

SKILLS & VOLUNTEERING CYMRU (SVC)



PROTECTION AND SAFEGUARDING OF VULNERABLE ADULTS POLICY AND PROCEDURE

Reviewed August 2019

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| | Protection of Vulnerable Adults Policy and Procedure |
| 1.0 | Purpose |
| 1.1 | <p>Everyone who participates in SVC's projects are entitled to do so in an enjoyable and safe environment. SVC has a moral and legal obligation to ensure that, when given responsibility for beneficiaries, our volunteers, trustees, and the staff who support SVC, all provide the highest possible standard of care. The purpose of this policy is to set out a clear framework to protect adults when under the supervision of SVC.</p> <p>SVC is committed to devising and implementing policies so that everyone involved in SVC accepts their responsibilities to safeguard adults from harm and abuse when in SVC's care. This means to recognise and minimise opportunities of abuse, follow procedures to protect adults and report any concerns about their welfare to appropriate people.</p> <p>The aim of the policy is to set out clearly for staff and volunteers the framework for the protection of vulnerable adults when in receipt of services from SVC and to allow volunteers, trustees and staff to make informed and confident responses to specific POVA issues. Every adult has the right to be protected from any physical, sexual, emotional harm or neglect and it is everyone's responsibility to share concerns that they may have/have been told about.</p> <p>SVC works in partnership with many organisations that support vulnerable adults and provide primary care for these adults. Although SVC are not responsible for the primary care of these individuals, SVC has a Duty of Care to ensure these individuals are supported effectively, and to report any concerns regarding the safety and/or care of these beneficiaries.</p> |
| 2.0 | Scope of Policy |
| 2.1 | <p>This policy applies to:- All staff who support SVC All volunteers volunteering for SVC The SVC Board of Trustees All vulnerable adults who use SVC services</p> |
| 2.2 | <p>In keeping with Good Practice SVC will: Regularly monitor and review the implementation of the policy and procedures. The policy should be reviewed every year or whenever there is a major change at SVC or in relevant legislation. Not make judgement about whether or not abuse is taking place but understand that it is their responsibility to identify poor practice, and possible abuse, and act if they have concern about the welfare of an adult in SVC's care.</p> |
| 2.3 | <p>It is hoped that all your questions relating to this policy have been clearly answered. If you have questions unanswered then please refer to the SVC manager.</p> |
| 3.0 | Technical Terms and Abbreviations used in this Policy |

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| | <p>For the purpose of this policy ‘Adults’ refers to all people over 18 years of age.</p> <p>Abuse: A single or repeated act or lack of appropriate action which causes harm or distress to a vulnerable person.</p> <p>Neglect: The persistent failure to meet a person’s basic physical and/or psychological needs, likely to result in serious impairment of the person’s health, development and wellbeing.</p> <p>Safeguarding: as defined by the ‘Safeguarding Policy 2015’ safeguarding is a term used to describe how we protects adults and children from abuse or neglect.</p> <p>Whistle Blowing: The disclosure for communication of information about possible malpractice by individuals or organisations either internally or externally, or to an outside organisation.</p> |
| 4.0 | Policy |
| 4.1 | SVC will ensure that all incidences of suspected or actual abuse are investigated in line with procedures outlined by the South Wales inter-agency Policy for Protection of Vulnerable Adults. |
| 4.2 | <p>Appropriate Workforce SVC (and Innovate Trust as the employers of SVC staff) will operate a rigorous staff and volunteer selection recruitment process. Pre-requisite for all staff and volunteers working with vulnerable adults will include satisfactory written references from two known referees for a minimum of 2 years. Also in line with the Safeguarding Vulnerable Groups Act 2006, Disclosure and Barring Service (DBS) checks will be completed.</p> |
| 4.3 | <p>Training SVC will ensure that specific Protection of Vulnerable Adults training covering recognition of abuse and reporting procedures will be available for all staff and volunteers.</p> |
| 4.4 | <p>Use of Photographic/Filming SVC staff, volunteers and Trustees are not to take pictures or film any adult on the SVC projects without permission from the adult, or if appropriate from their parent/ guardian/ carer. In addition pictures will not be used for the promotion of SVC unless consent is given. All members should be vigilant when working with vulnerable adults and report any concerns/allegations of inappropriate photographs or film footage to the Designated Safeguarding Person – the SVC Manager.</p> |
| 4.5 | <p>Reporting SVC staff, volunteers and Trustees will report incidences of concern to the Designated Safeguarding Person – the SVC Manager, ensuring that opportunities for debriefing and counselling, as appropriate are provided. Aim to report the concern as soon as possible and at least within 24 hours.</p> |

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| 4.6 | <p>The SVC manager is responsible for listening to concerns and referring reported incidences to the appropriate case manager and/or POVA Department and/or Police – as required. In addition the SVC manager will work co-operatively and collaboratively to prescribed policies and procedures set out by the Care Act 2014, Mental Capacity Act 2005 and Safeguarding of Vulnerable Groups 2006.</p> <p>Recording SVC staff and volunteers must ensure that a recording is sufficient, accurate, prompt, concise, legible, dated and factual. Original recordings must be forwarded to the SVC manager within 24 hours of reported incidences. Copies should be: Forwarded to the case manager. Retained by the SVC manager and/or SVC Project Coordinator.</p> |
| 5.0 | <p>Types and Indicators of Abuse</p> |
| 5.1 | <p>SVC recognises the following may indicate abuse and will act appropriately upon receipt of such information. SVC identifies that there are no strict boundaries and sometimes a vulnerable adult may be experiencing abuse from more than one category.</p> <p>Physical Abuse Deliberate infliction of pain, withholding or misuse of medication, undue restraint or sanctions, hitting, slapping etc. Some indicators of physical abuse are: multiple bruising, unexplained falls/injuries, marks to the skin, black eyes, burns, abrasions, hair loss, finger hand marks and behaviour changes.</p> <p>Psychological Abuse Threats of harm, humiliation, bullying, verbal abuse, enforced isolation, denial of dignity, withdrawal from supportive networks. Some indicators of psychological abuse are: anxiety, submissiveness, behaviour changes, loss of confidence, character changes in presence of certain persons, restrictions of freedom.</p> <p>Sexual Abuse Sexual assault is any act of a sexual nature to which the victim was not consenting, including: suggestive language, inappropriate touching or misuse of carer role. The activities may involve physical contact, including assault by penetration (e.g. rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving vulnerable adult in looking at, or in the production of, sexual images, watching sexual activities, encouraging the vulnerable adult to behave in sexually inappropriate ways, or grooming a vulnerable adult in preparation for abuse (including via the internet). Some indicators of sexual abuse are: relationships where power is imbalanced or consent not informed. Unexplained bruising/soreness in genital area, blood on clothing, behaviour change, unexplained difficulty in walking, urinary tract infections, sexually transmitted disease, pregnancy.</p> |

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| | <p>Neglect Neglect is the persistent failure to meets the vulnerable adults' basic physical and/or psychological needs, likely to result in the serious impairment of the individual's health or development. This includes deliberate negligence, failure to provide or access services, failure to provide medication/medical care, poor nutrition or lack of heating, failure to follow support plans and procedures. Some indicators of neglect are: lack of supervision, denial of needs physical/medical/mental health problems; behaviour changes, poor hygiene/dress, inappropriate clothing for situation, poor environment, limited activities and physical illness, abusive regimes, lack of care plans/individual planning, poor or no assessment of risks.</p> <p>Financial Theft, fraud, misappropriation of benefits, misuse of monies, property or possessions. Some indicators of financial abuse are: unexplained withdrawal from accounts, poor recording of money by staff, changes in accounting, unusual purchases, lack of receipts, unexplained shortage of money, non-payment of bills, pressure around wills property or inheritance.</p> |
| 6.0 | Reporting Process for Suspected and/or Proven Abuse |
| 6.1 | SVC expects all staff, volunteers and Trustees to follow the procedure detailed below in all instances of suspected or proven abuse. |
| 6.2 | <p>SVC acknowledges that abuse may be reported because the person has seen it happen, may suspect it happening because of signs such as those listed in section 5.1 of this document, it may be reported to SVC by someone else or directly by the vulnerable adult affected. If a vulnerable adult says or indicates that they are being abused, you should:</p> <p>Stay calm so as not to frighten the vulnerable adult. Reassure the adult that they are not to blame and that it was right to tell. Listen to the adult, showing that you are taking them seriously. Keep questions to a minimum so that there is a clear and accurate understanding of what has been said. Do not probe with questions as this may result in incorrect information being created. Only ask questions to clarify. Inform the adult that you have to inform other people about what they have told you. Never tell the adult anything is confidential. Report to the Project Co-ordinator, Lead Volunteer or SVC Manager immediately who will act in one of the following ways, if you are not volunteering on a group project the following also applies to you:</p> <p>If the report has been made to a Lead Volunteer and/or SVC Project Coordinator, they must immediately ensure it is reported to the SVC Manager.</p> <p>If the SVC manager is not contactable then the Project Coordinator who oversees the project will contact either:-</p> <p>The POVA Support Team or Learning Disability Service and act only on</p> |

their advice.

Cardiff Contacts:

POVA Support Team
Tel: 02922 330888

Learning Disability Service
Tel: 02920 536111

If the situation arises outside of office hours (Mon-Thurs 9-5pm, Fri 9-4pm) and the volunteer, Trustee or staff member is unable to contact the SVC Office, you should contact:-

The Out of Hours Emergency Duty Team – 02920 788570

RCT Contacts:

First response Team : 01443 425003

Opening Hours:
Monday – Thursday 8.30am – 5.00pm
Friday 8.30am – 4.30pm
Sunday and Bank Holidays Closed

Out of Hours Emergencies:

To contact social care services outside office hours, at weekends and bank holidays, contact the Cwm Taf Emergency Duty Team on 01443 743665

Vale of Glamorgan Contacts

Contact OneVale - 01446 700111

Out of Office Hours Emergency
029 20 788570

If you feel a criminal act has or may have taken place, you should contact the police immediately by dialling **999**.

Innovate Trust Contacts

Innovate Trust Reception (office hours) – 029 2038 2151

Cardiff On Call – 07786363338

RCT On Call – 07769250102

Vale of Glamorgan On Call - 07783824634

Safety of the adult is paramount. If the adult needs urgent medical attention call an ambulance, inform the doctors of the concern and

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| | <p>ensure they are made aware that this is a vulnerable adult protection issue.</p> <p>All physical evidence must be preserved.</p> <p>Do not contaminate evidence.</p> <p>Do not inform alleged abuser of reporting.</p> <p>Do not inform abuser of retained evidence.</p> <p>Record all information.</p> |
| <p>6.2</p> | <p>In recording you should confine yourself to the facts and distinguish what is your personal knowledge and what others have told you. Do not include your own opinions.</p> <p>If known, information should include the following:</p> <p>The individual's name, age and date of birth.</p> <p>The individual's home address and telephone number.</p> <p>Whether or not the person making the report is expressing their concern or someone else's.</p> <p>The nature of the allegation, including dates, times and any other relevant information.</p> <p>A description of any visible bruising or injury, location, size etc. Also any indirect signs, such as behavioural changes.</p> <p>Details of witnesses to the incidents.</p> <p>The individual's account, if it can be given, of what has happened and how any bruising/injuries occurred.</p> <p>Have the parents/carers/guardians been contacted? If so what has been said?</p> <p>Has anyone else been consulted? If so record details.</p> <p>Has anyone been alleged to be the abuser? Record detail.</p> |
| <p>6.3</p> | <p>We hope that all your questions have been answered within this POVA Policy, however if you require any further information then please contact the SVC manager.</p> |