



## **Safeguarding Policy and Procedure for Adults**

### **Purpose:**

This policy sets out the statutory requirements that apply to Unique Support for Unique People (US4UP) to ensure the safeguarding of adults that may be vulnerable and therefore at risk of harm and abuse. Ellie Richards is responsible for all safeguarding duties that US4UP need to manage. Ellie has completed Safeguarding Lead Training. To ensure safety and suitability, I can confirm that my role with US4UP has been subject to an enhanced Disclosure and Barring Check (DBS) which includes a barred list check, and I am registered on the update service. I am committed to the key principles of the Care Act in Safeguarding. This policy includes; definitions of abuse (see Appendix 1), those that may be at risk, mental capacity, information sharing and US4UP's Safeguarding procedure.

### **Responsibilities:**

Unique Support for Unique People has a duty to safeguard and promote the welfare of all the individuals we come into contact with, their safety is paramount. Any safeguarding concerns will be reported to the Suffolk Adult Care Portal or Norfolk Adult Social Services.

Safeguarding processes and procedures are reviewed annually.

We recognise that safeguarding is a shared responsibility and therefore will work with other professionals and agencies who may have different areas of expertise and additional information.

## Legislation:

- The key legislative framework supporting this policy for adults includes; The Mental Capacity Act 2005, The Care Act 2014, The Health and Social Care Act 2012, Safeguarding Vulnerable Groups Act 2006, Domestic Violence, Crime and Victims Act 2012, Human Rights Act 1998, Data Protection Act 2018 and the Equality Act 2010.

## Procedure:

- Protecting the safety of everyone US4UP work with is our priority and it is our responsibility to act on any suspicion or evidence of harm and abuse.
- If an individual discloses to US4UP they are being harmed or abused, this will be taken seriously and concerns will be dealt with promptly, calling 999 if the threat is immediate.
- If it is believed the individual is at risk of immediate harm, the police will be contacted on 999.
- We may contact The Multi-Agency Safeguarding Hub (MASH) on **03456 061 499** for advice or Customer First on **0800 917 1109** (Suffolk), whichever is most appropriate. However, if in Norfolk we will call Adult Social Services on **0344 800 8020**.
- If required a referral will be made to Suffolk/ Norfolk County Council, detailing either the disclosure or stating the concerns. Attaching a body map if necessary.
- Safeguarding concerns will be recorded on a customer's electronic file, along with a body map (if appropriate). This information will be deleted when US4UP are no longer supporting you. Reviewing previous safeguarding concerns to ensure the correct support systems are in place.
- We have a safeguarding record form we use for reporting concerns and allegations.

Everyone has the right to live in a safe environment, free from harm and abuse. US4UP have the responsibility to safeguard the individuals we support and extra care will be taken to those whom are least able to protect themselves.

### **Unique Support for Unique People will;**

- Report all concerns and allegations of abuse, these will be taken seriously and appropriately.
- Report any influences of extremism leading to radicalisation to the appropriate public authorities.
- Use the Prevent Duty Guidelines in England and Wales; March 2015.
- Implement data protection guidance.
- Not tolerate bullying or abuse in any form.
- Build a good rapport based on trust with our customers, creating an environment where concerns of abuse can be openly discussed.
- US4UP will take appropriate action in the event of concerns, maintaining professional curiosity.

### **Safeguarding Adults**

For the purposes of this policy, adult at risk refers to someone over 18 years old who, according to paragraph 14.2 of the Care Act 2014:

- Has care and support needs
- Is experiencing, or is at risk of, abuse or neglect
- As a result of their care and support needs is unable to protect himself or herself against the abuse or neglect or the risk of it.
- If someone has care and support needs but is not currently receiving care or support from a health or care service they may still be an adult at risk

This definition includes individuals that are unable to look after themselves or have the inability to protect themselves from significant harm.

Risk factors may include and are not limited to;

- Mental illness (Including Dementia)

- Disabilities
- Elderly
- Victims of Domestic abuse
- Individuals in hospital
- Injury and/or Illness
- Homelessness
- Substance abuse
- An individual singled out for their ethnicity or religion

**See Appendix below for definitions of categories of harm.**

### **The Mental Capacity Act 2005**

This act is designed to protect and empower individuals over 16 years old who may lack the capacity to make decisions about their care and treatment. Individuals that could lack mental capacity could be but are not limited to; dementia, a brain injury, mental illness, a stroke or a severe learning disability. However, these conditions do not necessarily mean that the individual will lack capacity to make decisions. US4UP will assume everyone has mental capacity unless proven otherwise. We will support individuals to make decisions, when required US4UP will make decisions in their best interests and give the individual the most of their basic rights and freedom as possible.

### **Information sharing:**

It is important that individuals remain confident that US4UP will keep their personal information safe and secure. We will share information appropriately when safeguarding vulnerable individuals. General Data Protection Regulation (GDPR) strengthens personal data for all individuals. US4UP follow the 7 golden rules of information sharing;

- A record of what has been shared and to whom with details of decisions with reasoning.
- When possible US4UP will not disclose the identity of the individual.

- The Data Protection Act will not be a barrier to sharing information.
- US4UP will maintain an open and honest relationship with the individuals we work with. Discussing what information has been shared, with whom and its purpose to the individual and their representative (if appropriate). We would look to gain consent to share information and will only make that decision ourselves. If we believe you are at risk of harm and/or abuse, or it is unsafe or inappropriate to do so.
- The safety and wellbeing of the individual is paramount and US4UP will consider them along with others that may be affected by actions taken.
- US4UP will seek your consent to share information wherever possible and your wishes will be respected. However, consent can be overridden if in the public interest.
- All information held and shared will always be relevant, necessary, proportionate, accurate, timely and secure.

**Procedure:**

- Protecting the safety of everyone US4UP work with is our priority and it is our responsibility to act on any suspicion or evidence of harm and abuse.
- If US4UP is concerned for you, we may discuss the possibility of making a welfare referral. We will not do this without your permission as you have the right to be in control of your life.
- When possible US4UP will discuss any concerns with you and your representative if appropriate. However, if we believe you are experiencing harm or abuse, there may be times when this is not possible.
- US4UP will endeavor to openly communicate with everyone that is supported and will listen and respect your decisions, as we want what is best for you.
- If an individual discloses to US4UP they are being harmed or abused, this will be taken seriously and concerns will be dealt with promptly, calling 999 if the threat is immediate.

- US4UP may need to seek guidance to see if it is appropriate to make a safeguarding referral. We would contact The Multi-Agency Safeguarding Hub or Customer First, whichever is most appropriate.
- A referral will be made to Suffolk/Norfolk County Council, detailing either the disclosure or stating the concerns.
- US4UP will always inform you of what personal information they have shared and what decisions have been made. We will be able to explain to you the reasons why it was felt necessary to share your information.
- Safeguarding concerns will be recorded on your electronic file, along with a body map (if appropriate). This information will be deleted when US4UP are no longer supporting you.
- These may change the risk assessment which could mean we are no longer able to support you.
- Any changes and updates will be communicated to you at the nearest opportunity.

**This policy will be reviewed January 2027**

## **Appendix 1**

### **Definitions of harm and abuse**

#### **Physical harm**

Physical harm is any physical contact that results in discomfort, pain or injury.

Examples of physical harm may include but are not limited to;

Assault, rough handling, hitting, slapping, punching, pushing, pinching, shaking, bruising or scalding.

Exposure to excessive heat or cold, a failure to treat sores or wounds, inappropriate use of medication, the use of inappropriate sanctions, the unlawful or inappropriate use of restraint or physical interventions or the deprivation of liberty.

#### **Sexual harm and exploitation**

Examples of sexual harm and exploitation can include the direct or indirect involvement of the vulnerable adult in sexual activity or relationships that;

They do not want or have not consented to, they cannot understand as they lack the mental capacity or they have been coerced by a position of authority, e.g. a care worker.

Sexual harm can involve bruising or injury to the anal, genital or abdominal area, and the transmission of sexually transmitted diseases. It also includes inappropriate touching. Being forced to watch sexual activity is also a form of sexual exploitation.

#### **Psychological and emotional harm**

Behaving in a way that causes an individual mental distress or has a harmful effect on an individual's emotional health and development. It can include but is not limited to;

Mocking, coercing, bullying, verbal attacks, intimidation or harassment, demeaning, disrespectful, humiliating, racist, sexist or sarcastic comments, shouting, swearing or name-calling, excessive or unwanted familiarity, the denial of basic human rights,

denial of civil rights such as self-expression, privacy and dignity, negating the right to make choices, undermining the individual's self-esteem, isolation and over-dependence that has a harmful effect on the person's emotional health, development or well-being and lack of choice.

## **Neglect**

Neglect occurs when a person's well-being is impaired because his or her care or social needs are not met. Examples of neglect may include but are not limited to;

Failure to have access to appropriate health or social care services, the failure to access adequate nutrition, hydration or heating, or appropriate medication.

Ignoring medical or physical needs, poor hygiene, failure to address the individual's requests.

Neglect can be intentional or unintentional. Intentional neglect may include but is not limited to;

Wilfully failing to provide care or to prevent the individual from receiving the care they need. being reckless about the consequences of the person not getting the care they need.

Unintentional neglect may include but is not limited to;

A family member/carer failing to meet the needs of the individual because they do not understand their needs. A family member/ carers own needs preventing them from being able to give the care the individual needs.

Limited awareness and understanding of the consequences related to not having the right level of care and support and what services and funding are available.

## **Appendix 2**

### **Safeguarding concerns related to Prevent may include:**

- Withdrawal from family and friends, or changing circle of friends
- Hostility towards others
- Talking as if from a script
- Being unwilling to discuss their views
- Increased levels of anger
- Being secretive, particularly around what they are doing on the internet
- Using extremist terms to exclude people or incite violence
- Expressing the values of extremist or terrorist organisations (including political or religious based grievances)
- Supporting violence and terrorism towards other cultures, nationalities, or religions
- Writing or creating artwork that promotes extremist values
- Talking about being a 'martyr'
- Possession of extremist literature or other material, or trying to access extremist websites
- Possession of any material about weapons, explosives, or military training

Unique Support for Unique People aim to support the people we work with in becoming involved in terrorism and radicalisation. This can be achieved by offering appropriate advice and support at the nearest opportunity and following Safeguarding guidelines.

**This Policy will be reviewed January 2027**