns raised with them about any adult who has care and support needs and deciding whether it is necessary to carry out an enquiry.
- 2.3 Lancashire Mind, as an agency that works with adults who may be at risk of abuse, are responsible for recruiting and vetting staff to ensure they are appropriate to work with people at risk of abuse.
- 2.4 Lancashire Mind staff and volunteers who have contact with adults who may be at risk are responsible for supporting these people to recognise potentially abusive situations and understand how they can protect themselves.
- 2.5 Lancashire Mind staff and volunteers are responsible for alerting the Lancashire Mind Designated Safeguarding Officer about any instances of abuse, including suspected or alleged abuse.
- 2.6 Lancashire Mind have a duty to report abuse, including suspected or alleged abuse, to the relevant Local Authority.
- 2.7 Lancashire Mind have a duty to act on and report any allegations of abuse carried out by a staff member to the relevant Local Authority.
- 2.8 Lancashire Mind are not responsible for deciding whether or not abuse has taken place and will, therefore, never investigate a safeguarding concern. This remains the duty of the Local Authority and Lancashire Mind will cooperate fully with any investigations.
- 2.9 The Service Delivery Manager has overall responsibility for safeguarding and is the Designated Safeguarding Officer (DSO). The DSO must:
 - 2.9.1 Be appropriately trained

2.9.2 Understand the local authority safeguarding procedures for each area that Lancashire Mind operates in

2.9.3 Keep written records of all safeguarding concerns that are reported by staff

2.9.4 Refer cases of suspected or alleged abuse or neglect to adult social care or the Police, in accordance with local safeguarding procedures

2.9.5 Ensure that the Lancashire Mind working environment and practices, safeguard the welfare of vulnerable adults

2.10 A Deputy DSO will be nominated and will carry out the above duties in the absence of the DSO.

3. Awareness

3.1 Lancashire Mind staff and volunteers will receive training during induction, which will be repeated at least every three years. Staff and volunteers will be aware that:

3.1.1 People with care and support needs are more likely to be abused and may be less likely to identify abuse themselves or report it.

3.1.2 Sometimes people may not be aware that they are being abused and signs of abuse can be difficult to detect.

3.3 Lancashire Mind staff and volunteers will familiarise themselves with the types of abuse that an adult may experience and the possible indicators of abuse. Below are some examples, more detailed information can be read on the Social Care Institute for Excellence website -

<http://www.scie.org.uk/publications/ataglance/69-adults-safeguarding-types-and-indicators-ofabuse.asp>.

Types of physical abuse	Possible indicators of physical abuse
<ul style="list-style-type: none">• Assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing• Rough handling• Scalding and burning• Physical punishments	<ul style="list-style-type: none">• No explanation for injuries or inconsistency with the account of what happened• Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps • Frequent injuries• Subdued or changed behaviour in the presence of a particular person
Types of sexual abuse	Possible indicators of sexual abuse
<ul style="list-style-type: none">• Rape, attempted rape or sexual assault• Inappropriate touching anywhere• Inappropriate looking, sexual teasing or innuendo or sexual harassment• Sexual photography or forced use of pornography or witnessing of sexual acts• Indecent exposure	<ul style="list-style-type: none">• Unusual difficulty in walking or sitting• Infections or sexually transmitted diseases• Significant changes in sexual behaviour or attitude• Self-harming• Poor concentration, withdrawal, sleep disturbance• Excessive fear/apprehension of, or withdrawal from, relationships• Reluctance to be alone with a particular person
Types of psychological or emotional abuse	Possible indicators of emotional abuse
<ul style="list-style-type: none">• Preventing the expression of choice and opinion• Failure to respect privacy• Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse	<ul style="list-style-type: none">• An air of silence when a particular person is present• Withdrawal or change in the psychological state of the person• Low self-esteem• Uncooperative and aggressive behaviour• A change of appetite, weight loss/gain

<ul style="list-style-type: none"> Addressing a person in a patronising or infantilising way Threats of harm or abandonment Cyber bullying 	<ul style="list-style-type: none"> Signs of distress: tearfulness, anger Apparent false claims, by someone involved with the person, to attract unnecessary treatment
Types of financial or material abuse	Possible indicators of financial abuse
<ul style="list-style-type: none"> Theft of money or possessions Fraud, scamming Preventing a person from accessing their own money, benefits or assets Employees taking a loan from a person using the service Undue pressure, duress, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions Denying assistance to access benefits False representation, using another person's bank account, cards or documents Exploitation of a person's money or assets, e.g. unauthorised use of a car 	<ul style="list-style-type: none"> Missing personal possessions Unexplained lack of money or inability to maintain lifestyle Unexplained withdrawal of funds from accounts Rent arrears Disparity between the person's living conditions and their financial resources, e.g. insufficient food in the house
Types of discriminatory abuse	Possible indicators of discriminatory abuse
<ul style="list-style-type: none"> Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic (as defined in the Equality Act 2010) Unequal treatment based on a protected characteristic Harassment or deliberate exclusion on the grounds of a protected characteristic Substandard service provision relating to a protected characteristic 	<ul style="list-style-type: none"> The person appears withdrawn and isolated Expressions of anger, frustration, fear or anxiety The support on offer does not take account of the person's individual needs in terms of a protected characteristic
Types of organisational abuse	Possible indicators of organisational abuse
<ul style="list-style-type: none"> Lack of leadership and supervision Abusive and disrespectful attitudes towards people using the service Failure to manage residents with abusive behaviour Interference with personal correspondence or communication Failure to respond to complaints 	<ul style="list-style-type: none"> Lack of adequate procedures Poor record-keeping and missing documents Public discussion of personal matters
Types of self-neglect	Possible indicators of self-neglect

<ul style="list-style-type: none"> Lack of self-care to an extent that it threatens personal health and safety Neglecting to care for one's personal hygiene, health or surroundings Inability to avoid self-harm Failure to seek help or access services to meet health and social care needs 	<ul style="list-style-type: none"> Very poor personal hygiene Unkempt appearance Lack of essential food, clothing or shelter Living in squalid or unsanitary conditions Hoarding Collecting a large number of animals in inappropriate conditions
<ul style="list-style-type: none"> Inability or unwillingness to manage one's personal affairs 	<ul style="list-style-type: none"> Non-compliance with health or care services Inability or unwillingness to take medication or treat illness or injury

3.4 Lancashire Mind staff and volunteers will understand how to respond to safeguarding concerns and disclosures of abuse.

3.5 A Safeguarding Statement, Appendix A, is displayed in office areas.

4. Good safeguarding practice

4.1 To increase the likelihood of abuse or neglect being identified early, staff and volunteers should:

- Encourage positive and safe behaviour among adults who are at risk of abuse;
- Be alert to changes in an adult's behaviour or situation;
- Be a good listener;
- Ensure that a culture of openness exists for issues and concerns to be raised and discussed;
- Ensure that a sense of accountability exists between colleagues so that poor practice or potentially abusive behaviour does not go unchallenged;
- Empower adults – discuss their rights with them, what is acceptable and unacceptable and what they can do if there is a problem.

4.2 Code of Conduct

To maintain a safe and appropriate environment the following should be adhered to by Lancashire Mind staff, volunteers and others acting on behalf of the organisation:

- Treat all adults fairly and with respect, in accordance with Lancashire Mind's Equality and Diversity Policy;
- Maintain appropriate levels of conversation and interaction with adults who use Lancashire Mind services;
- Maintain professional boundaries at all times;
- Challenge the behaviour of adults that is unsafe or abusive;
- Be aware of situations that may present risk and manage these;
- Plan and organise activities to minimise risk;
- Never spend time with a person who uses a Lancashire Mind service, either physically or via digital communications, e.g. social media, that is not relevant to their involvement in Lancashire Mind activities;
- Ask permission before carrying out an activity of a personal or physical nature, e.g. administering first aid, helping someone dress themselves, etc.;
- Never act in a way intended to shame, humiliate or degrade an individual;
- Do not hit, or otherwise physically assault, an individual;
- Never offer suggestions or advice that is inappropriate or offensive;
- Do not develop a physical or sexual relationship with an adult that uses Lancashire Mind services.

4.3 Recruitment

- 4.3.1 When a new role, paid or voluntary, is being created, the person creating the role must consider if the post holder will have contact with adults who may be at risk of abuse and if the level of contact necessitates implementing the safer recruitment procedures.
- 4.3.2 All roles that involve unsupervised contact with adults will be subject to an enhanced DBS check.
- 4.3.3 Applicants applying for posts that include unsupervised contact with adults will be asked to explain any gaps in their employment history.
- 4.3.4 All applicants are asked to disclose a criminal record when applying for a paid or voluntary role that is exempt from the Rehabilitation of Offenders Act.
- 4.3.5 Where a criminal record is disclosed by an applicant who is shortlisted, it will be discussed with the individual to understand the circumstances, before deciding on whether or not the nature of the offence(s) makes them unsuitable for the role.
- 4.3.6 All paid and voluntary roles are subject to the receipt of two satisfactory references. In the case of roles that involve unsupervised contact with adults, the referee is asked to comment on the individuals suitability for a role of this nature.
- 4.3.7 Successful applicants are required to provide documents to confirm their identity.
- 4.3.8 Staff and volunteers whose post requires a DBS check will not carry out any unsupervised contact with adults until the result has been received and the certificate has been seen.
- 4.3.9 If a DBS result shows anything that makes the applicant unsuitable for the post, the job offer will be withdrawn.
- 4.3.10 Staff and volunteers will undergo safeguarding training as part of their induction and within the first six months of being in post.

4.4 Supervision

- 4.4.1 Safeguarding is a standing item during supervision between line managers and employees, when an employee has regular contact with adults at risk of abuse.
- 4.4.2 Safeguarding is a standing item on team meetings, where two or more members of the team have regular contact with adults at risk of abuse.

4.5 Record keeping and monitoring

- 4.5.1 All safeguarding concerns, no matter how insignificant they may seem, should be recorded along with details of any action taken in response to the concern.
- 4.5.2 Records of safeguarding concerns will be reviewed by the senior management team who will regularly report on safeguarding to Board.

5. Assessing risk

- 5.1 In the interests of prevention it is important to identify factors that may indicate an increased risk of abuse amongst adults at risk.
- 5.2 Identified risks should be used to form risk assessments and prevention strategies for individuals at risk.
- 5.3 Risk assessments should be updated on a regular basis and every time an individual's circumstances change and/or when additional factors that may indicate an increased risk of abuse are identified.

6. Raising a safeguarding concern

6.1 Self-neglect

- 6.1.1 The Care Act 2014 statutory guidance includes self-neglect in the categories of abuse or neglect relevant to safeguarding adults with care and support needs. In some circumstances, where there is a serious risk to the health and wellbeing of an individual, it may be appropriate to raise self-neglect as a safeguarding concern.

6.1.2 An adult who is able to make decisions, may make choices that we think of as self-neglect. If the person does not want any safeguarding action to be taken, it may be reasonable not to intervene further, provided that:

- no-one else is at risk,
- there is no immediate risk of death or major harm,
- all decisions are fully explained and recorded,
- other agencies have been informed and involved as necessary.

7 Investigating a safeguarding concern

7.1 It is important that, at all points, the six safeguarding principles are considered in determining the next course of action:

7.1.1 Empowerment – people should be supported and encouraged to make their own decisions and give informed consent.

7.1.2 Prevention – it is better to act before harm occurs rather than waiting until it does occur.

7.1.3 Proportionality – the response should be the least intrusive and the most appropriate to the risk presented.

7.1.4 Protection – there should be support and representation for those in greatest need.

7.1.5 Partnership – it is important to work with other agencies in preventing, detecting and reporting neglect and abuse.

7.1.6 Accountability – safeguarding practice should be accountable and transparent.

8 Responding to disclosures

8.1 If an individual makes a disclosure to you, you should:

- Speak in a private and safe place.
- Accept what the person is saying.
- Don't 'interview' the person but establish the basic facts and avoid asking the same questions more than once.
- Ask them what they would like to happen and what they would like you to do.
- Take brief notes of the key points of the disclosure.
- Don't promise the person that you'll keep what they tell you confidential; explain who you will tell and why.
- If there are grounds to override a person's consent to share information, explain what these are.
- Explain how the adult will be involved and kept informed.
- Provide information and advice on keeping safe and the safeguarding process.
- Make a best interest decision about the risks and protection needed if the person is unable to provide informed consent.
- Establish the risks and what immediate steps to take.

9 Reporting a safeguarding concern

- Member of staff or volunteer made aware of concerns about adult welfare or safety.
- Initial conversation held with the adult; explain the risk and the process you are about to do.
- Seek consent, consider mental capacity. Best interest decision made and record.
- Make an evaluation of the risk and take steps to ensure that the adult is in no immediate danger.
- If a crime is in progress or life is at risk, dial emergency services – 999. Ensure this is recorded.
- Encourage and support the adult to report the matter to the police if a crime is suspected and it is not an emergency situation.
- Take steps to preserve any physical evidence if a crime may have been committed and preserve evidence through recording.

- Record the information received, risk evaluation and take action to remove/reduce risk where possible.
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- Line manager/ DSO/Deputy DSO clarify that the adult at risk is safe, that their views have been clearly sought and recorded and that they are aware what action will be taken
 - Address any gaps
 - Check that issues of consent and mental capacity have been addressed
 - In the event that a person's wishes are being overridden, check that this is appropriate and that the adult understands why
 - Make sure action is taken to safeguard other people if necessary
 - Support member of staff to make referral to Local Authority including relevant information within 24 hours

Member of staff or volunteer report/consults with Line Manager/ DSO/Deputy DSO and/or the project host organisation, e.g. GP surgery/School and **completes a safeguarding incident report form**. Upon completion attach to the individual's contact record and assign to the DSO. Forward a copy of the form by email to the DSO.

10 Contact details

- 10.1 Designated Safeguarding Officer: Sarah Jeffrey, 07590228450
- 10.2 Deputy DSO 1: Amy Sheehan Daly, 07525857283
- 10.3 Deputy DSO 2: Helen Fairweather, 07590228449
- 10.4 Local Authority Safeguarding contact numbers:
 - Lancashire: 0300 123 6720, Emergency out of hours team: 0300 123 6722
 - Blackburn: 01254 585949, Emergency Duty Team on 01254 587547
 - Blackpool: 01253 477592, Emergency out of hours telephone: 01253 477600

Appendix A

Safeguarding Adults Statement

Our values

- Adults with care and support needs are not inherently vulnerable but they may come to be at risk of abuse.
- Vulnerability can be a temporary state that can be affected by many different factors.
- Abuse occurs when someone's human and/or civil rights are violated by someone else.
- Abuse is never acceptable.
- All adults have equal rights to protection from abuse.
- We are committed to ensuring that every adult who participates in activities or has contact through a third party with Lancashire Mind is provided with a safe environment and is protected from abuse.

What we will do

We will meet our commitment to protect adults from abuse through the following means:

Awareness: we will ensure that all staff and volunteers are aware of the problem of adult abuse

Prevention: we will ensure, through awareness raising and good practice, that staff and volunteers minimise the risks to vulnerable adults

Reporting: we will encourage staff and volunteers to report all safeguarding concerns and make sure they are clear what steps to take when they are concerned about an adult's safety.

Responding: we will ensure that action is taken to support and protect adults where concern arises regarding possible abuse. **How we do this**

To ensure the above standards are met, Lancashire Mind will:

- Take seriously any concerns raised
- Take positive steps to protect adults who are the subject of any concerns
- Support staff, volunteers or others who raise concerns or are the subject of a concern
- Co-operate appropriately and effectively with any subsequent process of investigation
- Listen to and take seriously the views and wishes of vulnerable adults
- Be guided by the six safeguarding principles – empowerment, prevention, proportionality, protection, partnership, accountability
- Work in partnership with carers and other professionals to ensure the protection of vulnerable adults

Action to take

If an adult is at risk of serious, immediate harm contact the Police on 999.

All safeguarding concerns should be reported to the Designated Safeguarding Officer (DSO) or Deputy DSO

Designated Safeguarding Officer: Sarah Jeffrey, 07590228450

Deputy DSO 1: Amy Sheehan Daly, 07525857283

Deputy DSO 2: Helen Fairweather, 07590228449