

Senad Community Coventry Adult Protection & Safeguarding Policy

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Related Policies and Guidance Documents	See Page 8
Related Regulations	
Annexes and Supplementary Info	
Responsible Person	Nina Sharpe/Isobel Walshe
Document History	
Date	Revisions
July 2026	P1 Definition added, Mental Capacity and consent and last bullet point added; Resident changed to Service User throughout; PBS changed to Clear Care throughout; P3 Practice guidance – last bullet point added; P7 SCC Deputy Manager updated; P8 Related Policies updated

Safeguarding Adults Policy – Senad Community Coventry Localised Safeguarding Adults Procedure

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

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

The welfare of adults with care and support needs is paramount.

Definition of an Adult at Risk

An adult at risk is a person aged 18 or over who:

- **Has needs for care and support (whether or not the local authority is meeting those needs), and**
- **Is experiencing, or at risk of, abuse or neglect, and**
- **As a result of those needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.**

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.

Mental Capacity and Consent:

- We recognise that adults have the right to make their own decisions and to take risks.
- Where there are concerns about an individual's ability to make a specific decision, staff must work in accordance with the **Mental Capacity Act 2005**.
- Where a person lacks capacity, any decisions made on their behalf must:
- Be in their **best interests**, and
- Be the **least restrictive option** available.

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.

Recognising Abuse and Neglect:

Types of abuse may include:

- Physical abuse
- Emotional/psychological abuse
- Sexual abuse
- Financial or material abuse
- Neglect and acts of omission
- Discriminatory abuse
- Organisational abuse
- Domestic abuse
- Modern slavery
- Self-neglect

Possible signs of abuse may include:

- Unexplained injuries or changes in behaviour
- Fearfulness, withdrawal, or anxiety
- Poor hygiene, malnutrition, or untreated medical issues
- Missing money or sudden financial changes
- Reluctance to speak openly or presence of controlling individuals
- Deterioration in physical or mental health

Staff should not rely on a single indicator and must consider the overall context.

Responding to a Concern

Step One: *Keeping the service user safe*

The first priority must be to keep the individual service user 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 PRACTICABLE

Gather information from:

- The service user 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
- Consider whether the individual has capacity to understand and make decisions about the concern raised, in line with the Mental Capacity Act 2005

Complete the appropriate Clear Care 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 service user
- 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 service users/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 Clear Care 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
- Do not assume lack of capacity; capacity must be assessed as decision-specific

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.

Coventry Clients manager to call –

Adult Social Care Telephone: 02476 833 003

Email: ascdirect@coventry.gov.uk

Emergency Out of Hours Duty Team 02476 832 222

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

Coventry Safeguarding Adults Board

<https://www.coventry.gov.uk/coventry-safeguarding-adults-board>

Safeguarding referrals should follow usual referral routes and contact made with the relevant team for follow up.

Front door team: ASCDirect@coventry.gov.uk / 024 7683 3003

Emergency out of hours duty team: 024 7683 2222

If you experience difficulty in getting hold of the correct person or in gaining a response or update, please contact

SafeguardingAdultsTeam@coventry.gov.uk

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 412 080.

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

Reporting abuse of an adult Staffordshire.

If you think someone who has care and support needs is being abused or you think their safety is at risk, then it is important to report your concerns to by calling the number below.

You must never assume that somebody else will recognise and report what you have seen or heard.

Where a crime has been committed or if you are worried about someone's immediate safety, contact the police by dialling 999.

To report concerns about an adult please contact:

Phone: 03456 042 719

Monday - Friday* 9am - 5pm

*Excludes Bank Holidays

A trained member of staff will be available between 9am - 5pm, Monday-Friday (excluding Bank Holidays).

This number is to refer concerns about abuse of an adult. If you have other welfare, concerns for an adult please contact
Staffordshire Cares Out of hours

If you have a concern about the safety of a vulnerable adult and need to report it overnight, over a weekend or on a Bank Holiday, contact the

Emergency Duty Service:

Phone: 0345 604 2886

Fax: 01785 277321

Text: 07815 492613

For further guidance on reporting abuse of an adult, please see the Staffordshire and Stoke on Trent Partnership Adult Safeguarding Board website.

<https://www.ssaspb.org.uk/Home.aspx>

Staffordshire Childrens Advice and Support Service

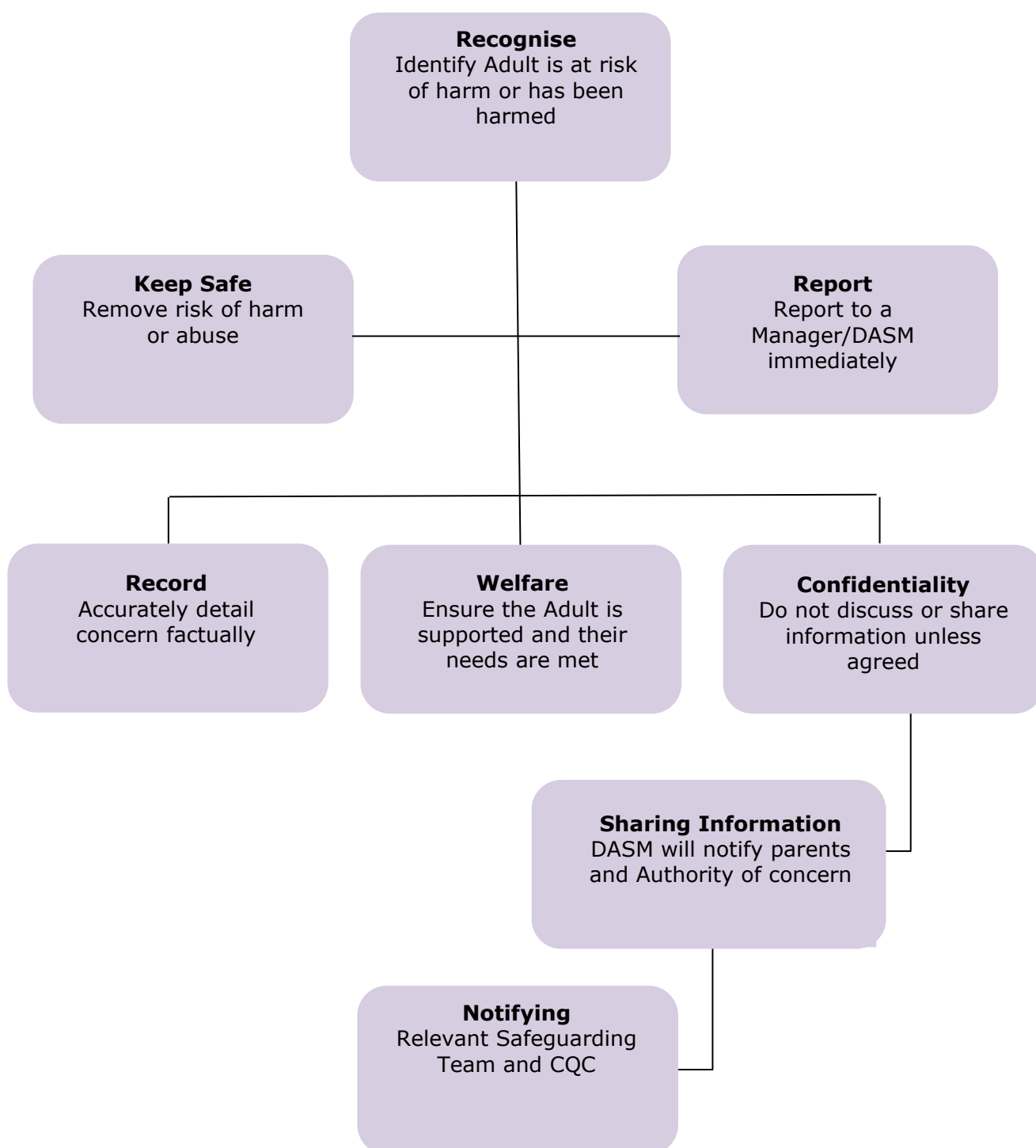
Are a countywide telephone enquiry service for all children who:

- Live in Staffordshire
- Are aged from pre-birth to 18 years old
- Do not currently have an allocated worker
- Do you have a serious concern about the safety of a child or young person up to the age of 18?
- Do you think a child or young person is being harmed or is at risk of being harmed?
- Are you worried that a child is living in circumstances where they are treated badly and not cared for properly?

If you have answered yes to any of these questions and you do not believe that the child or young person is being supported by an allocated worker, please contact the Staffordshire Childrens Advice & Support Service immediately.

<https://www.staffordshireconnects.info/kb5/staffordshire/directory/service.page?id=DUgoDLkEcPU>

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)** and **Safeguarding Leads** in place at SENAD Community Coventry:

SCC Registered Manager	Michelle Gould
SCC Deputy Manager	Stacey Flemming/Jack Aitken Browning
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

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.

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]
- Privacy Policy [517]
- Adult Complaints Policy [519]
- Allegations against Staff [418]
- Tackling Extremism and Radicalisation Policy [507]
- DOLS (for adults) 621
- Safe Handling of Medication (Policy 306, 217 and appendices)
- Handling of Clients Monies/Funds (Policy 606 and 511)
- Risk Assessments (Policy 217 and forms also)
- Complaint Processes (519)
- Significant Harm Policy (524)
- GDPR Policies (Section 9 of policies)
- Intimate and Personal Care (610)
- Consent (508A)
- Self-Harm and prevention of suicide (308)
- Social Media Policy (421)

West Midlands Safeguarding Adults Threshold Guidance
West Midlands Adults Safeguarding Multi agency Policy and procedures