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Author: Jocelyn Owens: March 2021: Review March 2022

Safeguarding Vulnerable Adults

at the Family Forge

The family Forge is committed to safeguarding and promoting the welfare of adults, children and young people and protecting them from the risk of harm. To achieve this we have adopted the following policy. Our policies, guidance and practices reflect statutory, national and local safeguarding requirements.

Safeguarding adults

‘Safeguarding adults’ means protecting an adult’s right to live in safety, free from abuse and neglect. Any adult at risk of abuse or neglect should be able to access appropriate help to address concerns and to enable them to live a life free from violence and abuse whilst remaining involved and at the centre of all decision making.

Under section 42 of the Care Act 2014, safeguarding duties apply to any adult (18 years of age and over) who has needs for care and support (whether or not those needs are currently being met)

- Is experiencing, or is at risk of abuse or neglect
- Is unable to protect themselves from either the risk of, or the experience of, abuse or neglect

There is a duty to ensure that safeguarding enquiries will be made for any adult referred who meet the criteria.

How to raise a safeguarding concern

If you are concerned that a vulnerable adult is at risk of abuse, harm or neglect, please fill out an incident report form and contact Jocelyn Owens 07947 853502/ Michael Turner 07776 707275 to report and discuss your concerns. Ensure that you receive feedback on the action that will be taken within 48 hours. If you have been requested to take an action ensure that you report back and that a further note is made on the incident report form. Trustees responsible must discuss and decide on the action to be taken with another staff member/ trustee. In the event of an emergency, always ring the police on 999.

If the adult is in immediate danger always phone the police on 999. The non-urgent police number is 101.

Our commitment

The Family Forge will work in close collaboration with other agencies such as

Migrant Help - Tel [0808 8010 503](tel:08088010503) - to fulfil our responsibilities to vulnerable adults, to prevent both the risk and the experience of abuse or neglect.

For the adult at risk of harm, we will:

- Ensure that the adult’s wellbeing is promoted and that the adult’s wishes, feelings and beliefs are always at the centre of decision making, ensuring that safeguarding is made personal to them.
 - Ensure that all safeguarding actions will be led by the adult at risk
 - Respond to the safeguarding concern or alert in a timely way, ensuring that concerns are handled sensitively
 - Where possible, address what has caused the abuse or neglect and discuss with the adult how we can help them to prevent harm or abuse happening again
 - Ensure that the adult is supported by family, friends or an independent person such as an advocate if that is appropriate
- Provide support for adults that do not have mental capacity to make specific decisions around safeguarding and protecting themselves from harm through a “Best Interest” decision, providing the adult with independent support

See Appendix for Safeguarding Vulnerable Adults Incident Recording Form Incident

What constitutes abuse or neglect in adults?

<https://www.scie.org.uk/safeguarding/adults/introduction/types-and-indicators-of-abuse>

This may happen as people get older, or because they have a mental health issue, a disability, a sensory impairment or some form of illness. Mistreating someone in this way **is** known as '**abuse**'. And if someone fails to properly look after another person in their care, this **is** known as '**neglect**'.

People with care and support needs, such as older people or people with disabilities, are more likely to be abused or neglected. They may be seen as an easy target and may be less likely to identify abuse themselves or to report it. People with communication difficulties can be particularly at risk because they may not be able to alert others. Sometimes people may not even be aware that they are being abused, and this is especially likely if they have a cognitive impairment. Abusers may try to prevent access to the person they abuse.

Signs of abuse can often be difficult to detect. This At a glance briefing aims to help people who come into contact with people with care and support needs to identify abuse and recognise possible indicators. Many types of abuse are also criminal offences and should be treated as such.

Types of abuse:

- Physical abuse
- Domestic violence or abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational or institutional abuse
- Neglect or acts of omission
- Self-neglect

Physical abuse

Types of physical abuse

- Assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing
- Rough handling
- Scalding and burning
- Physical punishments
- Inappropriate or unlawful use of restraint
Making someone purposefully uncomfortable (e.g. opening a window and removing blankets)
- Involuntary isolation or confinement
- Misuse of medication (e.g. over-sedation)
- Forcible feeding or withholding food
- Unauthorised restraint, restricting movement (e.g. tying someone to a chair)

Possible indicators of physical abuse

- No explanation for injuries or inconsistency with the account of what happened
- Injuries are inconsistent with the person's lifestyle
- Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps
- Frequent injuries
- Unexplained falls
- Subdued or changed behaviour in the presence of a particular person

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- Signs of malnutrition
- Failure to seek medical treatment or frequent changes of GP

Domestic violence or abuse

Types of domestic violence or abuse

Domestic violence or abuse can be characterised by any of the indicators of abuse outlined in this briefing relating to:

- psychological
 - physical
 - sexual □ financial □ emotional.
- Domestic violence and abuse includes any incident or pattern of incidents of

controlling, coercive or 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. It also includes so called 'honour' -based violence, female genital mutilation and forced marriage.

Coercive or controlling behaviour is a core part of domestic violence. Coercive behaviour can include:

- acts of assault, threats, humiliation and intimidation
- harming, punishing, or frightening the person
- isolating the person from sources of support
- exploitation of resources or money □ preventing the person from escaping abuse □ regulating everyday behaviour.

Possible indicators of domestic violence or abuse

Low self-esteem

- Feeling that the abuse is their fault when it is not
- Physical evidence of violence such as bruising, cuts, broken bones
- Verbal abuse and humiliation in front of others
- Fear of outside intervention
- Damage to home or property
- Isolation – not seeing friends and family
- Limited access to money

Sexual abuse

Types of sexual abuse

- Rape, attempted rape or sexual assault
- Inappropriate touch anywhere
- Non- consensual masturbation of either or both persons
- Non- consensual sexual penetration or attempted penetration of the vagina, anus or mouth
- Any sexual activity that the person lacks the capacity to consent to
- Inappropriate looking, sexual teasing or innuendo or sexual harassment
- Sexual photography or forced use of pornography or witnessing of sexual acts
- Indecent exposure

Possible indicators of sexual abuse

- Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck
- Torn, stained or bloody underclothing
- Bleeding, pain or itching in the genital area
- Unusual difficulty in walking or sitting
- Foreign bodies in genital or rectal openings
- Infections, unexplained genital discharge, or sexually transmitted diseases
- Pregnancy in a woman who is unable to consent to sexual intercourse

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- The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude
- Incontinence not related to any medical diagnosis
- Self-harming
- Poor concentration, withdrawal, sleep disturbance
- Excessive fear/apprehension of, or withdrawal from, relationships
- Fear of receiving help with personal care
- Reluctance to be alone with a particular person

Psychological or emotional abuse

Types of psychological or emotional abuse

- Enforced social isolation – preventing someone accessing services, educational and social opportunities and seeing friends
- Removing mobility or communication aids or intentionally leaving someone unattended when they need assistance
- Preventing someone from meeting their religious and cultural needs
- Preventing the expression of choice and opinion
- Failure to respect privacy
Preventing stimulation, meaningful occupation or activities
- Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse
- Addressing a person in a patronising or infantilising way
- Threats of harm or abandonment
- Cyber bullying

Possible indicators of psychological or emotional abuse

- An air of silence when a particular person is present
- Withdrawal or change in the psychological state of the person
- Insomnia
- Low self-esteem
- Uncooperative and aggressive behaviour
- A change of appetite, weight loss/gain
- Signs of distress: tearfulness, anger
- Apparent false claims, by someone involved with the person, to attract unnecessary treatment

Financial or material abuse

Types of financial or material abuse

- Theft of money or possessions
- Fraud, scamming
- Preventing a person from accessing their own money, benefits or assets
- Employees taking a loan from a person using the service
- Undue pressure, duress, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions
- Arranging less care than is needed to save money to maximise inheritance
- Denying assistance to manage/monitor financial affairs
- Denying assistance to access benefits
- Misuse of personal allowance in a care home
- Misuse of benefits or direct payments in a family home
- Someone moving into a person's home and living rent free without agreement or under duress
- False representation, using another person's bank account, cards or documents □ Exploitation of a person's money or assets, e.g. unauthorised use of a car
- Misuse of a power of attorney, deputy, appointeeship or other legal authority
- Rogue trading – eg. unnecessary or overpriced property repairs and failure to carry out agreed repairs or poor workmanship

Possible indicators of financial or material abuse

- Missing personal possessions
- Unexplained lack of money or inability to maintain lifestyle

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- Unexplained withdrawal of funds from accounts
- Power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity
- Failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so
- The person allocated to manage financial affairs is evasive or uncooperative
- The family or others show unusual interest in the assets of the person

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Signs of financial hardship in cases where the person's financial affairs are being managed by a court appointed deputy, attorney or LPA

- Recent changes in deeds or title to property
Rent arrears and eviction notices
A lack of clear financial accounts held by a care home or service
Failure to provide receipts for shopping or other financial transactions
- carried out on behalf of the person □ Disparity between the person's living conditions and their financial resources, e.g.
insufficient food in the house □
Unnecessary property repairs

Modern slavery

Types of modern slavery

- Human trafficking
- Forced labour
- Domestic servitude
- Sexual exploitation, such as escort work, prostitution and pornography
- Debt bondage – being forced to work to pay off debts that realistically they never will be able to

Possible indicators of modern slavery

- Signs of physical or emotional abuse
- Appearing to be malnourished, unkempt or withdrawn
- Isolation from the community, seeming under the control or influence of others
- Living in dirty, cramped or overcrowded accommodation and or living and working at the same address
- Lack of personal effects or identification documents
- Always wearing the same clothes
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers
- Fear of law enforcers

[Further Home Office information on identifying and reporting modern slavery](#)

Discriminatory abuse

Types of discriminatory abuse

- Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation
(known as '[protected characteristics' under the](#)
- or sexual orientation (known as '[protected characteristics' under the Equality Act 2010](#))
- Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic
- Denying access to communication aids, not allowing access to an interpreter, signer or lipreader
- Harassment or deliberate exclusion on the grounds of a protected characteristic
- Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic
Substandard service provision relating to a protected characteristic

Possible indicators of discriminatory abuse

The person appears withdrawn and isolated

Expressions of anger, frustration, fear or anxiety

The support on offer does not take account of the person's individual needs in terms of a protected characteristic

Organisational or institutional abuse

Types of organisational or institutional abuse

- Discouraging visits or the involvement of relatives or friends
- Run-down or overcrowded establishment
- Authoritarian management or rigid regimes
- Lack of leadership and supervision
- Insufficient staff or high turnover resulting in poor quality care

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- Abusive and disrespectful attitudes towards people using the service
- Inappropriate use of restraints
- Lack of respect for dignity and privacy
- Failure to manage residents with abusive behaviour
- Not providing adequate food and drink, or assistance with eating
- Not offering choice or promoting independence
- Misuse of medication
- Failure to provide care with dentures, spectacles or hearing aids □ Not taking account of individuals' cultural, religious or ethnic needs □ Failure to respond to abuse appropriately
- Interference with personal correspondence or communication
- Failure to respond to complaints

Possible indicators of organisational or institutional abuse

- Lack of flexibility and choice for people using the service
- Inadequate staffing levels
- People being hungry or dehydrated
- Poor standards of care
- Lack of personal clothing and possessions and communal use of personal items
- Lack of adequate procedures
- Poor record-keeping and missing documents
- Absence of visitors
- Few social, recreational and educational activities
- Public discussion of personal matters
- Unnecessary exposure during bathing or using the toilet
- Absence of individual care plans
- Lack of management overview and support

Neglect and acts of omission

Types of neglect and acts of omission

Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care

- Providing care in a way that the person dislikes
- Failure to administer medication as prescribed
- Refusal of access to visitors
- Not taking account of individuals' cultural, religious or ethnic needs
- Not taking account of educational, social and recreational needs
- Ignoring or isolating the person
- Preventing the person from making their own decisions □ Preventing access to glasses, hearing aids, dentures, etc.
- Failure to ensure privacy and dignity

Possible indicators of neglect and acts of omission

- Poor environment – dirty or unhygienic
- Poor physical condition and/or personal hygiene
- Pressure sores or ulcers
- Malnutrition or unexplained weight loss
- Untreated injuries and medical problems
- Inconsistent or reluctant contact with medical and social care organisations
- Accumulation of untaken medication
- Uncharacteristic failure to engage in social interaction
- Inappropriate or inadequate clothing

Self-neglect

Types of self-neglect

- Lack of self-care to an extent that it threatens personal health and safety □ Neglecting to care for one's personal hygiene, health or surroundings □ Inability to avoid self-harm

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- Failure to seek help or access services to meet health and social care needs
- Inability or unwillingness to manage one's personal affairs

Indicators of self-neglect

- Very poor personal hygiene
- Unkempt appearance
- Lack of essential food, clothing or shelter
- Malnutrition and/or dehydration
- Living in squalid or unsanitary conditions
- Neglecting household maintenance
- Hoarding
- Collecting a large number of animals in inappropriate conditions
- Non-compliance with health or care services
- Inability or unwillingness to take medication or treat illness or injury

Additional safeguarding Family Forge Policy on Relationships between staff/volunteers and adult students.

The Family Forge recognises that the beneficiaries whom we work with are largely adults and not classed as vulnerable in the sense described above. In the interests of safeguarding students and staff at the Family Forge, the development of personal relationships between staff/volunteers and students must be disclosed to the safeguarding officer on site Jocelyn Owens or Michael Turner - Safeguarding Trustee at the beginning of the relationship. Failure to do so will be regarded as a serious matter and consideration will be given to further association or employment with the charity.

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APPENDIX : SAFEGUARDING Vulnerable Adults written account

DATE Incident or concern was raised: _____

Date of action was taken _____

Resolved or further action required? _____

Confidential

Staff or Volunteer Name : _____

Name of activity account came to light during: _____

Date of Incident or Concern: _____

Name of vulnerable Person: _____

Date of Birth: _____

Address _____

Post Code _____

Tel. no. _____

GP -Contact name address and telephone number if known

PLEASE DESCRIBE CLEARLY, CAREFULLY AND IN DETAIL THE DISCLOSURE OR CONCERNS (continue on additional sheets as necessary):

PLEASE DESCRIBE IN DETAIL ANY ACTION TAKEN TO DATE INCLUDING REFERRAL TO EMERGENCY AND OTHER SERVICES

Date _____

Action _____

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PLEASE RECORD HERE ANYTHING THAT YOU HAVE SAID TO OTHERS INCLUDING Adult, STAFF, FAMILY, OTHER PROFESSIONALS.

Date _____

Conversation _____

Contact details of alleged abuser (if known):

Name _____

Address _____

PHONE: _____

Contact details of any witnesses (this should include staff, parents / family, other professionals:

Name _____

ADDRESS _____

Phone no _____

SIGNED(Staff/volunteer form) _____ **Date** _____

Printed NAME _____ **Job Title** _____

After discussion with the Safeguarding officer please follow up with the agreed action or ensure it has been followed up by the appropriate person in the appropriate timescale.

Now please pass this form to the Safeguarding Officer.

For the Safeguarding Officer

Safeguarding Officer name

SAFETY OFFICER PLEASE RECORD HERE ACTION AGREED TO BE TAKEN WITH STAFF/VOLUNTEER/ADULT. IF NO FURTHER ACTION TAKEN PLEASE RECORD HERE.

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REASON FOR DECISION(S):

FURTHER ACTION required and TAKEN including referrals and NO ACTION):

Signed:

Date: