

# **EXPECT GROUP OF COMPANIES**

## **SAFEGUARDING ABUSE OR SUSPECTED ABUSE OF PERSONS AT RISK**

### **Scope**

This procedure describes the documentation that must be available within the service and the responsibilities of staff for intervening and reporting incidents of abuse and suspected abuse.

### **Related Expect Documents**

PR001 Whistleblowing  
PR002a Abuse and Suspected Abuse Guidelines for Managers  
PR003 Violence and Challenging Behaviour  
PR009 Mental Capacity Act and Deprivation of Liberty Safeguards  
MA004 Confidentiality  
QMP003 Use of Alcohol and Illegal Substances  
QMP012 Information Governance  
QMP015 Information Sharing  
QG001 Record Keeping  
North West Safeguarding Adults Policy

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**EXPECT GROUP OF COMPANIES  
SAFEGUARDING  
THE ABUSE OR SUSPECTED ABUSE OF PERSONS AT RISK**

**1 AIMS**

- All incidents of reported abuse/suspected abuse are dealt with swiftly and sensitively.
- To ensure that staff who have contact with persons at risk (children and/ or adults) or their carers, and who in the course of their work may become aware of situations where there is a risk of, or actual abuse, are able to act competently and confidently to protect that individual from further abuse or harm.
- To ensure no act or omission by staff or the services they provide, puts a service user at risk.
- The local Multi-agency Adult Protection policies and procedures are followed.
- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- To stop abuse or neglect wherever possible
- promote an approach that concentrates on improving life for the adults concerned
- address what has caused the abuse or neglect

**2 STANDARDS OF EXCELLENCE**

- The wellbeing of all service users, whether children or adults is promoted at all times by staff and senior managers.
- Staff, who through physical access to service users, their property and information must at all times, act to maintain professional boundaries and avoid any abuse of this access.

- The Company recognise that safeguarding persons at risk is a shared responsibility with the need for effective joint working between agencies and professionals that have different roles and expertise if persons at risk are to be protected from harm.
- Rigorous systems are in place to proactively safeguard and promote the welfare of persons at risk and to protect them from abuse.
- Staff are alert to signs of abuse and take appropriate action to safeguard persons at risk. For the purposes of this policy the term ‘Persons at Risk’ relates to service users belonging to the following groups:
  - People with physical disabilities;
  - People with learning disability;
  - People whose health or usual function is compromised;
  - People with visual/hearing impairment;
  - People with reduced independence, including those who do not speak English as their first language;
  - Children or young people.
- A copy of the appropriate ‘Persons at Risk procedure’ is held in the service. For Sefton this is, “Sefton Safeguarding Adults Board Framework for Action 2015”. This includes the Sefton Multi-agency Adults Procedures. It is available from the Local Social Services Department and can be downloaded from the internet.
- All staff are made aware of:
  - the Sefton Multi-agency Adults Procedures;
  - Expect’s “Whistle blowing” procedure (PR001);
  - this and other associated procedures.
- Appropriate training is given to all staff at all levels.
- This policy and procedure applies to all regardless of protected characteristics.
- Managers should refer to PR002a Adult Protection Guidance for Managers for more detailed information about safeguarding.

### **3 MODERN SLAVERY – POLICY STATEMENT**

3.1 Modern slavery is a crime and a violation of fundamental human rights. It takes various forms, such as slavery, servitude, forced and compulsory labour and human trafficking, all of which have in common the deprivation of a person's liberty by another in order to exploit them for personal or commercial gain. We have a zero-tolerance approach to modern slavery and we are committed to acting ethically and with integrity in all our business dealings and relationships and to implement and enforce effective systems and controls to ensure modern slavery is not taking place anywhere in our own business or our business partners.

We are also committed to ensuring there is transparency in our own business and in our approach to tackling modern slavery. We expect the same high standards from all of our contractors, suppliers and other business partners, and they in turn will hold their own suppliers to the same high standards

### **4 SIX KEY SAFEGUARDING PRINCIPLES**

4.1 **Empowerment:** People being supported and encouraged to make their own decisions and informed consent.

*“I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.”*

4.2 **Prevention:** It is better to take action before harm occurs.

*“I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”*

4.3 **Proportionality:** The least intrusive response appropriate to the risk presented.

*“I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.”*

4.4 **Protection:** Support and representation for those in greatest need.

*“I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.”*

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

*"I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me."*

- 4.6 **Accountability:** Accountability and transparency in delivering safeguarding.

*"I understand the role of everyone involved in my life and so do they."*

## 5 MAKING SAFEGUARDING PERSONAL

- 5.1 In addition to these principles, it is also important that all safeguarding partners take a broad community approach to establishing safeguarding arrangements. It is vital that Expect and its staff recognise that adult safeguarding arrangements are there to protect individuals.

## 6 RESPONSIBILITIES

- 6.1 Expect's lead officer for safeguarding is the Head of Quality Assurance.
- 6.2 Expect's Chief Executive Officer has overall responsibility for safeguarding.
- 6.3 Expect recognise the shared responsibility of **ALL** staff, other agencies and partners to safeguard people at risk. It is never somebody else's responsibility to report abuse.
- 6.4 Every individual who witnesses abuse, hears about it, or learns of a potentially abusive situation in relation to a person at risk person must immediately report it to his/her line manager (or to another senior manager if the line manager is the suspected abuser).
- 6.5 See QG002 for Expect's Management Structure

## 7 PROCEDURE

- 7.1 All staff shall, in the event that an incident, allegation or concern in relation to abuse or possible abuse of a person at risk, report it to their Line Manager or Head of Service.

7.2 The Manager shall:

- ensure the immediate safety and protection of the person at risk and if medical attention is required seek this immediately;
- **NOT** attempt to investigate the allegation or discuss it with other staff;
- follow the local Multi-agency Adults Procedures.
- if out of hours for Liverpool services Careline on 0151 233 3800 or for Sefton services inform the Sefton Council Emergency Duty Team (EDT);
- for registered services, inform the CQC within 24 hours, in accordance with Outcome 7A;
- inform the purchaser e.g. social services.

7.3 The Manager/Head of Operations shall contact the Police immediately where:

- a physical or sexual assault has occurred;
- violence is continuing;
- it is believed that a crime may have been committed.

7.4 Where physical, sexual abuse or a suspected crime has been reported to the Police, the Manager/Head of Operations shall ensure that:

- Medical attention from a GP is sought for the service user;
- possible evidence is not contaminated or removed;
- for physical/sexual abuse:
  - the abused person is not washed, bathed or given food or drink until a medical examination has been carried out;
  - The persons clothing and bedding is handled as little as possible, it is retained and not washed or cleaned. **Note:** This would only apply where the alleged abuse is reported at the time it occurred or soon after.
- the name of the Police officer and the time it was reported are recorded.
- where possible arrangements should be made to have a relative, friend or independent person present if the abused person so desires. The relative, friend or independent person shall not be a person suspected of being in any way involved or implicated in the abuse.

7.5 The Manager shall ensure that:

- the abused person is:
  - not left alone;
  - is treated sympathetically; and
  - supported appropriately throughout the incident;

- 7.6 The Manager shall ensure that no one has physical contact with both the abused person and the alleged perpetrator as cross-contamination can destroy evidence.
- 7.7 Staff should read Appendix 2 - Some Do's and Don'ts When Someone Tells You They Have Been Abused

## **8 RECORDING THE INCIDENT**

- 8.1 The Manager/Head of Operations shall ensure, in consultation with the Police/EDT where appropriate, that a written account is completed by all witnesses and persons involved as soon as possible, to include:
  - what was seen, heard and or what they were told;
  - how the incident occurred (do not speculate);
  - the time, date and place the incident occurred or is reported to have occurred;
  - the names of people involved (including other potential witnesses);
  - any obvious evidence (e.g. weapon, blood);
  - the state of the clothing of the abused person and alleged perpetrator;
  - any injuries that the abused person or the alleged perpetrator have received;
  - the behaviour and attitudes of the people involved in the incident/alleged incident.
- 8.2 The Manager shall ensure appropriate support is given to staff involved and or witnessing and reporting abuse/suspected abuse.

## **9 INVESTIGATION**

- 9.1 The Head of Operations shall liaise with the appropriate Social Services Adult Protection Unit.
- 9.2 The investigation will be carried out in accordance with the appropriate Adult Protection Procedures.
- 9.3 Where a member of staff is accused of abuse, an internal disciplinary investigation will also commence, ensuring that the investigation does not prejudice or interfere with any Police investigation.

## **10 RECORDS**

10.1 Records of all safeguarding incidents will be maintained by Expect's Head of Quality Assurance and Customer Services.

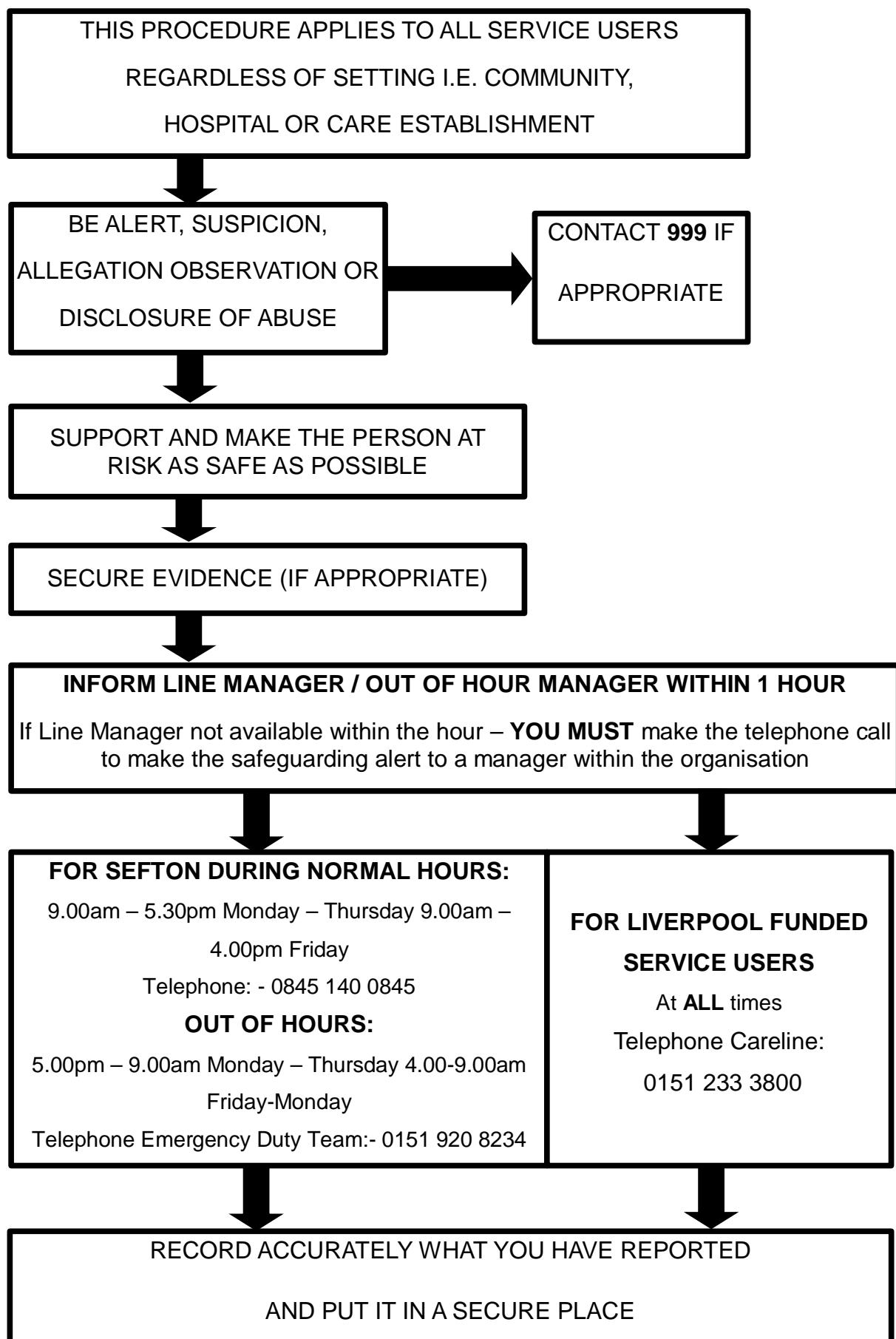
## **11 LEGISLATION AND GUIDANCE**

- Care Act 2014 (replaces No Secrets, 2002)
- Working Together 2013
- Mental Capacity Act 2005
- Children Act 1989, 2004
- Local Safeguarding Children Boards
- Local Safeguarding Adult Boards

## **12 RELATED WEBSITES**

- Liverpool Careline: <https://liverpool.gov.uk/social-care/careline/>
- Safe Network: <https://www.safenetwork.org.uk>. What organisations need to do to protect children from harm
- Mental Capacity Act: <https://www.gov.uk/government/collections/mental-capacity-act-making-decisions>
- Refuge for Women and Children against domestic violence  
<http://www.refuge.org.uk/>

## 13 APPENDIX 1 - HOW TO REPORT ABUSE



## **14 APPENDIX 2 - SOME DOS AND DON'T S WHEN SOMEONE TELLS YOU THEY HAVE BEEN ABUSED**

### **DOs:**

- Do believe them.
- Do stay calm.
- Do listen patiently.
- Do reassure the person they are doing the right thing telling you.
- Do explain what you are going to do.
- Do treat the information seriously.
- Do report to the appropriate manager.
- Do take steps to protect the individual.
- Do follow the multi-disciplinary Adult Protection Procedures for your area.
- Do record a factual account of the conversation you had with the individual as soon as you can:
  - as far as possible to write down the person's own words;
  - record all times and dates and to sign the report.

### **Don'ts:**

- Do not appear shocked, horrified, disgusted, or angry.
- Do not press the individual for details (it is NOT your job to launch into an investigation).
- Do not make comments or judgements, other than to show sympathy and concern.
- Do not contaminate or remove possible forensic evidence. If the reported incident has happened very recently it may still be possible for the police to obtain forensic evidence.
- Do not give the person a wash, a bath, or food or drink until after the medical examination (physical abuse only).
- Do not promise to keep secrets - you have a duty to pass on the information to the appropriate person.
- Do not give sweeping reassurances such as "now you have told someone this will never happen to you again" - no one can give such a guarantee.
- Do not confront or talk to the alleged abuser about the incident.