

# **BUCKINGHAM ALMSHOUSES AND WELFARE CHARITY**

## **SAFEGUARDING POLICY**

### **Introduction**

Safeguarding means protecting an adult's right to live in safety, free from abuse or neglect. The secretary of the Buckingham Almshouses and Welfare Charity (BAWC) and the trustees are not expected to be social workers or have expert knowledge but there may be an occasion when a resident is visited at home and the secretary or trustee senses that things are not quite right or safe. In those circumstances, this Policy will help to decide the next step.

The Policy will also raise awareness of the increasing problem of adult abuse, in case the secretary or a trustee should ever come across it.

### **Aim of the Policy**

The aim of this Policy is to ensure the safety of any residents living in property owned by BAWC or any other vulnerable adult with whom the secretary of BAWC or a trustee may come into contact by outlining clear safeguarding procedures and ensuring that the secretary and all trustees understand their responsibilities.

### **Who does safeguarding apply to?**

Under the Care Act 2014, adult safeguarding duties apply to any adult who: -

- has care and support needs.
- is experiencing, or is at risk of, abuse or neglect.
- is unable to protect themselves because of their care and support needs.

This could include: -

- a person with a physical disability, a learning disability or a visual or hearing impairment.
- someone with mental health needs, including dementia or a personality disorder.
- a person with a long-term health need (such as diabetes, heart problems, malignancy, debilitating neurological disorders).
- someone who misuses alcohol or illegal substances to the extent that the misuse affects their ability to manage day to day living.

### **What is abuse?**

Abuse is a violation of an individual's human and civil rights by any other person or persons.

It may consist of a single act or repeated acts, often in a relationship where there is an expectation of trust, which causes harm to an individual. It may be an act of neglect or a failure to act.

Adult abuse can cause victims to suffer pain, fear and distress reaching well beyond the time of the actual incident(s). Victims may be too afraid, ashamed or embarrassed to raise any complaint and they may regard what is happening as “normal”, be coerced into believing that the abuse is “normal” or be unaware that they are being abused.

They may be reluctant to discuss their concerns with other people or they may be unsure who to trust or approach with their worries. They may be unable to communicate or explain what is happening.

Adult abuse can take a number of forms and the following outlines ten types of abuse with examples and possible signs to look out for.

<b>Type of abuse</b>	<b>Examples</b>	<b>Possible signs</b>
<p><b>Physical abuse</b> This may involve actual or likely injury, assault and neglect - inflicted intentionally or through lack of care.</p>	<p>Assault – hitting, slapping, pushing, kicking. Rough handling / restraint / locked in a room. Poisoning / misuse of medication / giving medication without consent.</p>	<p>Unexplained injuries or illness. Bruising / finger marks. Broken bones. Fear of certain people. Withdrawal.</p>
<p><b>Emotional / psychological abuse</b> This includes acts or behaviours that cause mental distress or anguish. Any action or ill treatment which has an adverse effect on mental well-being and causes suffering to the individual.</p>	<p>Verbal harassment / ridicule / treating with contempt or as a child / intimidation. Withholding pleasurable foods, activities or social contacts. Racial abuse. Humiliation. Threats of harm or abandonment or isolation. Preventing a person from expressing an opinion or their wishes.</p>	<p>Fear of certain people or places. Mood swings. Crying or getting upset over ordinary things. Increase in difficult behaviour.</p>
<p><b>Sexual abuse</b> This is the involvement of a person in sexual activities against their will, which they do not understand or have not given consent to.</p>	<p>Rape / sexual assault. Unwanted touching, victim of sexualised language or comments or sexual activity which the person does not understand or is unable to consent to. Sexual harassment. Involvement in</p>	<p>Unexplained sexual language or sexualised behaviour. Difficulty or pain when using the lavatory, either urinating or having a bowel movement. In possession of</p>

	<p>pornography / prostitution. Female genital mutilation.</p>	<p>unexplained money or presents.</p>
<p><b>Financial abuse</b> Everyone has the right to the money and property that is rightfully theirs. This abuse is theft or misuse of money or personal possessions which involves a person's resources being used to the advantage of another person.</p>	<p>Theft of money or possessions. Fraud and exploitation. Pressure in connection with wills, inheritance or financial transactions. Overcharging e.g. for house repairs. Misuse of benefits. Stealing a person's financial identity.</p>	<p>Unexplained or sudden inability to pay bills. Discrepancy between presumed assets and living conditions. Reluctance to spend money. Loss of possessions.</p>
<p><b>Neglect / acts of omission</b> Everyone has the right to adequate standards of care. Neglect is a failure to provide adequate care or a failure to act in a way to protect a person from harm.</p>	<p>Failure to provide access to health, social care or educational resources. Withholding of adequate food, drink, medication, heating or lighting. Untreated illness or medical conditions. Inadequate personal hygiene / care.</p>	<p>Poor physical condition and personal hygiene. Dirty or wet clothing. Weight loss / evidence of malnutrition. Mental or physical ill health. Unusual behaviour.</p>
<p><b>Discrimination</b> This includes abuse based on race or ethnic origin, disability, religious belief, age, sexual orientation, gender, marital status, family status, and pregnancy and maternity discrimination. It includes harassment, slurs or similar treatment. It includes the withholding of culturally appropriate food, clothing, skin and hair care, washing arrangements and religious worship and customs.</p>	<p>Racist harassment or name calling. Negativity about other cultures. Forcing men or women to do low status activities. Failure to recognise or comply with someone's religion or religious customs. Hate crime.</p>	<p>Negative self-image. Self-injury/ harm. Depression. Mood swings. Fear of certain people or places. Reluctance to engage in activities.</p>
<p><b>Institutional abuse</b> This can occur in any setting where things are</p>	<p>Lack of dignity and privacy – staff entering rooms without knocking.</p>	<p>No opportunity for making decisions.</p>

<p>arranged for the benefit of staff rather than the people who use the service. There is a lack of choice and control for users who become institutionalised.</p>	<p>Lack of choice over meals and bedtimes – fixed routines. No individual care plans.</p>	<p>No personal possessions. Poor mental or physical health / self-harm. Weight loss. Withdrawn or unusually subdued. Rocking or repetitive movements.</p>
<p><b>Self-neglect / harm</b> This is the inability or unwillingness to perform essential self-care tasks or to recognise unsafe living conditions, leading to a risk of injury or ill health.</p>	<p>The person is not looking after themselves, eating and drinking sufficiently well or keeping warm, and does not seem interested in doing so. Failure to take medication / attend medical appointments. The physical environment is hazardous / unhygienic.</p>	<p>Unkempt appearance. Pests in the residence – mice, rats, cockroaches etc. Weight loss. Ill health. Evidence of alcohol or drug abuse such as the presence of empty alcohol bottles etc.</p>
<p><b>Domestic abuse</b> This is controlling, coercive, threatening or violent behaviour between those who have been intimate partners or family members that is designed to make a person subordinate, dependent or isolated. It occurs at home.</p>	<p>Violence. Threatening behaviour or blackmail. Curtailing of the freedom to see friends or family. Locking a family member in a room or the house. Forced marriage.</p>	<p>Partner or family member is seen acting in a controlling or an overbearing way. Visits to family home may be discouraged. The person may refuse to be seen alone. Isolation and depression.</p>
<p><b>Modern slavery</b> This is when a person is treated as property and forced to work against their will and without proper payment.</p>	<p>Human trafficking for forced labour or sex. Domestic servitude. Buying women for marriage. Forced prostitution or gang rape. Bonded labour / debt bondage.</p>	<p>Workers have little income or freedom. Depression and social isolation. Self-harm. Confiscation of passports. May be held in actual captivity.</p>

## **Be aware of safeguarding issues!**

### **Who has responsibility for safeguarding adults from abuse?**

**Everyone** has responsibility for safeguarding people from abuse and reporting any concerns. The secretary of BAWC and all trustees have a responsibility to be aware of this Policy and to report any suspicions that they might have concerning adult abuse to the secretary or any trustee.

### **What should the secretary or a trustee do if they are concerned about someone's safety?**

If the secretary or a trustee is told something or sees evidence that makes them think that a person may be unsafe or at risk of abuse, they have a duty to record their concerns and alert the secretary and / or any trustee as appropriate.

**IF AN ADULT IS IN IMMEDIATE DANGER OR IS MISSING, THE POLICE AND / OR AN AMBULANCE SHOULD BE CONTACTED IMMEDIATELY BY RINGING 999.**

If the concern is **URGENT**, call the Bucks County Council Safeguarding Adults Team on:

- **0800 137915** (0900-1730 Monday to Thursday and 0900-1700 on Friday)

Outside these hours:

- Call **0800 999 7677** (Emergency Duty Team)
- Leave a message on the Safeguarding Adults Team answerphone
- Call the Police on 999

## **DOs and DON'Ts**

### **DO:**

- Ensure the safety of the person.
- Call **999** straight away if there is imminent danger or if a crime is being committed or has clearly been committed.
- Remain calm and respectful and listen carefully to what is being said.
- Acknowledge that the person may be upset and may need appropriate support.
- Take all concerns seriously
  - Reassure the person that they have done the right thing by talking to you.
  - Ask the person what they would like to do now (for example do they want to contact a relative or friend for support).
  - As soon as possible make a detailed record of what has been said and done, ideally using the person's own words, in black ink on an Incident Report Form (see below).

- Ensure that everyone who needs to know has been informed – the secretary and / or a trustee of BAWC.
- If the secretary or a trustee has been told about the allegation of abuse in confidence, they should attempt to gain the consent of the person concerned to make a referral to another agency. However, gaining consent is **not** essential in order for information to be passed on.
- Consideration needs to be given to: -
  - The scale of the abuse.
  - The risk of harm to others.
  - The capacity of the adult concerned to understand the issues of abuse and consent.
  - If the secretary or the trustee has any doubt about whether or not to report an issue, it should be reported.

#### **DON'T:**

- Discuss the issue with anyone other than those who need to know.
- Interfere with anything that could be used as evidence.
- Ask detailed or probing questions.
- Ignore the issue and hope it will go away.
- Contact the alleged abuser.
- Get the alleged abuser to contact the victim.
- Investigate the matter yourself in anything other than the basic detail.
- Make promises that you cannot keep or tell the person what might happen.

#### **DBS checks**

The secretary or any trustee who will be in direct contact with any resident or other vulnerable adults will have a DBS (Disclosure and Barring Service) check.

#### **Legislation**

This policy is informed by the following legislation: -

- NHS and Community Care Act 1990
- Mental Health Act 1983 (as amended by the Mental Health Act 2007)
- Mental Capacity Act 2005
- Public Interest Disclosure Act 1998
- Care Standards Act 2000
- Care Act 2014

## Document Control

<b>Name of the Policy:</b>	BAWC Safeguarding Policy.
<b>Version:</b>	v.1
<b>Purpose of the Policy:</b>	To set out a procedure to protect any resident or other vulnerable adult with whom the secretary or a trustee comes into contact; to define and explain the various types of abuse a resident or other vulnerable adult may suffer and to guide the secretary or trustee how to report any suspicions of abuse that they may come across.
<b>Policy applies to:</b>	The secretary or any trustee of BAWC.
<b>Responsible for its updating:</b>	The Compliance and Governance Committee.
<b>Final approval by:</b>	The Board of BAWC.
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