**Chilli Studios**

**Safeguarding Adults at Risk**

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| Implementation Date | 2013 |
| Reviewed & Updated | JULY 2019 |
| Review Date | JULY 2021 |
| Agreed By | Board of Trustees |
| Author | BOB MALPIEDI |

**Purpose of Policy**

This policy is based on the Department of Health publication ‘No Secrets’ that gives guidance to local agencies who have a responsibility to investigate and take action when an adult is believed to be suffering abuse and requires safeguarding (DoH, 2000). Chilli Studios also supports the position stated in the paper ‘Safeguarding Adults; a national framework of standards for good practice and outcomes in adult protection work’ (ADSS, 2005) that anyone receiving mental health services should be able ‘to live a life that is free from abuse and neglect

The purpose of this policy is to:

* Provide guidance for staff to identify signs of abuse
* Provide guidance for staff to act on suspected / actual incidents of abuse
* Identify routes for support and advice
* Specify referral pathways for raising a safeguarding referral
* Supplement the multi-agency policy and procedures

**Definitions**

* A definition of **abuse** is ‘a violation of a person’s human or civil rights by any other person or person/s’ (‘No Secrets’ - DoH 2000)
* **‘Vulnerable adult’ / ‘adult at risk’** defined by government guidance (‘No Secrets’) as people:
* ‘Who are or may be in need of community care services because of mental or other disability, age or illness’ and/or ‘who are unable to care for themselves or unable to protect themselves from significant harm or exploitation’ (Safeguarding adults at risk of harm: A legal guide for practitioners. SCIE 2011)
* **Safeguarding** means ‘enabling an adult who is or may be eligible for community careservices to retain independence, wellbeing and choice, and to access their human rightsto live a life that is free from abuse and neglect.’(‘Safeguarding Adults’, ADSS, 2019)

Types of abuse include:

* **Physical** - This may include slapping, shaking, hitting or misuse of medication, or misuse of restraint
* **Psychological** - Examples include; humiliating, swearing, ridiculing, rejecting, limiting choices, etc.
* **Financial** - Includes; misuse of person’s property, money, possessions, etc, or obtaining them by extortion.
* **Sexual** - Includes; lack of dignity / privacy, insensitivity, unwelcome fondling, rape.
* **Neglect** - Includes; depriving a person of everyday essentials and services, eg, food, clothing, warmth and hygiene needs
* **Discrimination -** Includes; unfavourable treatment, harassment and slurs arising from someone’s age, race,gender etc.
* **Institutional** - Relates to settings where there is a failure to promote the rights of individuals. It includes; substandard care and poor professional practice; lack of training, leadership and management; rigid routines and structures. Examples poor practice may include medication errors or tissue viability problems.
* **Self-Neglect -** is a general term used to describe a vulnerable adult living in a way that puts his or her health, safety, or well-being at risk. This may include issues relating to physical health, hygiene and living conditions.
* **Domestic Violence -** violent or aggressive behaviour within the home, typically involving the violent abuse of a spouse, relative or partner.
* **Modern slavery and human trafficking**. Modern Slavery is the term used within the UK and is defined within the Modern Slavery Act 2015. These crimes include holding a person in a position of slavery , servitude forced or compulsory labour, or facilitating their travel with the intention of exploiting them soon after.

**Chilli Studios’ Position**

Chilli Studios promotes the following 6 key domains for all service users:

* Meaning and Purpose
* Independence, Choice & Control
* Citizenship
* Hope and Self Esteem
* Relationships
* Stability & Consistency

As an organisation we hold that safeguarding may be required when a service user has needs for care and support and is experiencing, or at risk of, abuse or neglect, and as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

**Principles of Safeguarding**

**Government Policy:** In its 2015 publication (1st April 2015) on Adult Safeguarding, Newcastle Safeguarding Adults Board (NSAB) annual strategic plan objective is to prevent and reduce the risk of significant harm to vulnerable adults from abuse or other types of exploitation, whilst supporting individuals in maintaining control over their lives and in making informed choices without coercion. The NSAB recommended that agencies use the following principles to benchmark existing adult safeguarding arrangements to see how far they support this aim and to measure future improvements:

**Empowerment**

* Presumption of person led decisions and informed consent.

**Protection**

* Support and representation for those in greatest need.

**Prevention**

* It is better to take action before harm occurs.

**Proportionality**

* Proportionate and least intrusive response appropriate to the risk presented.

**Partnership**

* Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

**Accountability**

* Accountability and transparency in delivering safeguarding.

**Chilli Studios policy aims to:**

* safeguard adults at risk
* reduce the likelihood of abuse
* help staff deal with suspicions or concerns that abuse is taking place
* take appropriate steps if abuse has occurred
* adhere to the principles set out above

**Organisational Support**

*The ‘No Secrets’ guidance states that principles of confidentiality for safeguarding and promoting the interests of people who use services ‘should not be confused with those designed to protect the management interests of an organisation’ (DH, 2000).*

It notes that management interests do have a role but should not conflict with the interests of people who use services and patients. If it appears to an employee or person in a similar role that such confidentiality rules may be operating against the interests of vulnerable adults/ adults at risk, then a duty arises to make full disclosure in the public interest (‘No Secrets’ para 5.8). The implications of such a statement raise the question of ‘whistleblowing’.

In line with this, Chilli Studios actively encourages whistleblowing. Chilli Studios endeavours to provide a safe organisational environment in which individuals are encouraged to come forward without the fear of ridicule, victimisation, or other negative consequence should they suspect any form of abuse taking place.

Our Whistle Blowing Policy assures staff that:

* their concerns will be considered seriously
* the need for confidentiality will be respected
* they will be given support
* they will be dealt with in a fair and equitable manner; and they will be kept informed of action that has been taken as far as possible they will be kept informed of the outcome of any investigation

**Proactive Approach to Safeguarding People**

Chilli Studios believes that, as an Organisation, it is essential to take a proactive approach to safeguarding people. It is considered essential that Chilli Studios encourages its entire staff to engage in an on-going process of developing awareness and understanding of safeguarding and abuse.

All staff, volunteers and contractors working for chilli studios are required to participate in DBS checks, prior to employment and to provide current and regular updates where required. They are also required to declare any situations or circumstance changes that might compromise their ability to provide safe services.

Chilli studios will respond appropriately to any disclosed information and reserve the right to request further DBS checks following any such disclosure.

**What you should do if you suspect abuse**

You must report concerns as soon as possible to Chilli Studios staff:

**Bob Malpiedi – Studio Manager**

**Chris Dalton – Inclusion and Support Coordinator**

**Jo Burke - Arts Coordinator**

**Carole Hall – Charity Officer**

These identified members of staff are required to act and report on allegations of suspicions of neglect or abuse to the statutory authorities. The designated safeguarding leads at trustee level for the organisation are;

**Dr Rachael Doyle-Hall,**

Consultant Psychiatrist, AMH,

Lanchester Road Hospital, Durham, DH1 5RD

Secretary: Eileen Huntley, 0191 4415765, Eileen.huntley@nhs.net

**Nikki Heeley,**

Coalfields Safeguarding Team 1,

Hetton Welfare Centre, Welfare Road, Hetton-le-Hole

Houghton-le-Spring, Sunderland, DH5 9NE, Tel: 0191 561 4084

Contact details are also available for these individuals in the flow chart for raising a concern which is available to everyone using or visiting the studio on notice boards and via the website. Staff and volunteers are advised of this process as part of their induction and supported to refresh awareness during supervision and appraisals.

Suspicions should not be discussed with anyone, other than those named above.

It is the right of any individual to make direct referrals to the protection agencies. We would hope that an individual would use this procedure. However, if you feel that the organisation has not responded to your concerns, it is open to you to contact the protection agencies direct.

**Recording Information**

Chilli studios will record changes in individuals’ circumstances which may impact on their personal safety and vulnerabilities through a traffic light system, recording observations in a secure system accessed only by authorised personnel. Any issues identified as amber or red will be considered in light of the safeguarding adult’s procedure.

When making safeguarding protection notes or records it may not be possible to know who will eventually have access to it or when. It may be consulted months or even years after it was written. Always bear in mind that someone who is a complete stranger to you and your organisation may need to read your record at some stage in the future.

Ideally, logs of incidents should be typed. Hand written notes should be clearly legible and written in ink. All notes and reports must contain the following:

* Date of the incident
* Date and time of the record being made
* Name and date of person concerned
* A factual account of what happened and the location where the incident took place (include the actual words spoken by the person where possible)
* A note of any other people involved e.g. as witnesses
* Action taken and any future plans e.g. Monitor and review
* Any other agencies informed
* Printed name of the person making the record
* Job title of the person making the record
* Signature (please print the name alongside)

All records will be kept in a file specifically labelled and kept in a locked file.

**Allegations against staff or volunteers**

Allegations against staff or volunteers will always be investigated. Where there are concerns that a person has been put in danger of abuse, or has suffered abuse owing to the actions of a member of staff or volunteer, a Local Authority Designated Officer or the police will be contacted. Details of any allegation which has not resulted in a referral will be kept securely in the same way as described in the above paragraph.

**Process for highlighting and escalating a Safeguarding concern]**



**Training & Development**

As Chilli Studios staff will be mainly working with or for adults at risk, training must support a culture where the language and principles of safeguarding are put into regular common practice. Induction training for new staff will involve a full review of the policies and procedures in place.

All staff will receive **Safeguarding Adults level 1** training on commencement of employment and this must be repeated every two years. Key staff must further complete **Safeguarding Adults level 2** training and repeat every two years

Volunteers are expected to take up training in Safeguarding Adults level 1 training within 6 months of volunteering

Statutory Training is provided by:

Workforce Development Admin, Newcastle City Council, Room 213, Civic Centre,

Barras Bridge

Newcastle upon Tyne , NE1 8QH

Phone: 0191 277 2091

Fax: 0191 277 2 099

Email: wfdadmin@newcastle.gov.uk

Contact name - Julie Scotland (Service Manager)

www.newcastle.gov.uk

In house training and support will be delivered according to the internal training plans and will be carried out by chilli studios staff and invited partner organisations.

The training that staff will receive at Chilli Studios will enable them to understand:

* Why someone is considered an ‘adult at risk’ - using national guidance e.g. they have complex needs; have mental health problems; are an ‘older person’.
* What the risk factors are e.g. lonely/lack of social networks; complex living environment; dependency on others; capacity problems.
* What indicators of abuse are apparent e.g. changes in behaviour; bruising, marks, pain; lack of money; reports from the person or others
* What other explanations might there be for the indicators e.g. mental or physical health changes; exercising choice; positive risk taking
* If abuse is thought to be occurring, what kind(s) of abuse is it e.g. physical; psychological / emotional; financial / material; neglect; sexual; discriminatory; institutional.
* What safeguarding strategies are being taken e.g. support plan in place; report made to care coordinator; discussed with others (local multi-disciplinary team, local safeguarding team)
* How to support someone when making a safeguarding alert
* How to make appropriate decisions relating to the involvement of someone who has made an alert i.e. informing relatives and gaining the consent of the person raising the alert to escalate their concerns.

**Support and Supervision**

The regular availability of opportunities to discuss with staff, individually or in groups, issues which can be related to safeguarding and abuse e.g. service users’ needs, the implications of resources (physical, psychological and mental), staff accountability and staff needs.

All staff receive Appraisals yearly from Studio Manager and Supervisions after 6 months. Studio Manager receives yearly Appraisals from Chairperson with opportunity to discuss anything as when needed.

**Non- recent abuse**

As soon as it becomes apparent that an adult is revealing childhood abuse, the member of staff must record what is said by the patient and the response given by the staff member. If possible it should be established if the adult is aware of the alleged perpetrators recent or current whereabouts and contact with children. If named children are identified at being at risk, then a referral must be made to Children’s Services to the relevant local authority without delay.

 An adult patient should be asked whether they want a police investigation and must be reassured that child protection teams are able and willing to undertake such work for vulnerable adults. Consideration must be given to the therapeutic needs of the adult and support offered.

Staff do have a duty to disclose where it is in the public interest and there is cause to suspect there is on-going risk to others. If an individual lacks the capacity to understand the consequences of refusing permission to disclose, the decision must be made in the public interest.

Reporting of non-recent abuse to the police must be done via the Child Abuse Investigation Unit through the Police Enquiry Centre (telephone 101).

**Partnership working**

**Multi-Agency Public Protection Arrangements**

Many of the agencies subject to the section 11 duty are members of the Multi-Agency Public Protection Arrangements (MAPPA), including the police, prison and probation services. MAPPA should work together with duty to co-operate with agencies to manage the risks posed by violent and sexual offenders living in the community in order to protect the public and should work closely with the safeguarding partners over services to commission locally.

Where an adult offender is assessed as presenting a risk of serious harm to children and or vulnerable adults, the offender manager should develop a risk management plan and supervision plan that contains a specific objective to manage and reduce the risk of harm to children and or vulnerable adults. The risk management plan should be shared with other organisations and agencies involved in the risk management.

We work with partnership agencies to ensure that referrals include risk management plan where appropriate.

**Related Policies and Procedures - appendixes to this document**

This policy should be read and understood in conjunction with the following related policies/guidance:

1. **Whistle blowing**: addressing the need to enable staff to report inappropriate practices
2. **Policy on Exclusion**: addressing the need for inter-agency communication when service users are excluded from our services due to unacceptable behaviours towards others.
3. **Personal Safety at Work**: addressing the need for staff to communicate clearly and regularly with each other and provide a sense of security to our colleagues.
4. **Induction, Appraisal and Supervision**: addressing; the need for organisational standards to be introduced and maintained; the need to protect service users and develop staff and the need for a safe place where staff can discuss their needs and concerns.
5. **Code of conduct**: outlines staff responsibilities in maintaining appropriate boundaries and enacting safe practice using safeguarding principals.
6. **Child protection policy**: provides clear guidance on the responsibilities for staff in providing a safe environment that is responsive to any concerns raised to ensure the safety and protection of children
7. **Lone working policy**: provides guidance to staff to promote safe working practice and lines of accountability.