



Statement of purpose

Homemaker is committed to ensuring that all necessary steps are taken to safeguard any adults we are supporting from abuse or neglect. To that end, staff will receive training in and remain alert to the possibility of abuse and neglect in their day to day interactions with all clients.

Whilst Homemaker does not undertake work directly with vulnerable adults, staff are likely to come into contact with adults who are in receipt of community care services and/or are unable to take care of themselves or protect themselves from harm or exploitation from family members, carers or others. Homemaker follows the “Devon Safeguarding Adults Multi Agency Alerts Pathway (see diagram **First steps SA1 Appendix 1**) which is summarised in the procedure below.

Who is a Vulnerable Adult?

A Vulnerable Adult is someone aged 18 or over who is, or may be:

- In need of community care services because of mental or other disability, age or illness **and** who is or may be
- Unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation (see No Secrets)

Devon has a multi-agency policy and procedure for responding to the abuse of vulnerable adults.(See www.devon.gov.uk/safeguarding-adults). Adult and Community Services co-ordinate the policy, with the Police and the NHS sharing the responsibility for ensuring the correct process is used.

Homemaker will ensure that;

- The welfare of the vulnerable adult remains paramount
- All persons whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/ or sexual identity have the right to be protected from harm

- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately
- All staff (paid/ unpaid) working in the organisation have a responsibility to report concerns to their line manager or designated Safeguarding officer

In addition, Homemaker will ensure that all staff and volunteers:

- Have been checked for suitability for working with vulnerable adults and understand the responsibilities and limits of their role in relation to safeguarding them
- Are alert to the possibility of abuse and neglect in all environments in which work and are likely to have contact with vulnerable adults, either directly or indirectly
- Have access to training opportunities to promote their knowledge
- Receive regular supervision where they have an opportunity to discuss casework issues relating to safeguarding
- Know how to report any concerns they have about possible abuse or neglect
- Are vigilant about their own actions so they cannot be misinterpreted e.g. not assisting the client with any financial transactions or offering to look after money for them/pay bills and ensuring all allegations, however minor, are passed on immediately to the line manager
- Promote and maintain links with local statutory agencies in relation to both general and specific safeguarding adults issues

What is abuse?

Abuse is a violation of a person's human and civil rights by any other person (s). It may:

- Be a single or repeated act(s)
- Be physical, verbal, psychological, sexual, institutional, discriminatory or financial
- Be an act of neglect or failure to act

What might you notice?

These are only a few examples of possible signs, none being conclusive on their own.

Possible signs of abuse may include:

- Injuries, for example, a slap, being restrained in a chair, given too much medication
- Involvement in a sexual act against a person's will such as watching pornography
- Weight loss
- Dehydration
- Lack of personal care
- Bills not being paid
- An overly critical or disrespectful carer who may for example bully, undermine, say the person is worthless
- Sudden loss of assets, friends or family/ threats to try and gain access to the person's money, getting them to change a will for example
- Not getting to medical appointments
- Deference or submission to a suspected abuser
- Change in behaviour or mood
- Isolation from usual network of friends/family/community
- Where a carer looks after someone in a way that is convenient to them, not necessarily what the person needs and this negatively impacts on the person's health

Recognising the signs of abuse

Being alert to abuse means:

- Thinking about what you see and asking if it is acceptable practice
- Taking seriously what you are told about abuse
- Responding to the stresses behind requests for help
- Being alert to signals, non-verbal communication or challenging behaviour and that this could be hiding unacceptable practice.

Responding to disclosure

Where staff identify an adult who may be at risk of abuse or is being abused then DO:

- Ensure your safety or the safety of the vulnerable adult (see contacts list below for Police etc). **If they are in immediate danger then you must phone 999** and then inform your manager without delay
- If they are not in immediate danger, you must report your concerns to the designated safeguarding officer at Homemaker as soon as possible.

Recording

The person to whom the disclosure is made should:

- Make a note of what the person actually said, using their words or phrases and ensuring that the information is presented in a factual way, clearly indicating any information which is your own opinion or observation
- Do not press the person for more details
- Describe the circumstances under which the disclosure came about, and note anyone else who was there at the time
- If necessary, use a diagram of the body to indicate the location of any cuts, bruises (noting the colour) and abrasions you have observed
- Sign and date the report.

This report may be needed as part of a legal action or disciplinary procedure.

Alerting – Responsibilities

As an alerter, you are not asked to prove that information is true. You *are* being asked to log your concerns or disclosures made to you and report them directly to your line manager or safeguarding officer within Homemaker. The Police have the responsibility for establishing whether or not a criminal offence has been committed.

It is the responsibility of the relevant statutory authority to then instigate the Safeguarding Adults process, and your manager will update you about this as required.

These procedures are written to ensure that the response to any abusive situation is at an appropriate level, coordinated and happens in the least intrusive way for the vulnerable adult.

Remember

- *Do record* any information or evidence that you are aware of at the earliest opportunity.
- *Do not* attempt to investigate the client's allegations or ask further questions.

Risks Arising from Self-Neglect or a Person's Own Behaviour or Lifestyle

A vulnerable adult will be considered under this procedure where they are unable to provide adequate care for themselves **and** one or more of the following situations apply:

- They are unable to obtain necessary care to meet their needs.
- They are unable to make reasonable or informed decisions because of their state of mental health or because they have a learning disability or an acquired brain injury
- They are unable to protect themselves adequately against potential exploitation or abuse.

- They have refused essential services without which their health and safety needs cannot be met.

Often, the cases which give rise to the most concern are those where a vulnerable adult refuses help and services and is seen to be at grave risk as a result. If an agency is satisfied that the vulnerable adult has the capacity to make an informed decision, then that person has the right to refuse services.

Where a worker is concerned that a vulnerable adult may be a risk because one or more of the above situations apply, then these concerns should be reported to the safeguarding officer as per the procedure above.

Allegations against Homemaker employees

Any reports of suspected abuse by Homemaker staff towards clients will be taken seriously and dealt with swiftly in line with the organisation's safeguarding procedures. Staff are urged to report any such concerns to the designated safeguarding officer immediately.

People experiencing domestic violence and abuse

Domestic violence and abuse can begin at any stage in a relationship and is essentially about the abuse of power and control by one person over another within that relationship. This power and control may include physical violence, emotional or psychological abuse, sexual violence and abuse, financial control and social isolation. Anyone can be subjected to domestic violence in a variety of close family or intimate relationships. It cuts across all boundaries of social class, age, race, disability, sexuality and lifestyle.

It must be recognised that some forms of adult abuse fall into what we describe as domestic violence. It may be that a relationship has always experienced some domestic violence, but what has changed is the health or ability of the 'victim' meaning they can no longer protect themselves. In other cases the 'victim' may be put in the position of caring for the 'perpetrator' after a stroke or some illness debilitates them. They may not be able or willing to provide the best care and the partner may be at risk of abuse. The significant difference when intervening on behalf of a vulnerable adult is that they cannot protect themselves because of physical or mental frailty.

Where staff suspect or it is disclosed that a vulnerable client is experiencing domestic violence or abuse, (whether there are children in the household or not), this should be reported immediately to the safeguarding officer.

Where children are witnessing domestic abuse

All staff should advise new clients during their first contact that if the organisation has any concerns about the safety of someone in the household, including specifically any children, Homemaker has a duty to report those concerns to children's social care services. It should also be explained that steps may then need to be taken to ensure the safety of the person(s) concerned.

Where the domestic abuse or violence is occurring or suspected in a household where there are children present or visiting, then the staff member **must** report these concerns immediately to the designated safeguarding officer within Homemaker who will then initiate the procedures for Safeguarding children.

Mental Capacity Act 2005

There may be occasions in the course of our work when staff identify clients who they believe that for reasons of mental ill-health or disability, dementia or something else, are unable/no longer capable of managing their finances independently or making informed decisions for example, concerning potential risks to themselves. The Mental Capacity Act 2005 addresses these issues and:

- Provides a legal framework for making significant life decisions for adults who lack the capacity to make such decisions themselves.
- Examples of the decisions the act covers are managing finances, some medical treatments and where to live.
- The act also makes the ill treatment or neglect of an adult who lacks capacity a criminal offence.
- In some circumstances, an Independent Mental Capacity Advocate (IMCA) can be instructed by the Local Authority or NHS to facilitate a decision making process.
- The act also covers situations for people who want to make arrangements for their care and finances in the event they lose their capacity in the future – 'advance decisions' & 'lasting powers of attorney'.

Where staff have concerns about the mental capacity of someone they are supporting, these should be raised with their line manager in the first instance

Referrals to Care Direct (Safeguarding Officer only)

When concerns are raised by an employee or any other person, Safeguarding officers or managers must follow “Devon Safeguarding Adults Multi Agency Alerts Pathway for Managers not in ACS or DPT” (**Diagram SA3 –appendix 2**) summarised as follows:

- Manager informed that vulnerable adult is, or may be, being mistreated, exploited or neglected
- Take urgent action to ensure the immediate safety of those involved
- Record any information or evidence that you are aware of
- **Notify Care Direct on 0845 1551 007. This must be done within one working day.** Care Direct will then record the alert and refer on to the relevant Health or Social Care service team.
- Whilst the Safeguarding Officer will take overall responsibility for initially reporting any concerns raised by an employee (the alerter) to Care Direct, arrangements will also be made for the alerter to speak directly with the relevant health or social care team at the earliest opportunity to ensure all known facts of the case are provided in full.

The designated Safeguarding officer should also:

- where possible, obtain the agreement of the abused person to contact other agencies. The exception to this is where to do so would put a person or others at increased risk of serious harm, or if it would undermine the prevention, detection or prosecution of a serious crime including where seeking consent might lead to interference with any potential investigation.
- discuss with the alerter what further contact is appropriate with the vulnerable adult at this point.
- where a vulnerable adult has refused help or services, agencies must discuss their concerns at a Safeguarding case conference convened under this procedure where information can be shared with the vulnerable adult. Exclusion of the vulnerable adult from this process is to be the exception, and then only with good reason.
- where the vulnerable adult continues to refuse all assistance, this decision, together with any reasons, should be fully recorded and maintained on the

person's file, with a full record of the efforts and actions taken by the agencies to assist the vulnerable adult.

- appropriate communication should be forwarded to the vulnerable adult concerned setting out what services were offered and why and the fact of the person's refusal to accept them. This needs to make clear that the person can contact the relevant agency at any time in the future for services. In cases of high risk, consideration should be given to arrangements for monitoring the case to ensure that circumstances do not deteriorate to an unacceptable degree.

Reviewed January 2016
Next Review January 2018

Contacts

Care Direct - 0845 1551 007 opening hours 8am-8pm Monday to Friday,
9am-1pm Saturday.

Outside of these times, the **Emergency Duty Team** can be contacted on **0845 6000 388** (low call rate).

Safeguarding Adults Team - 01392 382339

Devon & Cornwall Constabulary - 08452 777 444, ring 999 in emergencies

South West Adult Placement Schemes (SWAPS) - 01626 360170 where there are concerns about a person living in an adult placement .

More Information:

For more information see the web site www.devon.gov.uk/mentalcapacityact.htm or you can contact one of the **Safeguarding Adults Officers on 01392 382339** or by the web site www.devon.gov.uk/safeguarding-adults

Further factsheets can be found online at www.devon.gov.uk/factsheets

Organisations Related to Safeguarding Adults

Rape Crisis

This website aims to provide the basic information that survivors of sexual violence, friends and family need to access the services they need.

General E-mail info@rapecrisis.org.uk

Sexual Abuse Line (S.A.L)

PO Box 325

Exeter EX1 1WQ

Tel: 0808 800 0188

Tues/Wed/Thurs: 7pm – 10pm

Plymouth Rape Crisis

Provides help through counselling, support or information for individuals or friends and family.

C/o PO Box 227

Plymouth PL4 0YX

Tel: 01752 223584 (Helpline: Mod, Wed, Fri: 7.00pm – 9.30pm)

Respond

Provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities, and training and support to those working with them.

3rd Floor

24-32 Stephenson Way

London NW1 2HD

Tel: 020 7383 0700

Tel: 0808 8080700 (Helpline)

Fax: 020 7387 1222

Email: services@respond.org.uk

Website: www.respond.org.uk/

Women's Aid England

A domestic violence helpline that gives support, help and information over the telephone for the cost of a local call.

PO Box 391

Bristol BS99 7WS

Tel: 0117 944 441

Tel: 08457 023 468 (Helpline)

Fax: 0117 924 1703

Email: web@womensaid.org.uk

Website: www.womensaid.org.uk/

Exeter Women's Aid

Refuge:

Telephone: 01392 667144

Opening Times: 24hr

Helpline:

Telephone: 0800 328 3070

Opening Times: 24hr

Exeter Outreach:

Telephone: 01392 426483

Opening Times: Mon-Fri 9am-5pm

Mid Devon Outreach:

Telephone: 01392 426521

Opening Times: Mon-Fri 9am-5pm

Safe Project:

Telephone: 01392 667147

Opening Times: Mon-Fri 9am-5pm

East Devon Safe House

Refuge:

Telephone: 01404 44772

Opening Times: Mon-Fri 9am-5pm

North Devon Women's Aid

Refuge & floating support (for ex-residents only):

Telephone: 01271 321946

Opening Times: Mon-Fri 9am-5.30pm

Outreach and drop-in centre:

Telephone: 01271 370079

Opening Times: Mon-Fri 9.30am-4.30pm

South Devon Women's Aid

South Devon refuge and advice line:

Telephone: 01803 524594

Opening Times: Mon-Fri 9am-9pm, Sat-Sun 9am-1pm

South Devon refuge and advice line:

Telephone: 01803 524594

Opening Times: Mon-Fri 9am-9pm, Sat-Sun 9am-1pm

South Devon outreach:

Telephone: 01364 643866

Opening Times: Mon-Fri 9am-4pm

Muslim Women's Helpline

Helpline:

Telephone: 020 8904 8193

Opening Times: Mon-Fri 10am-4pm

Helpline:

Telephone: 020 8908 6715

Opening Times: Mon-Fri 10am-4pm

Victim Support

A national charity for people affected by crime. An independent organisation that offers a free and confidential service, irrespective of whether or not a crime has been reported.
0845 30 30 900

Victim Support Devon

Oak Place

Newton Abbot

Devon

TQ12 2EX

tel: 0845 676 10 20

fax: 01626 369 033 email: info@victimsupportdevon.org.uk

Action on Elder Abuse

Provides a national information and advice service and guidance for the prevention of, and action on, the abuse of older people.

Astral House

1268 London Road

London SW16 4ER

Tel: 020 8765 7000 (Admin)

Tel: 0800 - 808 8141 (Elder Abuse Response Helpline) Mon – Fri: 10am – 4.30pm

Fax: 020 8679 4074

Email: enquiries@elderabuse.org.uk Website: www.elderabuse.org.uk

Ann Craft Trust

Formerly known as The National Association for the Protection from Sexual Abuse of Adults and Children with Learning Disabilities (NAPSAC)

Works with staff in the statutory, independent and voluntary sectors in the interests of people with learning disabilities who may be at risk from abuse.

Centre for Social Work

University of Nottingham

University Park

Nottingham NG7 2RD

Tel: 0115 - 951 5400

Email: Ann-Craft-Trust@nottingham.ac.uk Website: www.anncrafttrust.org

Voice UK

Helps anyone with learning disabilities who has experienced abuse or been subject of a crime via support, assistance and information. Available to people with learning disabilities, their families, carers and supporters.

The College Business Centre

Helpline number: **0845 122 8695** (Mon – Fri 10am – 4pm) (also for staff supporting a vulnerable

person who has been abused)

Email: voice@voiceuk.org.uk Website: www.voiceuk.org.uk

Public Guardianship Office

0845 330 2900

Email: custserv@guardianship.gsi.gov.uk Website: www.guardianship.gov.uk/

Alzheimer's Disease Society

Has expertise in information and education for carers and professionals. Provides help lines and support for carers, quality day and home care and funding for medical and scientific research. Also gives financial help to families in need. Campaigns for improved health and social services and greater public understanding of all aspects of dementia.

Gordon House

10 Greencoat Place

London SW1P 1PH

Email enquiries@alzheimers.org.uk

Tel: 020 7306 0606

Tel: 0845 - 300 0336 (Helpline) Mon – Fri: 8.30am – 6.30pm

Website: www.alzheimers.org.uk

MIND

A mental health charity. Campaigning, community development, training, publishing and a comprehensive information service.

15 - 19 Broadway

London E15 4BQ

Tel: 020 8519 2122

Tel: 0845 766 0163 (Information Line)

Fax: 020 8522 1725

Exeter Age Concern

138 Cowick Street
Exeter
Devon
Tel: 01392 - 202092
Fax: 01392 – 204113
Email: reception@ageconcernexeter.org.uk

Age Concern Torbay

Sandwell House
4 Dendy Road
Paignton TQ4 5BD
<http://www.ac-communities.org.uk/torbay/>

Counsel and Care

Provides and information and advice service for older people (60 and over) living in the UK ,their carers, friends, relatives and professionals on a wide range of subjects. Free and confidential.

Twyman House
16 Bonny Street
London NW1 9PG
Tel: 0845 300 7585
Fax: 020 7267 6877
Email: advice@counselandcare.org.uk Website: counselandcare.org.uk

Adfam National

A helpline for the families and friends of drug users offering confidential support and information. Also provides training to people and projects wishing to work with families of drug users. Provides direct support to families of drug using prisoners and produce publications.

Waterbridge House
32 -36 Loman Street
London SE1 0EH
Tel: 020 7928 8898
Fax: 020 7928 8923
Email: admin@adfam.org.uk Website: www.adfam.org.uk

Alcohol Concern

Holds information on a wide range of alcohol-related subjects.

First Floor
8 Shelton St

London WC2JH 9JR
Tel: 0297 3954000 (Mon – Fri afternoons only)
Tel: 0800 917 8282 (Drinkline)
Website: www.alcoholconcern.org.uk/

DrugScope

Provides information on a wide range of drug related issues.

Waterbridge House
32 -36 Loman Street
London SE1 0EE
Tel: 020 7928 1211
Fax: 0171 - 7928 1771
Email: info@drugscope.org.uk Website: www.drugscope.org.uk

Samaritans

South Devon
21 Warren Road
Torquay TQ2 5TQ
Tel: 01803 299999

Drop in Callers, normally 9.00am – 10.00pm
Exeter
10 Richmond Road
Exeter EX4 4JA
Tel: 01392 411711
Drop in Callers, normally 8.30am – 9.30pm
Tel: 08457 90 90 90 (National Helpline - 24 hours)
National Email: jo@smaritans.org.uk

National Self-Harm Network

Offers information on local groups. Has a particular interest in improving the rights of those who self harm.

PO Box 7264
Nottingham
NG1 6WJ
Email: info@nshn.co.uk Website: www.nshn.co.uk

Headway, National Head Injuries Association

Promotes understanding of all aspects of head injury and provides information, support and services to people with head injury, their families and carers.

4 King Edward Court
King Edward Street
Nottingham NG1 1EW
Tel: 0115 - 924 0800 (Admin)
Fax: 0115 - 958 4446
Email: enquiries@headway.org.uk Website: www.headway.org.uk

Family Matters

Supports victims of sexual abuse.

13 Wrotham Road
Gravesend
Kent DA11 0PA
Tel: 01474 536661
Tel: 01474 537392 (Helpline)
Email: admin@familymatters.force9.co.uk Website: www.charitynet.org/~family-matters/

Safeline

Support for adults abused as children.

King Tom House
39b High Street
Warwick CV34 4AX
Tel: 01926 496911 (Helpline)
Email: safeline@bigfoot.com Website: www.safelinewarwick.co.uk/

Survivors (UK)

Support for men who have been sexually abused or raped.

PO Box 2470
London SW9 6WQ
Tel: 020 7357 6677
0845 122 1201(Helpline)
Email: info@survivorsuk.org.uk Website: www.survivorsuk.org.uk/

Intercom Trust

South West support/information and advocacy for lesbian, gay, bisexual and transgender people, including homophobic bullying.

PO Box 285

Exeter EX4 3ZT
Tel: 01392 201015
Tel: 08456 020818
Website: www.intercomtrust.org.uk/

Margaret Jackson Centre

Provides help, information and counselling for women, including abuse and violence, in the South West.

1st Floor
Margaret Jackson House
4 Barnfield Hill
Exeter EX1 1SR
Tel: 01392 256 711
Email: info@margaretjackson.org.uk Website: www.margaretjackson.org.uk

Threshold

A national support line for women who are emotionally distressed/have mental health problems.

14 St Georges Place
Brighton BN1 4GB
Tel: **0808 808 6000**
Email: info@thresholdwomen.org.uk Website: www.thresholdwomen.org.uk/

Bristol Crisis Centre for Women

A national helpline for women in emotional distress.

PO Box 654
Bristol BS99 1XH
Tel: 0117 925 1119 (Fri/Sat 9pm – 12.30am, Sun 6pm – 9pm)
Email: bcs@womens.crisis Website: www.thresholdwomen.org.uk/