



# Safeguarding Adults Policy

## Aims

EDLounge is committed to safeguard all its learners, staff, partners, associates and visitors that come into contact with the business. EDLounge takes safeguarding extremely seriously and strives to go above and beyond to ensure the safety and wellbeing of all who work with us.

EDLounge will not tolerate the abuse of adults in any of its forms and is committed to safeguarding adults with care and support needs from harm.

This policy outlines the steps EDLounge will make to safeguard an adult with care and support needs if they are deemed to be at risk or are at risk. This policy sets out the roles and responsibilities of EDLounge in working together with other professionals and agencies in promoting the adult's welfare and safeguarding them from abuse and neglect.

EDLounge will ensure that decisions made will allow adults to make their own choices and include them in any decision making. EDLounge will also ensure that safe and effective working practices are in place.

This policy is intended to support learners, staff partners, associates and volunteers working within EDLounge to understand their role and responsibilities in safeguarding adults. All staff, partners, associates and volunteers are expected to follow this policy.

The key objectives of this policy are for all employees, partners, associates and volunteers of EDLounge to:

- have a clear overview of adult safeguarding
- be clear about their responsibility to safeguard adults
- ensure the necessary actions are taken where an adult with care and support needs is deemed to be at risk

This policy is based on:

- The Care Act 2014 and the Care and Support statutory guidance
- Rotherham's Safeguarding Adults policy and procedures
- Rotherham's Safeguarding Adults Board's local procedures and appendices

Under the Human Rights Act 1998, everyone has the right to live free from abuse and neglect.

<https://www.equalityhumanrights.com/en/human-rights/human-rights-act>

Copies of this policy are available within EDLounge and will not tolerate the abuse of adults in the organisation and staff and volunteers should be made aware of how this policy can be accessed.

## What is Safeguarding adults?

*'Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or 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. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.'*

*Care and Support Statutory Guidance, Department of Health, updated February 2017*

All adults should be able to live free from fear and harm. But some may find it hard to get the help and support they need to stop abuse.

An adult may be unable to protect themselves from harm, or exploitation. This may be due to many reasons, including their mental or physical incapacity, sensory loss or physical or learning disabilities. This could be an adult who is usually able to protect themselves from harm, but maybe unable to do so because of an accident, disability, frailty, addiction or illness.

EDLounge adheres to following the six key principles that underpin safeguarding work (See Care Act guidance)

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

EDLounge will not tolerate the abuse of adult learners. All EDLounge staff, partners, associates and volunteers should ensure that their work reflects the principles above and ensure the adult with care and support needs is involved in their decisions and informed consent is obtained. EDLounge will ensure that the safeguarding action agreed is the least intrusive response to the risk. Partners from the community should be involved in any safeguarding work in preventing, detecting and reporting neglect and abuse and EDLounge should be transparent and accountable in delivering safeguarding actions.

### **What is Making Safeguarding Personal (MSP)?**

MSP means a case should be person-led and outcome-focused. The individual should be involved in identifying how best to respond to their safeguarding situation by giving them more choice and control as well as improving quality of life, wellbeing and safety.

EDLounge will not tolerate the abuse of adults and will ensure that adults are involved in their safeguarding arrangements and each individual is dealt with on a case by case basis. As adults may have different preferences, histories and life styles, the same process may not work for all.

### **Who do adult safeguarding duties apply to?**

The Care Act 2014 sets out that adult safeguarding duties apply to *any* adult who:

- has care and support needs, and
- is experiencing, or is at risk of, abuse and neglect, and
- is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs.

### **Who do I go to if I am concerned?**

The named responsible person for safeguarding duties for The EDLounge is Milly Wildish Senior Designated Safeguarding Lead– 01909 568 338 or 01909 776 901 – [milly@mawsafeguarding.co.uk](mailto:milly@mawsafeguarding.co.uk) or contact the Deputy Safeguarding Lead Bill Fitzpatrick [bill@edlounge.com](mailto:bill@edlounge.com).

All staff, partners, associates and volunteers should contact the EDLounge Senior Safeguarding Lead Milly Wildish [milly@mawsafeguarding.com](mailto:milly@mawsafeguarding.com) for any concerns/queries they have in regards to safeguarding adults. A log of the concern will be kept.

Milly Wildish will be responsible to make decisions about notifying adult social services if required and consider alternative actions, where necessary.

Milly Wildish will also ensure that the safeguarding adults' policies and procedures are in place and up to date. They will ensure a safe environment is promoted for staff, partners, associates, volunteers and adults accessing the service. Milly wildish will ensure they are up to date with their safeguarding adults training.

### **What should I do if I am concerned?**

Staff, partners, associates and volunteers at EDLounge who have any adult safeguarding concerns should:

#### **1. Respond**

- Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention. Dial 999 for emergency services
- Get brief details about what has happened and what the adult would like done about it, but do not probe or conduct a mini-investigation
- Seek consent from the adult to act and to report the concern. Consider whether the adult may lack capacity to make decisions about their own and other people's safety and wellbeing. If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this.

#### **2. Report**

- Name the person to whom staff/volunteers need to report any potential safeguarding concerns. This will usually be the organisation's designated safeguarding lead (see above)

#### **3. Record**

- *Immediately fill in a Safeguarding Incident Recording Form – available in the DSL Office*
- As far as possible, records should be written contemporaneously, dated and signed.
- Keep records about safeguarding concerns confidential and in a location where the alleged abuser will not have access to the record. Access should not be given to any unauthorised personal for accessing confidential information including the sharing of passwords.

#### **4. Refer**

In deciding whether to refer or not, the designated safeguarding lead should be informed and consider the following:

- (1) the adult's wishes and preferred outcome
- (2) whether the adult has mental capacity to make an informed decision about their own and others' safety
- (3) the safety or wellbeing of children or other adults with care and support needs
- (4) whether there is a person in a position of trust involved
- (5) whether a crime has been committed

This should inform the decision whether to notify the concern to the following people:

- the police if a crime has been committed and/or
- the nearest local adult social services for possible safeguarding enquiry
- relevant regulatory bodies such as Care Quality Commission, Ofsted, Charities commission
- service commissioning teams
- family/relatives as appropriate (seek advice from adult social services)

The designated safeguarding lead should keep a record of the reasons for referring the concern or reasons for not referring.

Incidents of abuse may be one-off or multiple and may affect one person or more. Staff and volunteers should look beyond single incidents to identify patterns of harm. Accurate recording of information will also assist in recognising any patterns.

As soon as Adult Social Services becomes involved, a 4-stage safeguarding adults process is followed. For more information about this 4-stage safeguarding adults process, refer to the nearest local Safeguarding Adults Procedures.

### **What are your roles and responsibilities?**

All staff, management, partners, associate trustees and volunteers at EDLounge are expected to report any concerns to the named designated person for safeguarding. If the allegation is against one of the EDLounge staff, partners, associates, volunteers, trustees or directors, seek advice from The EDLounge Senior Designated Safeguarding Lead Milly Wildish [mily@mawsafeguarding.com](mailto:mily@mawsafeguarding.com) If the allegation is against the safeguarding lead, seek advice from the Deputy Designated Safeguarding Lead Bill Fitzpatrick [bill@edlounge.com](mailto:bill@edlounge.com) or from your local authorities Access & Advice Team.

The designated safeguarding adults lead should be responsible for providing acknowledgement of the referral and brief feedback to the person raising the original concern. Feedback should be given in a way that will not make the situation worse or breach GDPR. If the police are involved, they should be consulted prior to giving feedback to the referrer to ensure any criminal investigation is not affected.

The local authority will decide on who will lead on a safeguarding enquiry should it progress to that stage. The named organisation should not conduct its own safeguarding enquiry unless instructed to do so by the local authority.

Staff, partners, associates and volunteers should ensure that the adult with care and support needs is involved at all stages of their safeguarding enquiry ensuring a person-centred approach is adopted.

### **Complaints procedure**

EDLounge promotes transparency and honesty when things go wrong. All staff and volunteers should apologise and be honest with service users and other relevant people when things go wrong.

If a staff, partner, associate or volunteer, or any other member of the organisation is unhappy with the EDLounge decision about the safeguarding concern, refer them to please follow the complaints procedure.

This can be found via [www.edlounge.com](http://www.edlounge.com) or via the [www.edquals.com](http://www.edquals.com) online platform, or in the Senior Designated Safeguarding Lead Milly Wildish office.

EDLounge is committed to ensuring that staff, partners, associates and volunteers who in good faith whistle-blow in the public interest, will be protected from reprisals and victimisation. Please refer to the EDLounge Whistleblowing Policy that is found via [www.edlounge.com](http://www.edlounge.com) or via the [www.edquals.com](http://www.edquals.com) online platform, or in the Senior Designated Safeguarding Lead office.

The Mental Capacity Act 2005 is to be used when decisions on behalf of those adults with care and support needs who are unable to make some decisions for themselves. Refer to the Mental Capacity Act Code of Practice, <https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice>. You will need to involve an advocate if the person lacks capacity to make decisions about the safeguarding concern.

### **Why is it important to act?**

It may be difficult for adults with care and support needs to protect themselves and to report abuse. They rely on you to help them.

### **Confidentiality and information sharing**

EDLounge expects all staff, partners, associates, volunteers, trustees to maintain confidentiality at all times. In line with GDPR, EDLounge does not share information if not required. It should however be noted that, information should be shared with authorities if an adult is deemed to be at risk of immediate harm. Sharing the right information, at the right time, with the right people, can make all the difference to preventing harm. For further guidance on information sharing and safeguarding see: <https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp>

### **Recruitment and selection**

EDLounge is committed to safe employment. Safe recruitment practices such as; disclosure and barring checks, reduce the risk of exposing adults with care and support needs to people unsuitable to work with them

### **Training, awareness raising and supervision?**

EDLounge will ensure that all staff, partners, associates and volunteers receive basic awareness training on safeguarding adults, as they may come across adults with care and support needs who may be at risk of abuse. Those adults may report things of concern to staff or volunteers who should be equipped with the basic knowledge around safeguarding adults and be confident to identify that abuse is taking place and action is required. All staff and volunteers should be clear about the core values of The EDLounge Group and commitment to safeguarding adults.

It is also useful to discuss training with staff who have attended training sessions to ensure they are embedding this in practice.

Similarly, staff, partners, associates and volunteers may encounter concerns about the safety and wellbeing of children. For more information about children's safeguarding, refer to The EDLounge Safeguarding Children policy - *which can be found on the EDLounge website [www.edlounge.com](http://www.edlounge.com) also via the EDQuals online platform [www.edquals.com](http://www.edquals.com) and in the DSL Office.*

## Prevent

Radicalisation and extremism of adults with care and support needs is a form of emotional/psychological exploitation. Radicalisation can take place through direct personal contact, or indirectly through social media.

If staff are concerned that an adult with care and support needs is at risk of being radicalised and drawn into terrorism, they should treat it in the same way as any other safeguarding concern.

For more information about Prevent see: <https://www.gov.uk/government/publications/prevent-duty-Guidance>.

## Useful contacts

Milly Wildish – EDlounge DSL  
[milly@mawsafeguarding.com](mailto:milly@mawsafeguarding.com)

Bill Fitzpatrick–Deputy DSL  
[bill@edlounge.com](mailto:bill@edlounge.com)

Ian Gunn -DSL  
[ian@edlounge.com](mailto:ian@edlounge.com)

Michael Farrar  
[michael@edlounge.com](mailto:michael@edlounge.com)

## Useful links

Care act- <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

Carer and support statutory guidance-

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/506202/23902777\\_Care\\_Act\\_Book.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/506202/23902777_Care_Act_Book.pdf)

Prevent-

<https://www.gov.uk/government/publications/prevent-duty-guidance>

Information sharing-

<https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp>

## **Appendix 1**

### **What are the types of safeguarding adults abuse?**

The Care and Support statutory guidance sets out the 10 main types of abuse:

- Physical abuse
- Neglect
- Sexual abuse
- Psychological
- Financial abuse
- Discriminatory
- Organisational
- Domestic violence
- Modern Slavery
- Self-neglect

It is important to always keep an open mind about what constitutes abuse or neglect, as it can take many forms and the circumstances of the individual case should always be considered.

For more information, read section 14.17 of the Care and Support Statutory Guidance.

### **What are the possible signs of abuse?**

Abuse and neglect can be difficult to spot. You should be alert to the following possible signs of abuse and neglect:

- Depression, self-harm or suicide attempts
- Difficulty making friends
- Fear or anxiety
- The person looks dirty or is not dressed properly,
- The person never seems to have money,
- The person has an injury that is difficult to explain (such as bruises, finger marks, 'non-accidental' injury, neck, shoulders, chest and arms),
- The person has signs of a pressure ulcer,
- The person is experiencing insomnia
- The person seems frightened, or frightened of physical contact.
- Inappropriate sexual awareness or sexually explicit behaviour
- The person is withdrawn, changes in behaviour

You should ask the person if you are unsure about their well-being as there may be other explanations to the above presentation.

### **Who abuses and neglects adults?**

Abuse can happen anywhere, even in somebody's own home. Most often abuse takes place by others who are in a position of trust and power. It can take place whether an adult living alone or with others. Anyone can carry out abuse or neglect, including:

- partners;
- other family members;
- neighbours;
- friends;
- acquaintances;
- local residents;
- people who deliberately exploit adults they perceive as vulnerable to abuse;
- paid staff or professionals; and
- volunteers and stranger

## Raising a safeguarding concern - Adult

You are informed or become aware of possible abuse or neglect

Gather information,

- How does the adult wish for the concern to proceed
- What changes/support would they like as a result of this concern being raised?

### RESPOND

Take action to ensure the immediate safety and welfare of the adult (and any other person/child at risk)

Consider:

- Does medical attention need to be organised? (dial 999)
- Is urgent police presence required? (dial 999)

### REPORT

Has a crime been committed? If so, does it need to be reported?  
(dial 101 unless there is an immediate risk, in which case dial 999)

Preserve forensic evidence (if any)

### REFER

Decide whether to raise a safeguarding concern, and if so, take action

Do this:

- Immediately where the concern is urgent and serious
- Within the same working day for any other concerns

### RECORD

Document the incident and any actions or decisions taken

### REFER

Ensure key people are informed

For example, Responsible safeguarding lead, CQC, relatives as appropriate, service commissioning teams

### SUPPORT

Provide support or feedback for the person identifying the safeguarding concern

With thanks and acknowledgements to West and North Yorkshire and York regional Multi-Agency Policy and Procedures from which this flowchart has been adopted.

<http://www.wakefield.gov.uk/Documents/health-care-advice/adult-services/safeguarding/safeguarding-adults-from-abuse/summary-guide-policy-procedures.pdf>

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