The SENAD Group

Section 5
Senad Community Derby Localised Safeguarding **ADULTS** Procedure

(To be read in conjunction with Senad Safeguarding Adults Policy 509)

The Golden Rule is if in doubt report it!

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Safeguarding Adults

Safeguarding means protecting an adult's right to live in safety free from abuse and/or neglect.

The welfare of vulnerable adults is paramount.

Our aims:

• To prevent harm and reduce the risk of abuse or neglect to adults with care and support needs.

• To safeguard individuals in a way that supports them in making choices and having control in how they choose to live their lives.

• To promote an outcomes approach in safeguarding that works for people resulting in the best experience possible.

• Early sharing of information is the key to providing effective help where there are emerging concerns. Fears of sharing information must not stand in the way of promoting and protecting the well-being of adults at risk of abuse and neglect.

Our role:

We have an important role to safeguard all those people in our care and this guidance applies to everyone. We all have a duty of care.

All concerns, no matter how they arise should be taken seriously and considered for action and the appropriate steps taken as part of the SENAD Procedures.

However, any concerns of abuse must be reported without delay as these will always need to be passed to the appropriate Local Authority and CQC. Duty of Candour.

This procedure applies to all employees, residential staff, relief support staff, agency support workers, catering and estates staff, admin and management teams or any other person working on behalf of Senad Group.

Responding to a Concern

Step One: Keeping the resident safe

The first priority must be to keep the individual resident safe and protect any other people from harm.

- Remove the threat of any physical or emotional harm
- Report to your line manager at the **first** opportunity

Step Two: Identifying the Concern

Gather as much information as is possible, after discussing with your line manager (if appropriate) but **DO NOT INVESTIGATE THE MATTER.** Never stop a service user talking.

AND ALWAYS WRITE UP AS ACCURATELY AS POSSIBLE ANYTHING SAID AS SOON AS PRACTIBLE

Gather information from:

- The resident in a natural, informal way without formal interview
- Other Colleagues where this can be done without delay
- Previous records i.e. any other safeguarding forms to indicate previous concerns

Complete the appropriate PBS record.

Pass the concern to the appropriate Line Manager or someone who has Senior Management responsibility within the same working day;

Practice guidance:

- Do not promise to keep anything confidential
- Do not attempt to sort out the concern alone
- Try and explain, where possible, what is happening next to the resident
- ALWAYS WRITE UP AS ACCURATELY AS POSSIBLE ANYTHING SAID AS SOON AS PRACTIBLE
- Do not contact parents until discussed with Line Managers
- Ensure there are no immediate dangers to residents/others
- Consider medical attention if appropriate
- Do not ask any leading questions

Step Three: Analysis of the concern

It is the responsibility of the manager to analyse the information ensuring that:

- No service user is in immediate danger
- No other parties are affected
- Immediate actions are considered to ensure the needs of the service user are addressed

It is **ESSENTIAL** that the appropriate Safeguarding reporting on PBS is done to assist Senior Managers in determining how to manage and report the concern/complaint.

An identified manager will assist the originating member of staff to know how to support the service user in the immediate time after the concern has been raised.

The concern will be passed to a member of the Senior Management Team within the **same working day**

Practice Guidance:

- Support the staff in acknowledging the concern and being committed to progressing it
- Consider contact with parents/carers only if it will not put the service user at further risk
- Consider all aspects of the service users day to day care in the light of the concern
- Consider the impact on the member of staff and offer appropriate support
- Ensure the safeguarding reporting is completed to reflect the analysis in detail

Step Four: Decision-making by Senior Management Team

There are a number of options that Senior Management will decide upon.

(i) Monitor the service users wellbeing which might mean increased support

This should only be agreed if:

There are no immediate risks to the individual or any other party

We can manage effectively the concerns as part of a plan which can be subject to a review timescale

There are no reasons to involve Social Care or other agencies

This decision should always be fed back to staff with absolute clarity and within three working days. It is important to determine exactly what staff are monitoring and to be specific as to how they do this

(ii) Adult Protection

This will be agreed if:

The adult has suffered or is likely to suffer significant harm

The adult has made a disclosure of abuse

Information indicates other adults are at risk

A member of the Senior Management Team will make the referral to the appropriate Safeguarding Team (following local procedures) immediately or the out of hours teams at weekends or during bank holidays.

Inform SENAD via notify@senadgroup.com

And if notifiable the CQC via their reporting portal.

Leicestershire Clients

If the adult you are concerned about is not in immediate danger, but is:

At risk of being abused
Being abused in a care home
Being abused by a care worker in their own home

You should report you concerns to Adult Social Care Customer Service Centre using the following form (professionals only)

https://customerportal.leics.gov.uk/web/portal/pages/profrefwelfaresafeguarding#h1

Alternatively call;

Adult Social Care - Telephone: 0116 305 0004

(Monday to Thursday, 8.30am to 5pm, Friday 8.30am to 4.30pm)

Emergency Duty Team - Telephone: 0116 255 1606

(Evenings, weekends, Bank Holidays)

To report a crime or raise a concern about abuse with Leicestershire Police, you can phone non-emergency number on 101. However, if it is an emergency always dial 999

Derbyshire Clients

To report a concern about and adult call - 01629 533190

To report a crime or raise a concern about abuse with Derbyshire Police, you can phone non-emergency number on 101. However, if it is an emergency always dial 999

Derby City Clients

During office hours (Monday to Friday, 9am to 5pm)

Contact details to make a referral to Derby City Council, Multi-Agency Safeguarding Hub (MASH):

- Telephone: 01332 642855
- Fax: 01332 643299

Outside office hours

You can contact Careline.

If something needs to be done straight away to protect someone from abuse or harm, call the emergency number 999 (24 hours). The Deaf and hearing impaired community can use the National Short Message Service (SMS) Emergency Service.

To use this service you will need to register at www.emergencysms.org.uk Opens in new tab.

Alternatively, if it is a non-emergency criminal matter, you can call the local police on telephone number 101, text 07800 002414 or fax 01773 571102.

Coventry Clients

Adult Social Care

Telephone: 024 7683 3003

Email: ascdirect@coventry.gov.uk

To report a crime or raise a concern about abuse with Coventry Police, you can phone non-emergency number on 101. However, if it is an emergency always dial 999

Warwickshire Clients

Reporting an Adult Safeguarding Concern:

Where an adult is:

Unable to look after themselves, due to the level of their care and support needs, and

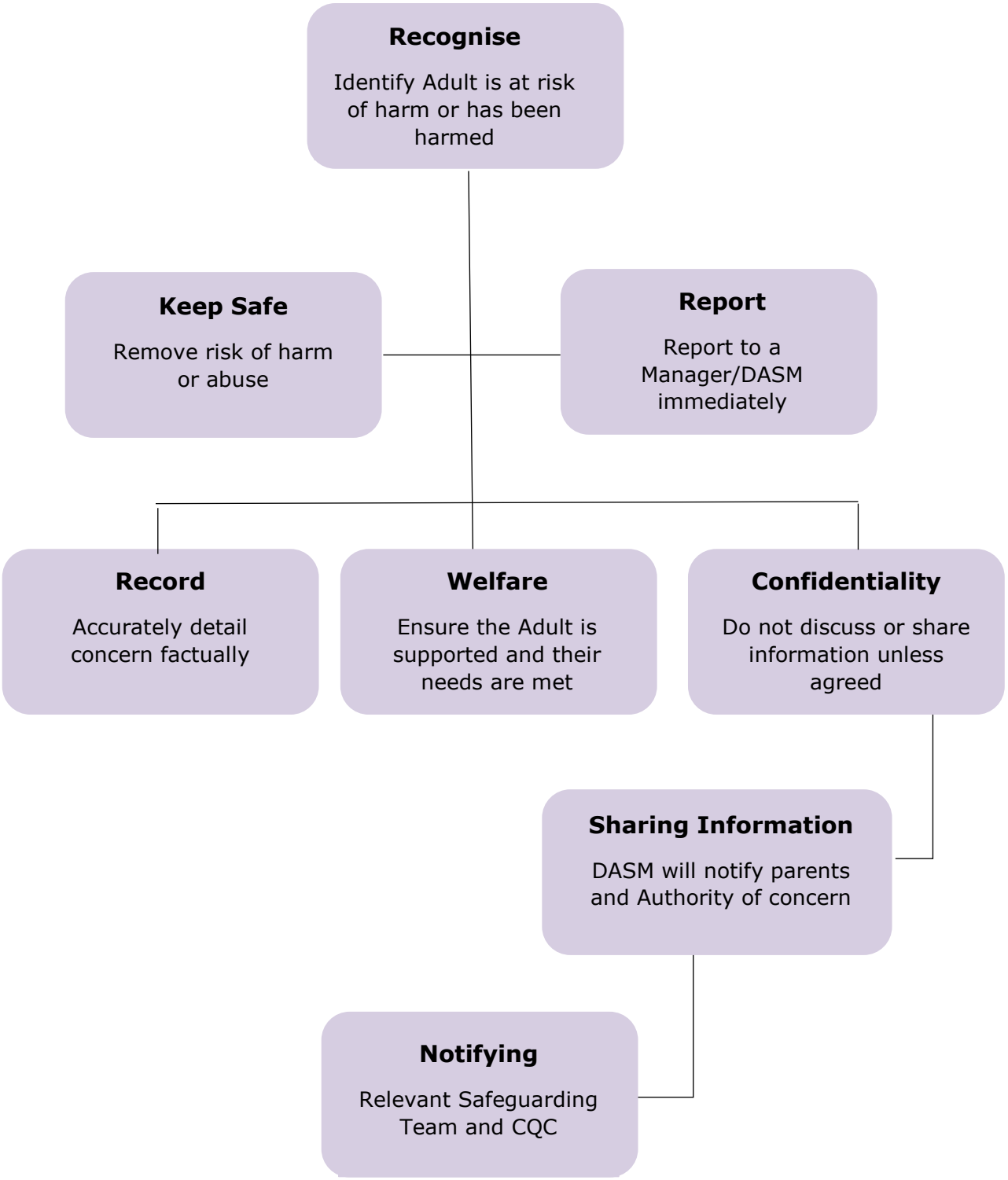
Is experiencing or is at risk of abuse or neglect

Contact Social Care and Support on: 01926 412080.

Support teams can offer advice and support to you and, where necessary, arrange appropriate services.

To report a crime or raise a concern about abuse with Warwickshire Police, you can phone non-emergency number on 101. However, if it is an emergency always dial 999

Recognising and Reporting a suspicion of harm or abuse



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Contacts

There is are appointed **Designated Adult Safeguarding Manager (DASM) and Safeguarding Leads** in place at SENAD Community Coventry:

SCC Registered Manager	**Clare Fillingham**
Head of Service	**Laura Ward**
Adult Care Director	**Nina Sharpe**

If you are unable to contact the DASM for your allocated place of work/home please contact another DASM who will help.

If a concern is not taken seriously by the Line Manager/DASM, staff must take that concern immediately to the Head of Service Laura Ward

If a concern is still not taken seriously or the decided action is felt not to be in the adult's best interests, staff must contact:

- Nina Sharpe Adult Care Director or,
- Isobel Walshe Quality and Compliance Manager

Both are contactable via Vernon Gate (SENAD Head Office) on 01332 378840 or
via notify@senadgroup.com

Or

- CQC Tel: 03000 616161, Email: enquiries@cqc.org.uk

- The Police 999 for an emergency or 101 for non-emergency issue

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West Midlands Conurbation Procedure

For Adult Homes in the West Midlands the procedures outlined in ***Safeguarding adults: multi–agency policy and procedures for the West Midlands*** must be followed.

The West Midlands adult safeguarding procedures are the result of a collaboration between the local authorities within the region. This procedure is governed by a set of key principles and themes, so as to ensure that people who are at risk of abuse, neglect and exploitation experience the process in such a way that it is sensitive to individual circumstances, is person-centred and is outcome-focused. It is vital for successful safeguarding that the procedures in this section are understood and applied consistently by all organisations.

The key principles which govern this procedure are set out in the Statement of Government Policy on Adult Safeguarding (DoH, May 2013):

• empowerment: presumption of person-led decisions and informed consent; consulting the person about their desired outcome throughout the safeguarding process

• protection: ensuring that people are safe and that they have support and representation as necessary during the process

• prevention: minimising the likelihood of repeated abuse and recognising the person's contribution to this in safeguarding plans

• proportionality: the ways in which the safeguarding procedure is used are proportionate, as unintrusive as possible and appropriate to the risk presented

• partnership: people can be satisfied that agencies are working constructively to make them safe

• accountability: the way in which the safeguarding process is conducted should be transparent and consistent; it should always be borne in mind that safeguarding procedures may be subject to external scrutiny (e.g. the courts).

Although the responsibility for the co-ordination of Safeguarding Adults arrangements lies with local authorities, the implementation of these procedures is a collaborative responsibility and effective work must be based on a multi-agency approach.

West Midlands Safeguarding and Adults Threshold Guidance is a separate document.

This procedure is to be read in conjunction with the following Senad policies and procedures and local authority Guidance and Policy

- Senad Adult Safeguarding Policy 506A
- Public Interest Disclosures & Whistleblowing policy [413]
- Safe Touch & Service User Relationships [518]
- Recruitment Policy & Procedure [414]
- Disciplinary Rules & Procedure [404]
- Receiving and Giving Gifts [419]
- Personal Relationships between Staff at Work Policy [425]
- Online Safety Policy [510]
- Positive Behaviour Support Policy [515]
- The Use of Physical Interventions [516]
- Privacy Policy [517]
- Adult Complaints Policy [519]
- Significant Harm Policy [524]
- Allegations against Staff [418]
- Tackling Extremism and Radicalisation Policy [506.8]

West Midlands Safeguarding Adults Threshold Guidance

West Midlands Adults Safeguarding Multi agency Policy and procedures