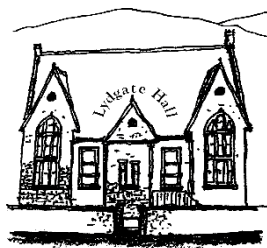


LYDGATE COMMUNITY ASSOCIATION



Vulnerable Adult's Safeguarding Policy

Lydgate Community Organisation (LCA) abides by the duty of care to safeguard and promote the welfare of vulnerable adults and is committed to safeguarding practice that reflects statutory responsibilities, government guidance and complies with best practice requirements.

- We recognise the welfare of vulnerable adults is paramount in all the work we do and in all the decisions we take.
- All children and adults regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse.
- Some adults are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
- Working in partnership with vulnerable adults, carers and other agencies is essential in promoting their welfare.

Purpose:

LCA will:

- Protect vulnerable adults who receive LCA'S services from harm.
- Provide staff and volunteers, as well as vulnerable adults and their families, with the overarching principles that guide our approach to child and vulnerable adult protection.

This policy applies to anyone working on behalf of LCA including the board of trustees and volunteers. Failure to comply with the policy and related procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the organisation and termination of an organisation's hiring arrangement with LCA.

Definitions and Signs of Abuse:

Definition of a Vulnerable Adult

. For the purposes of this policy a vulnerable adult means a person aged 18 or over who has a condition of the following type:

- a learning or physical disability
- a physical or mental illness, chronic or otherwise, including an addiction to alcohol or drugs
- a reduction in physical or mental capacity.

The level of vulnerability is further defined by the level of dependency that the person has on others

Definition of Abuse

For the purpose of our policy we recognise 10 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

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

Signs

- 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
- Signs of malnutrition
- Failure to seek medical treatment or frequent changes of GP
- Signs of restraint, restricting movement (e.g. tying someone to a chair)

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.

Signs

- 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

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

Signs

- 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
- 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

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

Signs

- 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

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, appointee-ship or other legal authority
- Rogue trading – e.g. unnecessary or overpriced property repairs and failure to carry out agreed repairs or poor workmanship

Signs

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

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

Signs

- 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

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 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 lip-reader
- 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

Signs

- 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

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
- 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

Signs

- 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

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

Signs

- 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

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

Signs

- 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

Legal Framework:

The Care Standards Act of 2000 introduced the Protection of Vulnerable Adults (POVA) scheme to ensure safe recruitment. This has been in operation since July 2004.

- LCA aims to have in place arrangements that reflect the importance of safeguarding and promoting the welfare of vulnerable adults .If a member of LCA suspects a vulnerable adult is being abused or a disclosure is made to a member of LCA they will
- React calmly
- Reassure the person that they were right to tell
- Keep questions to an absolute minimum to ensure a clear and accurate understanding of what has been said.
- Don't ask about explicit details
- Reassure but do not promise confidentiality, which might not be feasible in the light of subsequent developments
- Inform the person what you will do next
- Make a full and written record of what has been said/heard as soon as possible and

seek advice from the Senior Lead for safeguarding who will take action in accordance with Appendix A attached. The Lead for Safeguarding is responsible for acting as a source of advice on child and vulnerable adult protection matters, for co-ordinating action within the organisation and for liaising with health, social services and other agencies about suspected or actual cases of abuse. They may also be responsible for implementing safeguarding training within the organisation.

Training and Awareness:

LCA will require an appropriate level of safeguarding training is available to its Trustees, Volunteers and any relevant persons linked to the organisation who requires it (e.g. regular hiring organisations) Details of LCA Trustee safeguarding training is available from the Lead for safeguarding .

For all persons who are working or volunteering with children and vulnerable adults this requires them as a minimum to have awareness training that enables them to:

- Understand what safeguarding is and their role in safeguarding children and vulnerable adults.
- Recognise a child or vulnerable adult potentially in need of safeguarding and take action.
- Understand how to report a safeguarding Alert.
- Understand dignity and respect when working with children and vulnerable adults.
- Have knowledge of their own organisation's Safeguarding Policy if appropriate.

Confidentiality and Information Sharing:

LCA expects all employees, volunteers and trustees to maintain confidentiality. Information will only be shared in line with the General Data Protection Regulations (GDPR) and Data Protection.

However, information should be shared with the Lead for Safeguarding who will then share with the Local Authority if a child or vulnerable adult is deemed to be at risk of harm or **contact the police if they are in immediate danger, or a crime has been committed.**

Recording and Record Keeping:

A written record must be kept by the Lead for safeguarding about any concern regarding an adult or child with safeguarding needs. This must include details of the person involved, the nature of the concern and the actions taken, decision made and why they were made.

All records must be signed and dated. All records must be securely and confidentially stored in line with General Data Protection Regulations (GDPR) by the Lead for safeguarding.

Safe Recruitment & Selection:

LCA is committed to safe recruitment practices of all trustees and volunteers that reduce the risk of harm to children and vulnerable adults from people unsuitable to work with them or have contact with them.

This policy will be reviewed annually.

Important Contacts:

Senior Lead for Safeguarding and Trustee with responsibility for Safeguarding

Name: Rachel Damianou

Email address: racheldamianou @lydgateparishhall.org.uk

Telephone number 07779816624

Deputy Senior Lead for Safeguarding

Name: Jennifer Greenwood

Email address: info@lydgateparishhall.org.uk

Telephone number 07885047901

Oldham MBC Multi Agency Referral

0161 770 777

Police

Emergency – 999

Non-emergency – 101

Trustee Responsible for Health and Safety

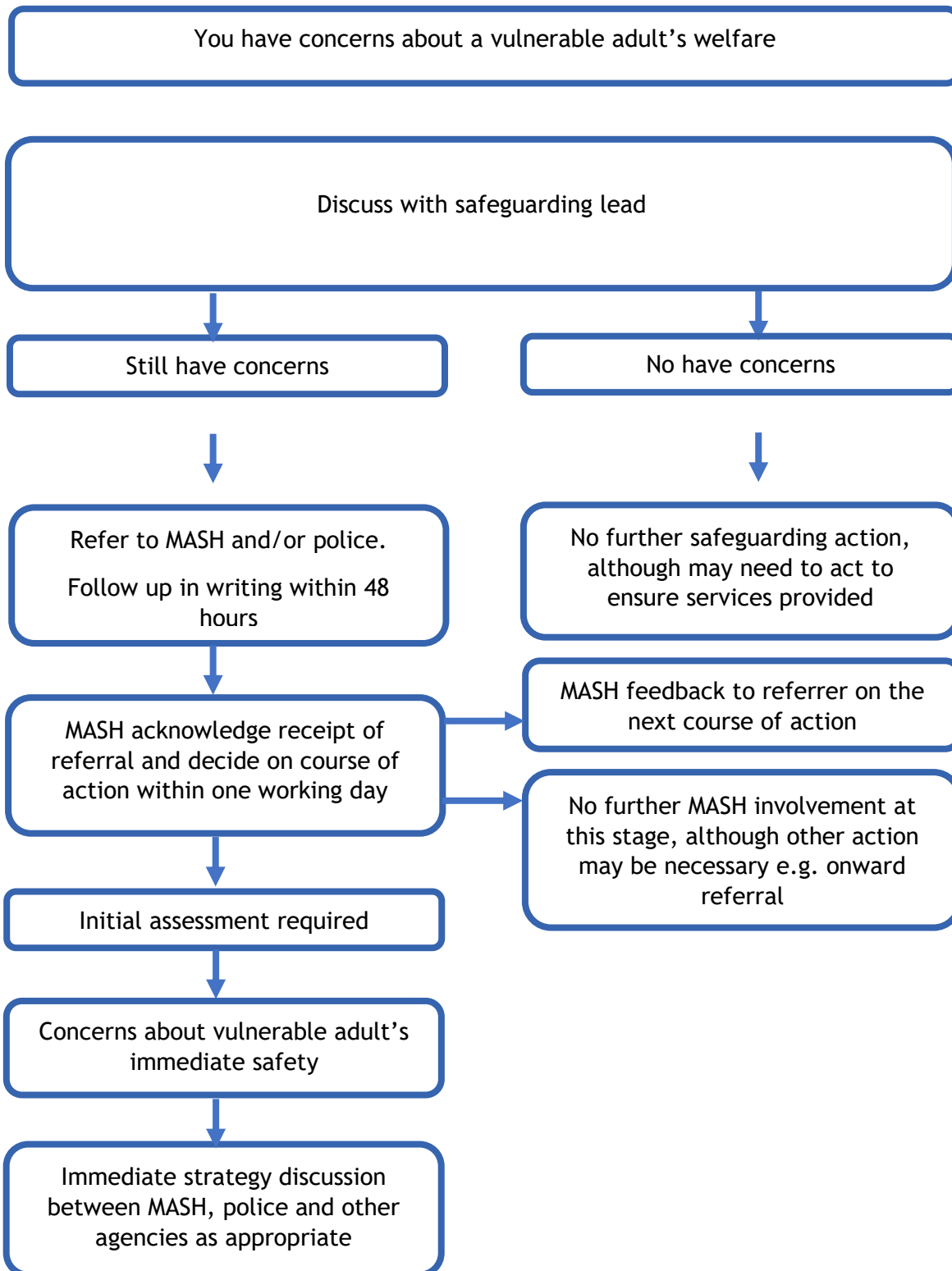
Name: Henry Burbidge

Email: henryburbidge@lydgateparishhall.org.uk

Telephone Number: 07929191472

Appendix A

Reporting Vulnerable Adult Safeguarding Concerns



Any concerns should be reported promptly to the Multi Agency Safeguarding Hub (MASH).
Oldham - Email: adult.mash@oldham.gov.uk; Tel: 0161 770 7777