



The Creighton Centre

A small charity with a big impact

Safeguarding of Adults Policy

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The Creighton Centre has adopted the full London Multi-Agency policy, and adapted it for the charity's use. The full version of The Creighton Centre's adult safeguarding policy is available to view in our Policy folder (operations/ shared/policy/adult safeguarding). The Creighton Centre's safeguarding policy (90+ pages) has been adapted to clarify the roles of volunteers, staff and managers in its implementation.

There are two related documents

- Safeguarding of Adults – Guidance for staff [Safeguarding Adults Guidance document link](#)

This guidance is particularly aimed at our frontline staff – people working in the community and in clients' homes. Frontline staff have access to areas of clients' lives that other The Creighton Centre colleagues and outside professionals do not, and we recognise that they might be the first line of defence for adults at risk. All our staff should make sure that they read and understand these guidelines. In particular, staff must be aware of the possible signs of abuse, and know what they must do if they suspect abuse.

- Safeguarding of Adults Procedure [Safeguarding Adults Procedure document link](#)

The first steps that will normally be taken when abuse is suspected, and briefly outlines the process. In all cases of suspected abuse, staff should immediately inform their line managers. All The Creighton Centre line managers must then refer to the full policy for detailed guidance on action that should be taken in any given situation.

1 Definitions

1.1 Who is covered by this policy?

A safeguarding concern can be raised for those who:

- Have a need for care and support;
- Are experiencing or at risk of abuse or neglect;
- As a result of their care and support needs, are unable to protect themselves.

1.2 Who is not covered by this guidance?

This policy does not cover situations where there has been a random act of violence. In these cases, the police will lead the response and social services would assess and provide services where necessary.

1.3 Abuse

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

The main forms of abuse are:

Physical - hitting, punching, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions;

Sexual - rape and sexual assault or sexual acts to which the adult has not consented, or could not consent to or was pressured into consenting to;

Domestic abuse - any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality;

Psychological – emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks;

Financial or material – theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits;

Neglect and acts of omission – ignoring medical or physical care needs; failure to provide access to appropriate health, social care or educational services; the withholding of the necessities of life such as medication, adequate nutrition and heating;

Self-neglect – a person neglecting their own health, personal hygiene or their surroundings, which includes behaviour such as hoarding;

Discriminatory – when a person is treated in an unfair manner because of his/her membership of a particular social group or when practices and procedures operate in such a way that they have a negative impact on a specific social group;

Organisational – organisational discrimination can be detected in processes, attitudes or behaviours which amount to discrimination through unwitting prejudice, ignorance or thoughtlessness and lead to the mistreatment of an individual by an organisation. It can also occur through repeated acts of poor or inadequate care or bad professional practice;

Modern Day Slavery – where an individual is kept against their will and made to work with little or no pay. This can happen either in the situation of domestic workers who are essentially imprisoned, or can be where people are sent to work early in the morning and collected late at night from their place of work, and returned to where they live. These people are often not in possession of their passports and are working long hours against their will. They don't have freedom over where they live, what they do etc.

These categories of abuse are not mutually exclusive and many situations will involve a combination of types of abuse.

Any or all of these categories of abuse may be perpetuated as a result of deliberate intent, negligence or ignorance.

Abuse is an infringement of legal and human rights. It may be a misuse of power and may constitute a criminal act.

Abuse can occur in any relationship and may result in harm to or the exploitation of the person subjected to it. It may consist of isolated incidents, pervasive ill treatment or gross misconduct.

Incidents of abuse may be single or multiple. They can be to one person in a continuing relationship or service context, or to more than one person. It is important to look beyond the single incident or breach in standards to underlying dynamics and patterns of harm.

Abuse can take place in any setting where an adult lives or works including the adult's own home, a relative or friend's home, a day centre, a hospital or a residential or nursing home.

Abuse can take place within personal and professional relationships. It can be carried out by other adults or by people who deliberately form relationships with adults in order to exploit them.

The Lord Chancellor's Department has given the following guidance:

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

The seriousness or extent of abuse is often not immediately clear. It is important, therefore, to approach reports of incidents or allegations with an open mind. In making any assessment of seriousness the following factors need to be considered:

- the vulnerability of the individual(s) involved
- the nature and extent of the allegedly abusive acts
- the length of time the alleged abuse has been occurring
- the impact of the alleged abuse on the adult who has been victimised or exploited

- the risk of repeated or increasingly serious act of abuses occurring involving the same or other adults

2 Statement of Principles

- The Creighton Centre respects every person's right to live free from abuse with dignity, autonomy, privacy and equity.
- As staff and volunteers, we all have a duty to protect adults from abuse, to recognise the signs of abuse and to take action where abuse is reported.
- The Creighton Centre will actively work with other agencies on the prevention, identification, investigation and treatment of alleged, suspected or confirmed abuse.
- The Creighton Centre will ensure that all staff and volunteers know about the multi-agency policy and procedures and have access to appropriate training and support.
- Any action taken to protect an adult from abuse and in the implementation of these procedures should ensure, wherever possible, the participation of the adult at risk in the decision-making.
- Any investigation should be carried out in a setting and manner appropriate to the levels of understanding, degree of disability, gender or cultural background of the person or persons involved.
- All agencies will ensure that provision is made where the adult has a need for an interpreter, communication aids or other facilitation. Issues regarding physical access to buildings must be addressed and attendance facilitated.
- Services will be provided in a manner which does not discriminate on grounds of race, ethnic origin, religion, disability, gender, age, sexual orientation, or any other significant factor.
- Agencies will respect the right of an adult who has mental capacity to make their own decisions regarding their present and future circumstances including remaining in situations perceived by professionals or others to be risky or dangerous. In such cases the adult should be given information about the options available to them that could protect them from abuse.
- In circumstances where an adult does not have mental capacity and is unable to make an informed choice, those conducting the investigation and planning their protection will take any decisions and actions necessary to safeguard them. These actions will be based on a judgement of what is in the best interests of the adult and informed, wherever possible and appropriate, by discussion with relatives and carers.
- Any action taken will respect the right of the adult to confidentiality and will involve the least number of people necessary to secure the protection of the adult and will be proportionate to the assessed level of risk.
- The Creighton Centre can act as a third party and report potential crimes to the police. This can occur, for example, in cases where victims fear retribution from perpetrators if they are seen to go directly to the police.

3 What to do if you suspect abuse

The requirements for reporting are defined in Safeguarding of Adults Procedure. Initial actions are summarised below.

The first concern should be the immediate well-being of the adult who has been abused. If the adult is injured or anyone is in any immediate danger, the ambulance service and the police should be called without delay using the 999 emergency number.

Every allegation/suspicion of abuse involving an adult must be treated seriously and reported immediately to a line manager. This includes situations where the alleged perpetrator is a colleague or another adult.

If it is difficult to approach the line manager or if the alleged perpetrator is the line manager, then a member of the management team or the CE should be contacted.

If that is not possible, the relevant social services duty team or community support centre should be approached. Where staff have queries about procedure, the safeguarding adults lead (Jessica Lawn jlawn@creightonhouse.org) can also be contacted for advice.

Managers are responsible for ensuring that:

- all appropriate agencies are informed immediately;
- support is provided to staff and good standards of practice are promoted and maintained;
- effective working relationships between agencies are maintained. If working relationships are not effective and differences arise between agencies, managers will provide the first line of negotiation.

4 Training & Support for Staff and Volunteers

4.1 Training

The Care Act 2014 recommends that agencies should provide training for staff and volunteers on the policy, procedures and professional practices that are in place locally, commensurate with their responsibilities in the adult protection process.

This should include:

- basic induction training with respect to awareness that abuse can take place and duty to report;
- more detailed awareness training, including training on recognition of abuse and responsibilities with respect to the procedures in their particular agency;
- specialist training for managers.

The Care Act 2014 goes on to state that training should take place at all levels in an organisation and within specified time scales. To ensure that procedures are carried out consistently, no staff group should be excluded. Training should include issues relating to staff safety within a Health and Safety framework. Training is a continuing responsibility and should be provided as a rolling programme. The Creighton Centre operates a policy whereby safeguarding adults workshops are run annually, taking into account changes in guidelines or procedures and is attended by any staff who have joined in the preceding six months. A new member of staff's induction includes attending a safeguarding training course within six months of starting.

4.2 Support

Involvement in the reporting and investigation of adult abuse, and working with adults who have been abused can be dangerous and stressful work.

Managers have a responsibility to support their staff and to recognise the potential emotional impact of working in these areas.

Extra support should be offered as needed to assist staff through difficult incidents as well as through the regular supervisory process.

Any dangerous incidents should be reported under the Health and Safety Procedures.

It is also recognised that adults at risk may sometimes remain in dangerous situations because staff have no power to remove them or because the adult refuses any offer of help. Managers should give staff full support in the handling of such high risk cases having ensured that all procedures have been followed and all actions and decisions recorded on file.

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Revision History		Version Included in Staff Handbook:	2.3	Sept 2023
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07 2019	2.1		Reformatted with document split into Policy, Procedure & Guidelines	
11 2021	2.2	Board	Updated and approved by Board	
07 2023	2.3		Organisation name and abbreviation changed to The Creighton Centre, content not changed	