

SAFEGUARDING ADULTS *PROCEDURE*

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Kindcare (UK) Ltd, this home, management and staff have zero tolerance to any form of abuse. Reporting abuse is everybody's business.

Based on the background information and Safeguarding Adults Policy and Sussex Multi-Agency Policy and Procedures, we have developed the following procedure for Safeguarding Adults at Risk.

PROCEDURE

1. If abuse is clearly occurring or is alleged to have occurred, we will take swift action to limit the damage to service users and to deal with the abuse, in accordance with the following steps.
2. A staff member who witnesses a situation in which a service user is in actual or imminent danger should use their judgment as to the best way to stop what is happening without further damage to anyone involved, including themselves, either by immediately intervening personally or by summoning help.
3. Any staff to whom actual or suspected abuse is reported or who is involved in a situation of abuse has the responsibility either to institute action under this policy or to report the matter immediately to an appropriate senior member of staff.
4. The senior staff member will immediately take further action necessary to provide protection, support or additional care to a service user who has been harmed.
5. The senior staff member will without delay consult with the home's registered manager who should decide how the situation will be investigated and what further action is required immediately.
6. The registered manager will decide if emergency services should be contacted to eliminate the risk of further abuse and then contact Sussex local authorities, Social Care Direct.
7. The registered manager will determine if it is case of abuse or an isolated incident.
8. The manager will discuss sensitively the alleged abuse with the service user and specifically the person's desired outcomes, as well as if the person wish to make formal complain.
9. Should the service user lacks capacity, the manager will take an action in the best interest of the service user.
10. The registered manager will take steps to ensure that any further contact between the service user and the alleged abuser is terminated or suspended.
11. The registered manager will ensure that the needs which the alleged victim of the abuse might have for any special or additional care, support or protection or for checks on health or well-being are met at the outset and subsequently throughout the proceedings
12. If the alleged abuser is a staff member, the registered manager will suspend the person involved in the alleged abuse from duty pending the outcome of the investigation.
13. If the alleged abuser is a close friend or family member of the service user, the manager should terminate their access to person abused.
14. The manager should send / e-mail 'Statutory Notification for abuse or alleged abuse concerning a person who uses the service' with supporting evidence (such as photos) if applicable / available. At this stage the identity of the adult at risk must not be divulged for confidentiality reasons.

15. At this stage the local authorities would have contacted the manager / deputy manager back and discuss and inform of the steps they will undertake and if the investigation of the alleged abuse is Level 2, 3 or 4 they (the local authorities), will appoint an investigation officer.
16. If the local authorities consider that the investigation is Level 1 they may ask the home's manager to investigate the allegation and report back.
17. The investigating officer will then consult the person who may have been abused to hear their account of what has occurred and their views about what action should be taken, involving the service user's relatives, friends or representatives if that is appropriate and in accordance with the wishes of the service user.
18. The investigating officer will assure the person who may have been abused that their report will be taken seriously, that the comments will as far as possible be treated confidentially, that they will be protected from reprisals and intimidation, and that they will be kept informed of action taken and of the outcome.
19. The investigating officer will consider whether the service user needs independent help or representation in presenting their evidence and, in conjunction with the registered manager if necessary, will arrange for the appropriate help or support to be made available.
20. If the service user expressly states a wish that no further action should be taken, the investigating officer will consider, in collaboration with the registered manager, whether a danger to other service users exists from not investigating further, whether or not in the light of that assessment it is possible to follow the service user's wishes, and whether in any case precautionary measures should be taken to protect others from the possibility of abuse from the same source, and the service user will be informed of what is to happen.
21. If it is decided that an investigation should proceed, the investigating officer will, as discreetly and confidentially as possible, look into all aspects of the situation.
22. The investigation will include interviewing the staff involved in the incident up to that point, hearing and assessing evidence from any others who might be in a position to supply information, exploring every other possible source of evidence, maintaining appropriate contact with any other agencies involved, and if necessary seeking expert advice on any technical aspects of the situation which are outside the knowledge or expertise available within the organisation.
23. Any staff from whom evidence is taken will be assured that they will be dealt with in a fair and equitable manner and informed of their employment, legal and procedural rights
24. The investigation will be carried out as quickly as possible and the findings presented to the registered manager who will decide what further action to take.
25. If it seems from the investigation that, on the balance of probabilities, abuse did indeed take place, the registered manager will, if the abuser is a staff member, initiate and carry through proceedings according to the home's disciplinary policy or, if the abuser is not a member of staff, take action to involve other responsible bodies.
26. The alleged victim of the abuse, and where appropriate their relatives, friends or representatives, will at all times be kept as fully informed as possible of what is happening regarding the suspected abuse.
27. If abuse is proved against a staff member, the registered manager will initiate appropriate action, which might include dismissal, other employment sanctions.
28. The service user will be informed of the outcome of the investigation and any further action and should be consulted about whether any redress or apology would be appropriate and helpful to them.
29. At all stages of the process, a careful record will be kept of all action taken, paying particular attention to the sensitivity of the abused person.