

Policy

At West Heanton we recognise that we have a responsibility to ensure that clients of West Heanton Ltd are protected from abuse.

The term 'client' refers to anyone receiving support services from West Heanton Ltd.

Clients receive support from West Heanton Ltd for a variety of reasons; living in the care home or extra-care housing, attending Day Centre, receiving Domiciliary Care, receiving Meals on Wheels, attending a social function or trip.

In all circumstances we would expect clients to be kept safe from possible harm and danger and any risks to the safety of clients to be thoroughly assessed and managed.

Whistleblowing of any abuse witnessed or concerns raised is actively encouraged.

We give mandatory training to all members of staff, no matter their role, in Health & Safety and First Aid. This includes training on spotting physical risks around the care home and out in the community and recording and reporting them promptly for action.

Our aim is to effectively promote and support the well-being of the clients. Therefore, we endeavour to prevent harm and to report abuse and neglect.

- We will ensure that the clients are safeguarded from abuse in all forms. This applies to clients who:
 - Have needs for care and support
 - Experiencing or at risk of abuse
 - Those who are unable to protect themselves from either the risk or the experience of abuse
- Abuse is a violation of an individual's human and civil rights by any other persons or person.
- Types of abuse are as follows:
 - Physical abuse
 - Domestic violence
 - Sexual abuse
 - Psychological abuse
 - Financial abuse
 - Modern slavery
 - Discriminatory abuse
 - Organisational abuse
 - Neglect or act of omission
 - Self-neglect

- The following six principles as set out in guidance to the Care Act 2014 should inform practice with all clients:
 - Empowerment – People being supported and encouraged to make their own decisions and informed consent
 - Prevention – It is better to take action before harm occurs
 - Proportionality – The least intrusive response appropriate to the risk presented
 - Protection – Support and representation for those in greatest need
 - Partnership - \local solutions through services working with their communities
 - Accountability – Accountability and transparency in delivering safeguarding
- Through active care planning we will promote the well-being of its clients and provide a safe and supportive environment.

Procedure

- Staff responsibility:
 - To contribute to preventing abuse and neglect by reporting potential risk
 - To be vigilant to the signs of abuse and the procedure on how to act upon them
 - To keep current with any training to be undertaken
 - Understand the principles of confidentiality and information sharing
- If suspecting a possible safeguarding incident then:
 - The first priority is to ensure the safety and protection of the vulnerable adults. Clients should be removed from any immediate harm and if necessary call for medical attention
 - Staff should report suspicion or evidence of abuse to the Manager who will in turn refer to the Adult Social Care Safeguarding Team
 - If staff suspect or have evidence the Manager is involved in abuse, or if there is a failure by management to respond appropriately to suspicion or evidence of abuse, they should report directly to the Safeguarding Team
 - It is the responsibility of all staff to act on suspicion or evidence of abuse and report to the Safeguarding Team. However, staff must first report to the manager or deputy manager unless there is a reason they cannot
 - If after referral to the Safeguarding Team, you do not feel the concerns have been adequately addressed, you can then report to CQC.
- Consult with the police:
 - If a criminal offence is suspected the police should be notified immediately as well as CQC.
 - Criminal investigation by the police overrides all other enquiries. However, police investigations may proceed alongside those dealing with health and social care issues
- Inform relevant inspectorate
 - Regulatory law states that service providers must notify the Care Quality Commission without delay, incidents of abuse and allegations of abuse, as well as any incident which is reported to or investigated by the police.
 - West Heanton Ltd will notify CQC about abuse or alleged abuse involving a person or persons using the service whether the persons are the victims, the abusers or both.

- West Heanton Ltd will also alert the Adult Safeguarding Team who will coordinate an enquiry to establish the facts and let West Heanton Ltd know how to proceed.
- Involve the client concerned throughout the process:
 - The process of enquiry should be explained to the client in a way they will understand and their consent to proceed with the enquiry obtained if possible
 - Arrangements should be made for the client to have a relative, friend or independent advocate present if desired ensuring they are not the person suspected of the abuse
 - Review the clients care plan to include the support they may require
 - The client should be supported by West Heanton Ltd to take part in the safeguarding process to the extent of which they wish having regard for their opinions and decisions, and kept informed of the progress
- Confidentiality
 - Reporting incidences of alleged abuse or neglect may involve disclosing personal information. West Heanton Ltd and staff work within the Confidentiality policy and sharing of information.
 - Notifications about individuals must not include their name or other details that a third party could use to identify them. We will use codes instead of names
- Allegations of misconduct by staff
 - The misconduct policy will be followed. Allegations from any source will be taken seriously by West Heanton Ltd and must be reported to the Manager for further enquiry
 - Where appropriate the matter will be reported to the Safeguarding Adult Team.
- Disclosure and Barring Service referral
 - There is a statutory requirement for providers of care to refer workers to the DBS Vetting and Barring Scheme list if they consider that the person is guilty of misconduct such that a vulnerable adult was harmed or placed at risk of harm.
- Staff Training
 - Induction and refresher training will ensure cover of Safeguarding
 - Training will include:
 - Whistleblowing
 - Mental Capacity
 - Deprivation of Liberties (awaiting implementation of LPS)
 - Safeguarding

Organisations:

Devon Safeguarding Adults Service adultsc.safeguardingadultservices-mailbox@devon.gov.uk If you feel that you need an urgent response to your email, please telephone the existing locality telephone number, which have not changed, and chose from the list of options: • North 01392 381208 • East 01392 381206 • South 01392 381211 If you are emailing outside of normal working office hours and the matter is urgent, involving the safety of a vulnerable adult, please contact our Emergency Duty Service on 0345 6000 388.	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA Tel: 0300 061 6161
Police To make a report to the police • Call 101 and follow prompts • report online: https://www.devon-cornwall.police.uk/ro/report/ocr/af/how-to-report-a-crime/	