

Care & Homes

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Safeguarding Service Users from Abuse or Harm (Overarching) Policy

Introduction

This policy is written to show how Care&Homes protects the people receiving care from all forms of abuse or harm and all risks of being abused in line with our legal requirements and best safeguarding practice guidance. Care & Homes is committed to and shares the vision of the local safeguarding authority, which is to empower and protect adults who are at risk of abuse and neglect, as defined in legislation, statutory guidance and Making Safeguarding Personal guidance.

The policy is made available to all the people using the Care&Homes service. People using the service receive information about how they can raise a safeguarding concern to the Care&Homes management and if necessary directly to the local safeguarding authority and to the Care Quality Commission.

All Care&Homes' staff receive comprehensive training in the policy and its implementation. Care&Homes' staff are well informed on the care provider's whistleblowing policy and their rights and responsibilities to voice concerns about the safety and wellbeing of the people using the service to the care provider, or failing that, to escalate then directly to the local safeguarding authority or to the Care Quality Commission. This policy is emailed to every employee when they commence in their role; it is also available on Care&Homes' website for easy access and reference should anyone, including residents, visitors, staff and volunteers need it <https://www.careandhomes.com/policies-and-procedures/> Residents also receive an easy-read Service Users' Guide, where information about safeguarding leads, contacts and reporting concerns is provided.

Accordingly, our policy covers all the sections recommended by the local safeguarding authority and the London Multi-agency Adult Safeguarding Policy and Procedures which helps all service providers to safeguard people with care and support needs and to minimise the risk of harm and/or neglect. The guidance shows how the local partnership discharges its safeguarding duties under Section 14 of the Care Act 2014 and the updated statutory guidance to the Act.

The care service recognises that the safeguarding duties of the Local authority under the Care Act 2014 apply to any adult who:

(a) has needs for care and support (whether or not the authority is meeting any of those

needs),

(b) is experiencing, or is at risk of, abuse or neglect, and

(c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

Safeguarding, in line with the Human Rights Act 1998, means protecting an adult's right to live in safety, free from abuse and neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

Where the adult might have difficulty in taking the decisions required because of assessed lack of mental incapacity, the relevant decision – making will be made by following Mental Capacity Act 2005 procedures.

Policy Aims

The central purpose of Care&Homes safeguarding policy is to set out for all relevant parties the:

- a. principles and values underlying its approach to the safeguarding of the people who use the service
- b. ways in which we do this
- c. the steps we take to avoid abuse/harm taking place
- d. the actions we take to deal with abuse/harm if it occurs
- e. how we learn from incidents of abuse to prevent reoccurrence.

Scope of Policy

This is Care&Homes' overarching policy on its responsibilities for safeguarding the people who use its services. We expect everyone employed by the care service to be thoroughly familiar with it and to know how to apply it at any point in the course of their work.

However, also in so far as we recognise that safeguarding is everyone's responsibility so by implication it applies wherever anyone employed by the care provider becomes aware of any vulnerable person in any circumstances. who appears to be at risk of harm or being harmed.

Also because the care service recognises that safeguarding covers a wide range of circumstances under which people can be put at risk or be harmed we have a range of separate policies and procedures that cover different types of harm. (See list under Related Policies.)

The Safeguarding Framework

All our safeguarding policies are written in line with the government's safeguarding strategy which we understand underpins all local authority safeguarding arrangements and developments. The principles to be followed are:

- empowerment — supporting people to make their own decisions and have a say in their care
- protection — ensuring support and representation for those in greatest need
- prevention — taking action to reduce risks of harm and to prevent people from being harmed
- proportionality — safeguarding must be built on proportionality and a consideration of people’s human rights
- partnership — seeking local solutions through services working with their communities and individuals who are at risk of coming to harm
- accountability — ensuring safeguarding practice and arrangements are accountable and transparent.

Making Safeguarding Personal

All our safeguarding policies are in line with the Making Safeguarding Personal agenda, which has been developed by the Local Government Association (LGA) with the Association of Directors of Adult Social Services (ADASS), and other national partners. The MSP aims for:

- a person-centred approach so that safeguarding is done with, not to, people
- practice that achieves meaningful improvement to people’s circumstances rather than just on “investigation” and “conclusion”
- an approach that makes use of social work skills rather than just “putting people through a process”
- an approach that enables practitioners, families, teams and SABs to know what difference has been made.

Key Legislation

Our safeguarding policies show how Care&Homes protects people receiving care from abuse or harm in line with its legal requirements and best safeguarding practice guidance. It reflects in particular:

- Regulation 13: Safeguarding Service Users from Abuse and Improper Treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, with which we are required to comply as a service registered by the Care Quality Commission (CQC) to carry out the regulated activity of personal care.
- CQC’s Quality Statement on safeguarding, which it will be using as a benchmark in its assessment of service provision i.e.

“We work with people to understand what being safe means to them as well as with our partners on the best way to achieve this. We concentrate on improving people’s lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect. We make sure we share concerns quickly and appropriately”

- The statutory guidance for the Care Act 2014 (Chapter 14: Safeguarding), which describes particularly in sections 42 – 44 the duties and responsibilities of local authorities and its partner organisations to protect adults with care and support needs from abuse, neglect and other sources of harm.
- The relevant sections of the Mental Capacity Act 2005 as set out in its Code of Practice, which provides the basis for a care service’s responsibilities to safeguard anyone receiving its service, who currently might be subject to Court of Protection judgment that could restrict or deprive them of their liberty.
- The Equality Act 2010, which legally protects people by way of age, disability, gender, assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation from discrimination in the workplace and in wider society. Working to the Equality Act will help to enable an adult at risk to understand and take part in the safeguarding process.

Care&Homes has also studied and follows all local authority safeguarding board recommendations and guidance, as found on its website together with relevant documentation for raising alerts to the safeguarding team and staff training.

Our Safeguarding Responsibilities

In line with best practice. the service has a safeguarding lead or “champion”, who provides a one-stop point of contact for addressing initially all safeguarding concerns in the service and in corresponding and communicating with external agencies, particularly the local authority adult safeguarding team.

The person(s) responsible for leading and championing safeguarding in this care service are:

Insert Below	Key Responsibilities
<p>Name: Agnieszka Kazmierczak</p> <p>Position: Service Manager</p> <p>Contact details: mob: 07375127568</p> <p>Email:agnieszka@careandhomes.com</p>	<p>Safeguarding Lead (which include coordinating all safeguarding issues and organising safeguarding training)</p>

Our service recognises that safeguarding involves a range of responses to different forms of abuse and potential sources of harm and the different contexts in which abuse occurs.

Local Authority Safeguarding

The service develops its policies and procedures in line with our local Safeguarding Adults Boards (SABs) recommendations and guidance, which we understand is based on the London Multiagency Adult Safeguarding Policy and Procedures , and which can be found on its website together with relevant documentation for, eg raising alerts and staff training.

The care service understands that the local Adults Safeguarding Board to which this care service relate as a partner organisation is: **Redbridge Safeguarding Adults Board** and **London Borough of Redbridge** is the local authority to which we directly relate.

Redbridge Safeguarding Adults Board

Telephone numbers: 020 8708 7333

Email: Adults.Alert@redbridge.gov.uk.

Website: <https://www.redbridgesab.org.uk/>

Referral form: Redbridge Safeguarding Adults Referral Form

Our Approach to Safeguarding

Care&Homes works on the principle that it is the right of vulnerable service users to be kept safe from all forms of abuse/harm. Being and feeling safe will contribute a great deal to their wellbeing and quality of life. It therefore recognises that it must at all times protect its service users and identify and deal with specific instances of abuse/harm if they occur, following the required procedures and best practice guidance.

The care service is always aiming for the very best quality of care and will not be satisfied with anything that falls short of this. It takes every possible action to prevent abuse/harm and associated risks and to deal with the issues as promptly and effectively as possible when they arise.

The care service seeks to work in line with local safeguarding adults' authority policies and procedures and Care Quality Commission (CQC) requirements. It recognises the importance of government and national guidance and seeks to comply in all respects with current safeguarding legislation and regulations.

Care&Homes has all required systems in place to track and monitor incidents, accidents, disciplinary action, complaints and safeguarding concerns, and to identify patterns of potential abuse/harm to its service users.

People using the service who cannot give their consent

Care&Homes recognises that any person using our service who lacks mental capacity to take their own decisions will be particularly exposed to abuse/harm and exploitation. We are accordingly mindful of the need to follow the principles and practice guidance that has accompanied the Mental Capacity Act 2005. These apply particularly to investigations of possible abuse/harm in which it is important to seek means of ascertaining the experiences and views of any victim or indeed alleged perpetrator who might lack capacity, eg through the services of independent advocates.

Care&Homes recognises that anyone who might need the help of an independent advocate when engaged in safeguarding enquiries and plans is entitled to one (as legislated for by the Care Act 2014). It will always support a person to have advocacy help where required in line with its (separate) advocacy policy.

The service understands that the deprivation of liberty safeguards do not apply at present to service users living in their own homes, including under tenancy agreements and supported living arrangements. If it is evident to the responsible care service that any such service user is suffering loss of liberty because of the controls and restrictions placed on them, it will refer the matter to the local adults' safeguarding authority for action, which could result in applications to the Court of Protection to apply any safeguards necessary

The service has separate policies on mental capacity act and deprivation of liberty safeguarding procedures.

(See Care&Homes Service Users Who Lack Mental Capacity to Take Decisions: Implementation of the Mental Capacity Act 2005 and Human Rights and Deprivation of Liberty Policies).

Defining Abuse / Harm

Care&Homes works to definitions of abuse that have been developed nationally and included in the Care Act 2014 statutory guidance and which will most likely have been adopted locally. It recognises that abuse/harm of service users may take many forms including:

- a. actual physical abuse/harm
- b. social abuse, including bullying, cyberbullying, harassment and personal exploitation and hate speech
- c. social isolation/scapegoating/ostracism/stigmatisation
- d. financial or material exploitation/abuse/harm
- e. psychological or emotional abuse/harm
- f. sexual abuse/harm/exploitation
- g. neglect and acts of omission
- h. discriminatory abuse/harm

- i. self-harm, including self-neglect
- j. inhuman or degrading treatment
- k. inappropriate or excessive restraint and restrictions on movement and activities
- l. organisational abuse/harm.

Additional Points

Care&Homes has separate guidance that provides detailed descriptions on these different forms of abuse and how to identify them. (See our guidance on Safeguarding: Recognising and Reporting Signs of Abuse)

There are also various forms of antisocial behaviour that intentionally or unintentionally can result in being abused or harmed. These include general rowdiness, creating lots of noise, keeping people awake, interfering and invasions of people's privacy. The care service might need to act in response to antisocial behaviour with the responsible authorities. (See Managing Antisocial Behaviour policy).

We also recognise that as a care service we could operate in contexts in which domestic abuse and violence and forced marriage occurs or could occur, and where vulnerable people are victims of modern day slavery and human trafficking. In these circumstances, we are mindful that we could encounter one or more of the above forms of abuse and that if we do so we must act appropriately to protect any victims of these forms of abuse or potential victims.

Identifying Abusers — Those Who Harm People at Risk

Care&Homes accepts that abuse/harm can be committed by a range of possible people. It therefore accepts its responsibility to protect its service users from possible abuse from all sources, which include:

- a. the staff and management of the care service
- b. volunteers working in the care service
- c. visiting health and social care practitioners and other official visitors to the person's home
- d. service users' relatives and friends
- e. people who have contact with service users while they are temporarily outside
- f. neighbours, people on their social network or living in the community at large.

People in Positions of Trust (PIPOT)

Care&Homes is aware of its responsibilities under the Care Act 2014 to act appropriately if it has intelligence of or receives information about any of its employees or volunteers that raises concerns about the safekeeping and wellbeing of any child or vulnerable adult.

Care&Homes will always deal with this information in line with the safeguarding principles described above with particular attention to people's rights to confidentiality and data protection.

On receipt of any such information the registered manager / safeguarding lead will always carry out an immediate risk assessment and where there is evidence that anyone is at risk discuss the concerns with the safeguarding authority or even police if there is evidence that a crime might have been committed.

Where Care&Homes has evidence that a person would pose a risk to vulnerable people if employed in a position of trust elsewhere, for example, having left the care provider's employment before it has been able to complete a full disciplinary investigation after safeguarding allegations have been made against them it will raise the matter with the applicable safeguarding authority and / or Disclosure and Barring Service (DBS) as appropriate.

The Role and Accountability of Staff in Relation to abuse

Care&Homes insists that all its staff have a responsibility to:

- a) provide service users with the best possible care
- b) never engage in abusive/harmful action in relation to service users
- c) report anything they witness which is or might be abusive/harmful to their manager
- d) co-operate in every possible way in any investigation into alleged abuse
- e) participate in training activities relating to abuse/harm and protection from harm
- f) speak out if they have any concerns about the safekeeping of people using the service
- g) use the whistleblowing policy if they feel that their concerns are not being heard.

Role of the Safeguarding Manager / Lead

Care&Homes requires its safeguarding lead and champion to take responsibility for:

- a) developing the systems and structures within which it is possible to deliver the best possible care
- b) encouraging a culture and ethos that is hostile to any sort of abuse/harm
- c) producing and regularly revising the policies and procedures to prevent and deal with abuse/harm
- d) operating personnel policies which identify, appropriately deal with and, if necessary, exclude from practice potential or actual abusers
- e) organising training for staff in all aspects of safeguarding, abuse/harm and protection
- f) investigating any evidence of abuse/harm speedily and sympathetically
- g) implementing improvements to procedures if an investigation into abuse/harm reveals deficiencies in the way in which the care service is operating
- h) collaborating with all other relevant agencies in combating abuse/harm and improving the safeguarding and protection of service users

- i) liaising with the relevant safeguarding teams and following their guidance and instructions where applicable, including the issues arising from multi-agency involvement
- j) notifying the Care Quality Commission of all instances of abuse, alleged or suspected abuse, using CQC's online reporting procedures

Safer Staff Recruitment Practices

Care&Homes takes great care in the recruitment of staff, carries out all possible checks on recruits to ensure that they are of a high standard and co-operates in all initiatives regarding the sharing of information on care workers who are found to be unsuitable to work with people at risk.

The agency ensures that new employees employed in regulated activity have been checked against the Disclosure and Barring Service (DBS) criminal records and barred lists in line with the current requirements. (See the Safe Staff Recruitment and Selection Policy.)

Keeping People Safe - Preventing Abuse / Harm-

Care&Homes is committed to taking all possible steps to prevent abuse or harm of the people using its services, including:

- a) setting out and making widely known the procedures for responding to suspicions or evidence of abuse/harm and making use of the information provided by the local safeguarding authority
- b) operating personnel policies which ensure that all potential staff in regulated activity are rigorously checked, by the taking up of references and clearance through DBS criminal records and barred list checks, with equivalent checks for staff employed from overseas
- c) incorporating material relevant to abuse/harm into staff training at all levels
- d) maintaining vigilance concerning the possibility of abuse/harm of service users from whatever source
- e) encouraging among staff, service users and all other stakeholders a climate of openness and awareness that makes it possible to pass on concerns about behaviour that might be abusive or that might lead to abuse/harm
- f) maintaining effective procedures for regulating any contact that care workers need to have with service users' property, money or financial affairs
- g) communicating concerns to the local Adults' Safeguarding Board or, where applicable, Safeguarding Children Board
- h) helping service users as far as possible to avoid or control situations or relationships that would make them vulnerable to abuse/harm.

Identifying Actual or Possible Abuse / Harm

Care&Homes will identify any instances of actual or possible abuse/harm involving our service users by all possible means including:

- a. fostering an open and trusting communication structure so that staff, service users and others feel able to discuss their concerns with someone authorised to take action
- b. ensuring that all staff and service users know whom they may turn to for advice and action if they become aware or suspect that abuse/harm is occurring
- c. encouraging staff to recognise that a commitment to the highest possible standards of care must, when necessary, overrule loyalty to colleagues individually or corporately
- d. making it clear to staff that failing to report incidents or suspicions of abuse is itself abusive and may lead to disciplinary or criminal proceedings
- e. operating systems of management, supervision, internal inspection and quality control that have the potential to reveal abuse/harm where it exists.

Procedures for when Abuse / Harm Has Occurred or is Alleged to Have Occurred

If abuse/harm is clearly occurring or is alleged to have occurred, Care&Homes takes swift action to limit the damage to service users and to deal with the abuse, as follows.

Initial procedures

1. A staff member who witnesses a situation in which a person receiving care is in actual or imminent danger must immediately assess the risks and use their judgment as to the best way to stop what is happening without further damage to anyone involved including themselves, either by immediately intervening personally or by summoning available help.
2. Any staff to whom actual or suspected abuse/harm is reported — usually the manager or safeguarding lead — must immediately take any further action necessary to provide protection, support or additional care to a service user who has been harmed.
3. It is not always possible to be prescriptive about this because the circumstances might be different in each case. The staff member could act by immediately intervening personally or by summoning help from the nearest source, which could be from spectator or colleague, use of a panic alarm, phoning a line manager or police.
4. Care&Homes will carry out risk assessments so that it has contingency plans for responding to the more likely events or when anyone is most likely to be in danger from acts of harm. Staff will be trained in emergency procedures, for example, in responding to violent behaviour.

5. The Care&Homes manager / safeguarding lead will discuss with the known or suspected abused/harmed person what actions they consider to be appropriate and assess the risks to the person. In some circumstances, the person might not wish any action to be taken, will want or could be encouraged to refer the matter directly to the safeguarding authority or agree to a referral being made on their behalf to the safeguarding team (though this would not apply to children).
6. In such cases, Care&Homes the manager will consider whether there are reasons for overriding the person's wishes, eg because it is in the public interest and to prevent further harm or because the harmed individual is a child. This could include seeking advice, where necessary maintaining confidentiality, on the correct action to take from the safeguarding team (using the contact details described above).
7. .Any adult "victim" whom it is thought might lack mental capacity to give their consent for the abuse/harm to be reported will be assessed for their capacity to decide and a "best interests" decision will be taken in line with Mental Capacity Act procedures.

Referring incidents of abuse or of alleged abuse / harm

1. Once a person has consented to further action being taken, or for someone unable to give their consent, it has been decided that it is in their best interests to do so, the member or manager / safeguarding lead (or whoever has authority at the time) will then alert the safeguarding team using the online facility or downloaded form (together with any body map that can be completed if there are visible signs of physical injury). (The specific procedures to be followed and referral forms are those available on the local SAB website.)
2. Once the safeguarding team has acknowledged the referral, assessed risks and other follow up action, the care service will follow the local authority safeguarding procedures and guidance from that point on as set out in the local authority guidance. The safeguarding team should proceed from its initial assessment and risk assessment to decide if there is sufficient evidence for it to carry out further enquiries under Section 42 of the Care Act 2014.
3. We recognise that this could result in several possibilities. Care&Homes might be asked to carry out its own internal enquiries, become involved in safeguarding meetings in which the service safeguarding lead would be expected to attend and helping to implement a safeguarding plan.
4. In line with its remit, Care&Homes will take steps in cooperation with the statutory agencies to prevent further risk of the victim being abused/harmed by the alleged or suspected perpetrator.
5. We will also address at the outset and subsequently throughout the proceedings the needs of the alleged victim of the abuse/harm for any special or additional care, support or protection or for checks on health or wellbeing.

6. The care service recognises that in some instances, it should report the matter directly to the police and take guidance from them on the measures to be taken on the expectation there will be close cooperation between police and the safeguarding team.
7. If the alleged abuser is a staff member and there is sufficient evidence that the person could have abused/harmed a vulnerable adult, we will suspend the person from duty pending the outcome of a disciplinary investigation. In some cases where there is clear evidence of abuse by a staff member we might seek to dismiss the person with immediate effect. We will look for guidance from the safeguarding team / police according to the different circumstances.
8. If the evidence is insufficiently strong to warrant suspension, we will carry out a risk assessment, following which we could instruct the staff member against whom the allegation has been made not to have further unsupervised contact with any service users until the matter is resolved.
9. However, we understand that in the event of a referral being made to the police because a criminal offence might have been committed the police investigation will take precedence and we will not take any action that might jeopardise their enquiries, which might contaminate the evidence it is seeking and collecting.

(Care&Homes has a suite of forms to help identify, report and assess suspected abuse.)

Enquiring into alleged abuse / harm

In line with “making safeguarding personal”, Care&Homes will make any enquiries it is required to make person-centred in which the wellbeing of the victim or alleged victim is the central focus of all the activities involved.

In some cases, and in coordination with our safeguarding lead, we might seek to appoint an external person to carry out any enquiries depending on the action plan agreed with the safeguarding team.

Enquiry Processes

If Care&Homes is expected to carry out an enquiry of its own in cooperation with the safeguarding authority it will proceed as follows.

1. The person appointed to make the enquiries will usually consult or “have a conversation” with the person who may have been abused/harmed to hear their account of what has occurred and their views about what actions should be taken, involving the person’s relatives, friends or representatives if that is appropriate and in line with the wishes of the service user.
2. The enquiries should take into account:
 - a. the fears and sensitivity of the abused/harmed person

- b. any risks of intimidation or reprisals
 - c. the need to protect and support witnesses
 - d. any confidentiality or data protection issues
 - e. the possible involvement of other agencies, including the police, local safeguarding team and the CQC
 - f. the obligation to keep the abused/harmed person and, in specific instances, the alleged perpetrator informed on the progress of the investigation.
 - g. the mental capacity of the person and any need or wish for them to have support from an independent advocate.
3. It will be important to assure the person who may have been abused/harmed that they will be taken seriously, that their comments will as far possible be treated confidentially, that they will be protected from reprisals and intimidation, and that they will be kept informed of actions taken and of the outcome.
4. The enquirer will consider if the service user needs independent help or representation, including the services of an independent advocate, in presenting their evidence, which the care provider will help to arrange if possible.
5. If the abused/harmed person expressly states a wish that no further action should be taken, the safeguarding enquiry will consider if:
 - a. a danger to others exists from not investigating further
 - b. in the light of that assessment it is possible to follow the person's wishes
 - c. in any case precautionary measures should be taken to protect others from the possibility of abuse from the same source
 - d. the person will be informed of what is to happen.
6. If it is decided to proceed, the enquirer will, as discreetly and confidentially as possible, look into all aspects of the situation. This will take into account how diversity, beliefs and values of people can influence the identification, prevention and response to safeguarding concerns
7. The enquiry will include interviewing the staff involved in the incident or circumstances up to that point, hearing and assessing evidence from any others who might be in a position to supply information, exploring every other possible source of evidence, maintaining appropriate contact with any other agencies involved, and if necessary seeking expert advice on any technical aspects of the situation which are outside the knowledge or expertise available within the organisation.

8. Any staff from whom evidence is taken will be assured that they will be dealt with in a fair and equitable manner and informed of their employment, legal and procedural rights.
9. The alleged victim of the abuse/harm, and where appropriate their relatives, friends or representatives, will at all times be kept as fully informed as possible of what is happening regarding the suspected abuse/harm.
10. If part of an agreed plan the enquiries should be carried out as quickly as possible and in an agreed timescale and the findings presented to the local safeguarding adults team, which will then decide what further action to take, eg that a safeguarding plan should be developed and implemented.

(See the Care&Homes Safeguarding Enquiry/Investigation Form for guidance on the process and recording involved.)

Following the enquiries

For this stage of the safeguarding process Care&Homes will apply the following principles and procedures.

1. If it seems from the enquiries that on the balance of probabilities abuse/harm did indeed take place, the manager will, if the abuser is a staff member, initiate and carry through proceedings according to the agency's disciplinary policy or, if the abuser is not a member of staff, take action to involve other responsible bodies.
2. If abuse/harm is proved against a care staff member, the Care&Homes manager will initiate appropriate action, which most likely will be dismissal and referral to the DBS to prevent them from being employed further in regulated activity.
3. Other employment sanctions could apply depending on whether there might have been mitigating or extenuating circumstances. In some cases, retraining could be appropriate.
4. The person receiving care or representatives will be informed of the outcome of the investigation and any further action and will be consulted about whether any redress or apology would be appropriate and helpful to them in line with the service's duty of candour.
5. The manager will take appropriate steps to inform the DBS for possible inclusion of the person on its barring lists as someone who is unsuitable to work again in regulated activity with at risk adults and/or children.
6. At all stages of the process, a careful record will be kept of all actions taken, paying particular attention to the sensitivity of the abused/harmed person.
7. Where relevant to the resolution of the situation, a plan will be drawn up to address the issues with the alleged or known perpetrator(s), particularly if they will be continuing to form part of the victim's life, directly or indirectly.

(See also the Care&Homes policies on: Safeguarding from Bullying, Harassment, Exploitation and Other Forms of Social Abuse, and Safeguarding Service Users from the Harmful Actions and Behaviour of Peers and Social Contacts.)

Planning further action

At the end of an incident involving possible or actual abuse/harm, managers should review what has happened with a view to assessing whether the agency or its management has been in any way culpable, ineffective or negligent, learning lessons for the way the agency should operate in the future, and passing on any appropriate information to other agencies.

If necessary, the care service will review and revise its policies, procedures and training arrangements in response to any material that has emerged from the incident or the investigation.

The care service could carry this out with advice and guidance from the local Safeguarding Adults' Authority or Safeguarding Children Authority.

The care service will cooperate fully in the event of there having to be a Care Act 2014 Section 44 review into the circumstances of someone receiving our service who has died as a result of possible abuse or neglect.

Contacts and sources of assistance

Names and contact include

1. The local Adults' Safeguarding Authority: 020 8708 7333/ OOH: 02085535825
2. The Care Quality Commission: 0300 061 6161
3. The police: 101/999
4. Advocacy service: 0300 303 1660
5. Mental Health Crisis Team: 0300 555 1201

Record Keeping

Care&Homes will record all details associated with allegations of abuse/harm clearly and accurately. The records are kept securely and the care provider's rules on confidentiality are carefully followed. Reports are made as required to the CQC and other safeguarding agencies involved.

Referrals to DBS Barred Lists

Care&Homes will comply with its legal requirement to refer a care worker, where it has evidence that the staff member in question has been guilty of misconduct by harming or putting at risk of harm a service user or other person at risk, during the course of their work, to the DBS barred lists following the procedures issued by the DBS.

Related Policies

This policy is used together with the several other Care&Homes policies that relate to safeguarding of service users. They include the policies on complaints, physical restraint, the management of service users' money and financial affairs, recruitment, induction, staff development and training, staff supervision and importantly whistleblowing. The policy on mental capacity will also be relevant in some circumstances.

Key related policies are:

- Managing Antisocial Behaviour
- Advocacy
- Concerns and Complaints
- Equality, Diversity and Inclusion
- Escalation
- Human Rights and Deprivation of Liberty
- Modern Slavery and Human Trafficking
- Recruitment and Selection
- Safeguarding Vulnerable Service Users from Financial Abuse, and Gifts and Legacies
- Safeguarding from Bullying, Harassment, Exploitation and Other Forms of Social Abuse
- Safeguarding Service Users from Abuse and Harm: Rights, Risks and Restraint
- Safeguarding Service Users from Abuse and Harm: Physical Interventions and Restraint
- Keeping Staff Safe: Aggression Towards Staff and Appropriate Response
- Safeguarding Children and Young People
- Safeguarding Children and Young People from Bullying, Harassment, Exploitation and Other Forms of Social Abuse
- Safeguarding: Persons Missing from Their Home
- Safeguarding Service Users Who Are at Significant Risk of Harm
- Safeguarding Service Users from the Harmful Actions and Behaviour of Peers and Social Contacts.
- Service Users without Mental Capacity to Take Decisions
- Whistleblowing

Training

All Care&Homes staff will receive supervision and training in recognising abuse or harm and carrying out their responsibilities under this policy as part of their induction programme and further training in line with their training needs as identified from their

supervision and appraisals and policy developments and changes. The training is updated on a regular scheduled basis at least annually.

All safeguarding training, including induction training, is in line with the guidance and standards produced by the relevant social and healthcare workforce development organisations and the local safeguarding authority training policies and guidance.

The Care&Homes Safeguarding Training Strategy.

1. Staff new to care work must achieve Standard 10: Safeguarding Adults and Standard 11: Safeguarding Children to achieve the Care Certificate.
2. Other new staff will have a baseline training level, which is at least the equivalent of the Care Certificate Standards 10 and 11 from previous or current induction training.
3. Care&Homes will check their knowledge and competencies to ensure it meets the required standard and provide additional training if needed.
4. All staff receive training to ensure that they are familiar with local Safeguarding Adults' Boards policies and procedures.
5. All staff following induction are expected to proceed to at least a Level 2 award and a Multi-agency (Level 3) training in safeguarding.
6. Training on the Mental Capacity Act 2005 includes safeguarding issues.
7. Managers and staff responsible for safeguarding are required to receive Specialist Safeguarding Training (Level 4) and, where appropriate, to their roles and responsibilities, achieve the Multi-Agency Safeguarding Leaders Development Programme (Level 5).
8. The registered manager will include the Safeguarding unit (LMAC5C/S) in their Level 5 Diploma in Leading and Managing Adult Care Service.

Monitoring and Review

The care provider's safeguarding policies are kept under constant review, particularly in the light of any safeguarding incidents and changes in local authority guidelines. They are comprehensively audited at least annually.

Signed: Agnieszka Kazmierczak

This Review Date: 3/12/2025

Next Policy review date: 2/12/2026