



# Creative, empowering skills workshops for better mental health

## Safeguarding Adults Policy and Procedure

The aim of this policy is to ensure the safety of adults accessing services at Make, Do and Mend.

Make, Do and Mend when working with adults will ensure that they will:

- promote their health and welfare,
- respect and promote their rights,
- work in a way which safeguards the wellbeing of each adult and protects them from abuse and neglect,
- take appropriate steps if they became aware of any signs or incidents of abuse and neglect,
- ensure employees and volunteers of Make, Do and Mend are made aware of their responsibilities and that there is no lone working with adults at risk, and that there is supervision at all Make, Do and Mend activities,
- ensure that employees and volunteers are provided with appropriate safeguarding training that relates to their involvement with adults who may be at risk.

### Policy Aims

- to promote good practice and ensure that employees and volunteers are able to work in an environment where there is regular contact with adults with confidence
- to provide adults who may be at risk with appropriate safety and protection whilst in the company of participating employees or volunteers
- to allow employees and volunteers to make informed and confident responses to specific Safeguarding Adults issues
- to monitor the level of employee and volunteer contact with adults at risk, and request/access DBS checks where necessary, following DBS guidance
- to ensure that adults at risk and their carers (if appropriate) are aware of what to do if they have a concern and that they would feel confident to pass their concern on.

**To achieve this, the board of trustees will appoint a named person responsible for this policy. That person is *Hilary Day***

#### ***They will:***

- ensure that the welfare of adults at risk is given the highest priority by the organisation, its management, employees and volunteers
- promote good practice and ensure that employees and volunteers are able to work with adults at risk with confidence
- ensure that this Policy and Procedure is enacted and monitored including the briefing, training and gathering feedback from employees and volunteers
- ensure all employees and volunteers present at workshops have an enhanced DBS check.
- act as the main contact for disclosing information around safeguarding adults at risk concerns
- ensure that the concerns of adults at risk are heard and acted upon
- be responsible for reporting incidents or concerns to appropriate authorities



# Creative, empowering skills workshops for better mental health

- attend appropriate training relevant to the level of engagement with adults at risk to ensure all employees and volunteers remain up to date with current practice and legislation
- ensure employees and volunteers have access to further appropriate information
- where appropriate, sign up to Cambridgeshire County Council's Safeguarding Adults Policy and Procedures

Make, Do and Mend will follow practice laid out in Section 42 – 46 of the Care Act 2014. This will be achieved by following the guidance and procedures found at:

- Cambridgeshire County Councils Safeguarding Policy and Procedures <http://www.safeguardingpeterborough.org.uk/adults-board/>
- Cambridgeshire County Councils Policy guidance for voluntary and community organisations <https://www.cambridgeshire.gov.uk/residents/working-together-children-families-and-adults/how-we-work/adult-safeguarding-and-mental-capacity/adult-safeguarding/>

Make, Do and Mend is committed to supporting the right of adults at risk to be protected from abuse and neglect and to making sure all employees and volunteers work together, in line with the Cambridgeshire County Councils Safeguarding Adults Policy, and act promptly when dealing with allegations or suspicions of abuse or neglect.

## We think that:

- **SAFEGUARDING IS EVERYBODY'S BUSINESS** - Safeguarding is the responsibility of everyone. We will work together to prevent and minimise abuse. If we have concerns that someone is being abused our loyalty to the adult at risk comes before anything else – our group, other service users, our colleagues and the person's friends and family.
- **DOING NOTHING IS NOT AN OPTION** - If we know or suspect that an adult is being abused, we will do something about it. **We will report to:**

### **Customer Services**

Cambridgeshire County Council  
PO Box 144, St Ives. PE27 9AU

Tel: 0345 045 5202

Email: [HYPERLINK "mailto:referral.centre-adults@cambridgeshire.gov.uk"](mailto:referral.centre-adults@cambridgeshire.gov.uk) [referral.centre-](#)

**Date that next review is due: 22/08/2023**

**Date policy reviewed: 22/08/2023**

## **Guidance Notes**

### Safeguarding Adults aims to:

- Stop abuse or neglect wherever possible
- Prevent and reduce the risk of abuse or neglect to adults with care and support needs
- Safeguard adults in a way that supports them in making choices about how they want to live



# Creative, empowering skills workshops for better mental health

- Promote an approach that concentrates on improving life for the adults concerned and which addresses what has caused the abuse or neglect

## Who is an adult at risk?

Some adults are more at risk of being abused than others, such as:

- older people
- people with a visual or hearing impairment
- people with a physical disability
- people with learning disabilities or mental health problems
- people living with HIV or AIDS who have care and support needs

## Local Authorities have safeguarding duties which will apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs), 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.

*(Section 42 -The Care Act 2014)*

## How to spot if an adult is at risk?

- **Physical abuse** - Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- **Domestic violence** - Including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.
- **Sexual abuse** - Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography. Witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- **Psychological abuse** - Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- **Financial or material abuse** - Including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Modern slavery** - Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- **Discriminatory abuse** - Including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.



# Creative, empowering skills workshops for better mental health

- **Organisational abuse** - Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example or in relation to care provided in one's own home. This may range from one-off incidents to ongoing ill treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes or practices within an organisation.
- **Neglect and acts of omission** - Including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Self-neglect** - This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

## **What should you do?**

Make, Do and Mend will provide practical support in the form of procedures, to employees and volunteers who have responsibility for acting on safeguarding concerns, including the role of the named person responsible for this policy.

The Cambridgeshire County Council takes its safeguarding responsibilities very seriously and is committed to dealing with all aspects of abuse or neglect. Following organisational policies and procedures, if you are concerned that any adult at risk is experiencing abuse or neglect please contact Customer Services.

Once you contact Customer Services they will refer your concerns to the most appropriate health or social care team, who will then be able to review the concern raised.

You should always expect a call back within 48 hours to let you know that the concern has been received. In some instances if you have reported a concern on another person's behalf, you may not be entitled to know what else is being done to support that person.

If you are concerned about the referral you have made, contact Customer Services. For more advice about safeguarding adults visit

[www.cambridgeshire.gov.uk/careandsupport](http://www.cambridgeshire.gov.uk/careandsupport)

## **Recording and documenting your concerns**

If you are concerned that an adult is experiencing abuse or neglect following organisational safeguarding procedures, you should record the following as accurately as possible:

- What you are concerned about
- What the adult said or disclosed to you
- What you said

Use exact words or phrases used in quotation marks and clearly attribute them to the person that said them

- What you observed such as any non-verbal cues, body language or changes in behaviour
- Any physical marks

Any written documentation about a safeguarding concern must be signed, dated, stored and shared in line with confidentiality and data protection procedures.

## **Behaviour Standards for Employees and Volunteers**



## Creative, empowering skills workshops for better mental health

Make, Do and Mend values the contribution of employees and volunteers and recognises them as an integral part of the services we provide.

Following these behaviours will give you the reassurance that you are providing a safe and high standard of service and the confidence to challenge others who are not. These standards aim to protect our employees and volunteers, people involved in the running of our organisation and people that use our services.

- Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use our services
- Uphold and promote equality, diversity and inclusion
- Work in collaboration with colleagues to ensure high quality, safe and compassionate delivery of service, care and support
- Communicate in an open and effective way to promote the health, safety and wellbeing of people who use our services, other volunteers and visitors
- Respect a person's right to confidentiality
- Act in a professional and appropriate manner when responding to any concern about an adult's welfare

### **Whistleblowing**

Cambridgeshire County Council and Make, Do and Mend are dedicated to the highest standards of operation, probity and accountability. In line with this commitment, employees, volunteers and others with serious concerns about any aspect of their work are encouraged to come forward and voice those concerns.

The Whistleblowing Policy has been designed to assist, encourage and enable people to make serious concerns known. Please refer to this policy for further information.

If you suspect wrongdoing you can seek confidential advice on how to Whistleblow and who to contact from the following organisations:

**Public Concern at Work - 020 7404 6609**

**Department of Health Whistleblowing Helpline - 08000 724725**