

# 506AHH

## Senad Adult Protection & Safeguarding Policy – Herefordshire Homes

(Fairfield House; Park House; Orchard End; Winslow Court)

<b>Policy Section Number</b>	5
<b>Date Ratified</b>	May 2025
<b>Version Number</b>	4
<b>Next Review Date</b>	May 2026
<b>Related Policies and Guidance Documents</b>	<p>This policy should be read alongside and in conjunction with other policies and documents regarding the safety and welfare of children. These together make up the suite of policies and documents to safeguard and promote the welfare of children:</p> <ul style="list-style-type: none"><li>Missing From Care (Policy 616 + Site related)</li><li>DOLS (for adults)</li><li>Safe Handling of Medication (Policy 306, 217 and appendices)</li><li>Handling of Clients Monies/Funds (Policy 606 and 511)</li><li>Risk Assessments (Policy 217 and forms also)</li><li>Privacy and Confidentiality of our clients' needs and information (Privacy 517; Visitors 525 and Searching a Young Persons Belongings 521)</li><li>PREVENT and Countering radicalisation (507)</li><li>Anti-Bullying (Policy 502)</li><li>Complaint Processes (Policy 519)</li><li>Online Safety (Policy 510)</li><li>Physical Interventions Policy 516</li><li>Whistleblowing Policy 413</li><li>Positive Behaviour Support and the use of Physical Interventions (515)</li><li>Safe Touch and Relationships (518)</li><li>Significant Harm Policy (524)</li><li>Private Fostering (512)</li><li>GDPR Policies (Section 9 of policies)</li><li>Intimate and Personal Care (610)</li><li>Caring for sexually abused Individuals in our care (522)</li><li>Consent (508A)</li><li>Self-Harm and prevention of suicide (308)</li><li>Recruitment and selection of staff (414)</li><li>Social Media Policy (421)</li></ul>
<b>Annexes and Supplementary Info</b>	
<b>Responsible Person</b>	Nina Sharpe/Isobel Walshe

## 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 resident talking.

**AND ALWAYS WRITE UP AS ACCURATELY AS POSSIBLE ANYTHING SAID AS SOON AS PRACTICABLE**

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 sections of the Safeguarding Form.

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 PRACTICABLE
- 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 resident is in immediate danger
- No other residents are affected
- Immediate actions are considered to ensure the needs of the resident are addressed

It is **ESSENTIAL** that the Manager completes the appropriate section of the Safeguarding Form 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 resident 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**, with the appropriate Safeguarding Form. (**506.1** or **506.2**)

**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 resident at further risk
- Consider all aspects of the resident's 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 form 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 young person's wellbeing which might mean increased support**

This should only be agreed if:

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

The home is able to 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

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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.

Concerns raised will be shared with the **Herefordshire Adult Safeguarding Board**:

Contact number – 01432 260 715

Out of hours – 0330 123 9309

Email [Safeguarding@herefordshire.gov.uk](mailto:Safeguarding@herefordshire.gov.uk) this is where we send the AP1 form.

Go to the website for the most UpToDate

form <https://www.herefordshiresafeguardingboards.org.uk/safeguarding-adults-board>

On the website download a HSAB concern form which is the AP1

Concerns raised will be shared with the Herefordshire Adult Safeguarding Board:

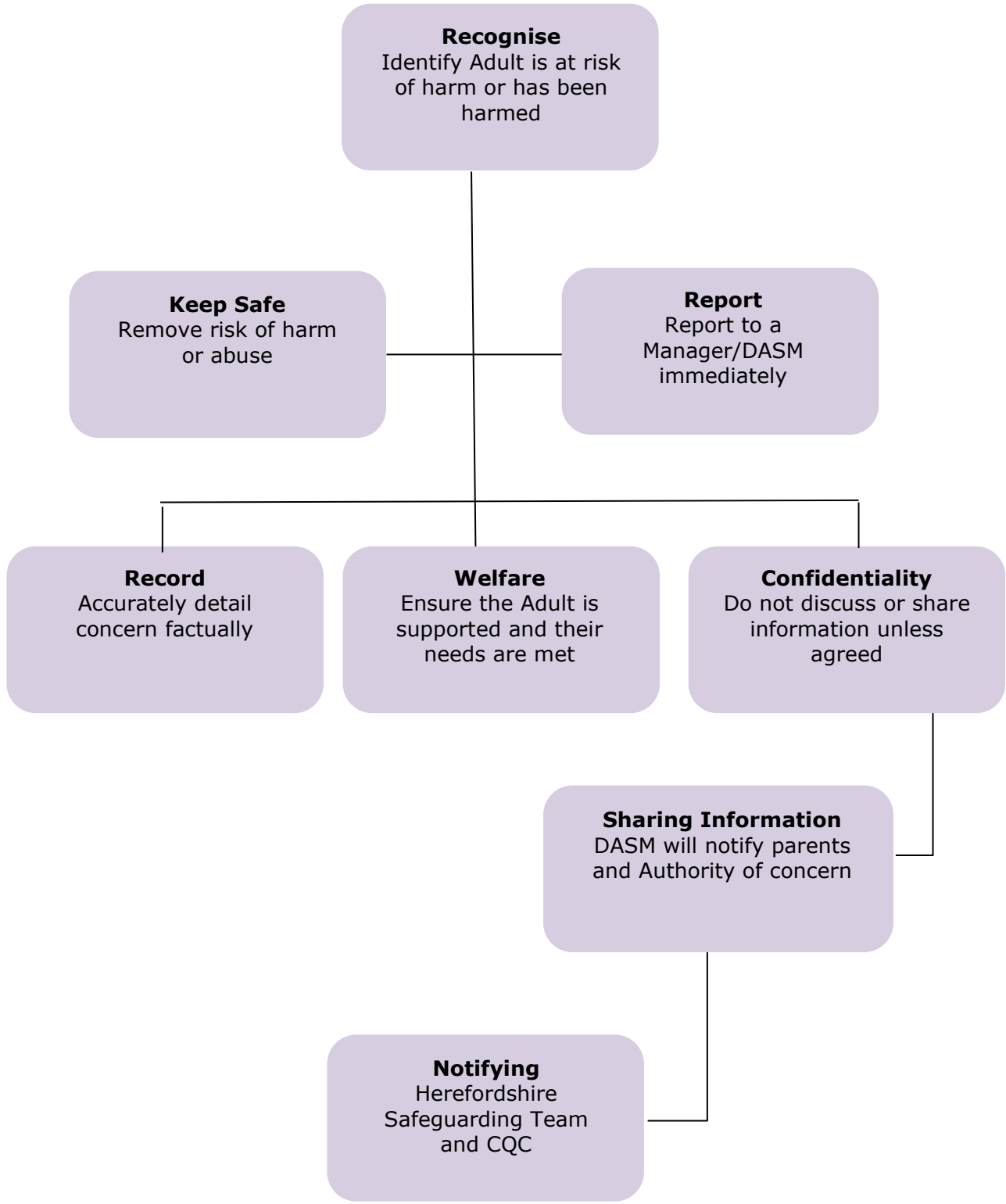
Contact number – 01432 260 715

Out of hours – 03301 239 309

inform SENAD via [notify@senadgroup.com](mailto:notify@senadgroup.com)

if notifiable the CQC via their reporting portal.

**Recognising and Reporting a suspicion of harm or abuse**



**The Golden Rule is if in doubt report it!**

## Contacts

There is an appointed **Designated Adult Safeguarding Manager (DASM)** in place at each home:

<b>Winslow Court</b>	<b>Trudi Handy RM</b>
<b>Cedar Lodge</b>	<b>Kamila Garcia Paredes RM</b>
<b>Park House</b>	<b>Kimberly Fletcher-Stallard RM</b>
<b>Orchard End</b>	<b>Sabina Sakowicz-Lee RM</b>
<b>Fairfield House</b>	<b>Leah Box RM</b>

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 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](mailto:notify@senadgroup.com)

Or

- ❖ CQC Tel: 03000 616161, Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)
- ❖ The Police 999 for an emergency or 101 for non-emergency issue

**The Golden Rule is if in doubt report it!**

## **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.

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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.

### **Herefordshire Safeguarding Adults Board Guide**

For Adult Homes in the West Midlands the procedures outlined in the Herefordshire Safeguarding Adults Board Guide must be followed.

#### **Raising a Safeguarding Concern**

If you have identified an adult with care and supports needs who is experiencing abuse or neglect or is at risk of abuse or neglect, your first priority is with them, to make them safe (including reporting to the Police if immediate action is required). Not all situations require reporting to the local authority as a safeguarding concern including: The impact on the person is low and you are satisfied that the abuse will not continue and you have taken action (Accountability and Proportionality).

If you are likely to use the Disciplinary Policy then a safeguarding concern (AP1) must be raised.

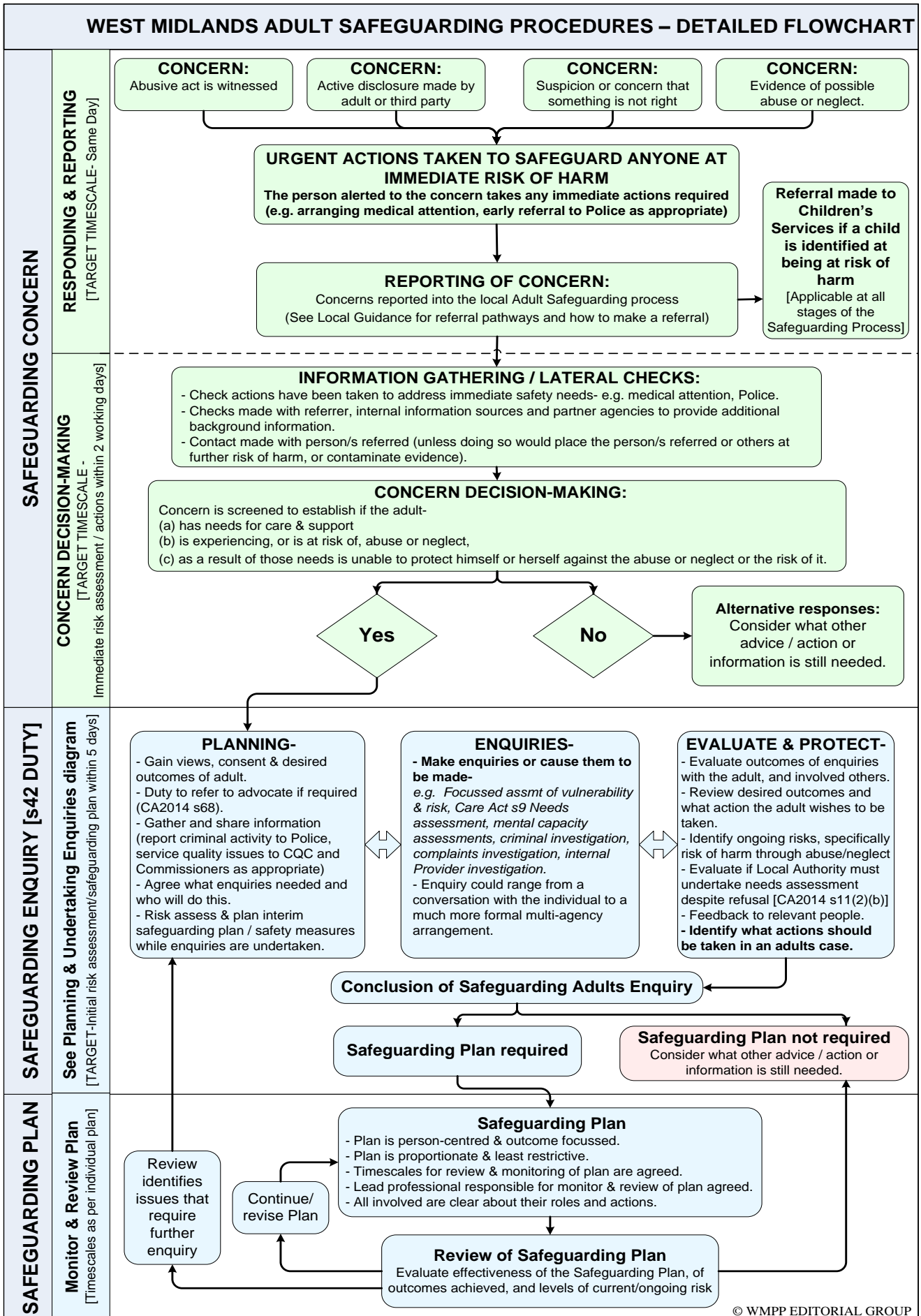
If you are not raising a concern, it is advisable for you to make a record of the rationale for your decision and what action you have taken. At Senad we require this being recorded on a Near Miss form and shared via [notify@senadgroup.com](mailto:notify@senadgroup.com)

If you are not sure whether to raise a safeguarding concern, please ring the Safeguarding Team for advice. They are available on 01432 260715 (weekdays 9am-5pm) or 0330 123 9309 (after 5pm, weekends and public holidays).

Medication discrepancies – Once advice from a medical professional has been sought the decision will be made whether to make a safeguarding referral or record as a near miss. Decisions are not to be made in isolation, this must be a robust process involving the senior management team.

**All safeguarding concerns whether notifiable or not must be shared with the Head of Service and Adult Care Director without delay.**

# Appendix 1



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

- Senad Adult Safeguarding Policy 506A
- Anti-bullying Policy 502
- 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 and The Use of Physical Interventions 515
- Privacy Policy 517
- Adult Complaints Policy 519
- Significant Harm Policy 524
- Allegations against Staff 418
- Tackling Extremism and Radicalisation Policy 507

West Midlands Safeguarding Adults Threshold Guidance

West Midlands Adults Safeguarding Multi agency Policy and procedures