

## HINCKLEY HOMELESS GROUP

### LAWRENCE HOUSE SUPPORTED ACCOMMODATION

#### Safeguarding Adults Procedures and Guidance

If there is some suspicion, concern, or need for advice or information, contact the Project Manager or a member of the Management Committee. The decision to refer or not will remain with the individual staff member.

The Project Manager or member of the Management Committee should document clearly how this decision was reached, who was consulted in making this decision, and what steps have been taken to ensure any risks have been minimised and any support that has been offered to the alleged victim/s as necessary.

However, if the person with whom you have consulted has grave concerns and understands that you may not intend to refer on, they may act on the information that has been supplied.

Staff must record details: of the decision whether to refer, including how this was reached. If no referral was made, also record what actions were taken to ensure minimisation of risk and support for those involved. Consent of the alleged victim to refer, and any wishes or feelings they may have expressed regarding how they wish the process to proceed following the referral. If this information is not available, it must be made clear why this is the case.

A report of the incident should be made on Hinckley Homeless Group's Safeguarding Adults Incident report form.

HHG act as both alerters (people who work with vulnerable adults who are likely to spot abuse and report it on) and Referrers (those designated as having responsibility for referring cases on). It is not the role of HHG to investigate allegations of abuse, as this is the responsibility of statutory Social Services.

A referral should be made straight away to the Adult Duty Team

REMEMBER CONFIDENTIALITY.

Contacts are:

In office hours: **Adult Services Duty Access Team 0116 305 0004**

Out of hours: **Emergency Duty Team Adult Services 0116 2551606**

Police: **101 or Emergency 999**

Leicestershire Police also have a Comprehensive Referral desk:

**Email: [adult.referralteam@leicestershire.pnn.police.uk](mailto:adult.referralteam@leicestershire.pnn.police.uk)**

**Telephone: 0116 248 5311**

**Fax: 0116 248 5168**

'Switchboard: **0116 222 2222 Ext No: 5311**

Note:

Adult Social Care Services will normally be the appropriate agency to receive referrals.

- If the alleged victim is allocated to a specialist team, the referral should be made to this team;
- If no specialist team is allocated, or the specialist team cannot be contacted promptly, the referral should be made to the Adult Access Team covering the area where the abuse is alleged to have occurred;
- In situations primarily involving an allegation of criminal behaviour, a referral should be made to both the police and adult social care services.

Below is a list of notes to help with completing the incident report form:

- Details of the person raising the alert;
- Reason for concern;
- Date / time / location of any incident;
- Objective, professional description of any act witnessed or detailed by alleged victim;
- Details of any possible witnesses;
- Details of any possible evidence - written records should be stored securely;
- A written record should be made of any answer phone messages;
- Details of any possible injuries.
- Alleged Perpetrator – Name, Address, Gender, relationship to alleged victim;
- What contact they may have with alleged victim and / or others.
- If the alleged perpetrator is a member of staff, what actions have been taken prior to referral, e.g.; suspension?
- Referral by a third party.

The staff member making the referral should share information about their organisation, role and contact details. They should **record details of the worker and department receiving the referral and any action agreed between the referrer and the referral-taker, including arrangements for any feedback.**

[The following notes will help when responding to the vulnerable adult](#)

### **DO**

- Listen carefully and record what you are being told.
- Make the situation safe.
- Contact emergency services if necessary.
- Observe confidentiality but explain who you have to tell and why.
- Reassure the individual.
- Remember the abuser is responsible.
- Be sympathetic.
- Report to your manager even if the alleged victim asks you not to.
- Keep calm.

- Treat any allegation seriously.
- Record all details professionally and objectively using the alleged victim's own words.
- Use the Whistle Blowing procedure if appropriate.
- Keep the alleged victim and perpetrator separate.
- Keep the victim informed of what is happening.
- Ask the victim who they would like to support them / arrange for any support.

### **DO NOT**

- Do not agree to keep secrets.
- Do not make promises you cannot keep.
- Do not interrogate the person or ask leading questions – obtain the facts, which should be observable and **not include speculation, interpretations or recommendations.**
- Do not doubt what is being said – it has probably taken a great deal of courage to speak out.
- Do not make the person feel like they may be responsible / to blame with inappropriate verbal and non-verbal responses.
- Do not panic – listen to the person, then contact the designated person.
- Do not make an individual decision not to refer.
- Do not challenge the alleged abuser.
- Do not try to investigate.
- Do not leave the details of the concern / allegation on an answer phone.
- Do not apportion blame.

### Good practice when working with vulnerable adult

### **DO**

- Treat everyone with respect.
- Provide an example you wish others to follow.
- Ensure that the ratio of qualified / experienced workers to clients is appropriate to the activity.
- Respect a person's right to personal privacy.
- Have appropriate sleeping accommodation for clients.
- Provide opportunities for people to talk to others about any concerns they may have.
- Encourage people to feel comfortable and caring enough to point out attitudes and behaviour they find unacceptable.
- Remember somebody else might misinterpret your actions, no matter how well intended.
- Recognise that caution is required even in sensitive moments of contact with people.

### **DO NOT**

- Do not permit abusive peer activities (e.g. homophobia, racism or bullying).
- Do not engage in any inappropriate physical or verbal contact.
- Do not make derogatory or suggestive remarks or gestures.
- Do not jump to conclusions about others without checking the facts.
- Do not exaggerate or trivialise safeguarding issues.

- Do not allow yourself to be drawn into any inappropriate attention seeking behaviour such as crushes.
- Do not show favouritism to any individual.
- Do not rely on just your good name to protect you.
- Do not believe that “it could never happen to me.”
- Do not take a chance.

Staff should refer to the “No Secrets” Leicester, Leicestershire & Rutland Safeguarding Adults: Multi-Agency Policy & Procedures for further information.

### Worker awareness and training

People have a responsibility to be vigilant and sensitive and to prioritise the protection of young people.

All staff and volunteers working with Hinckley Homeless Group must be aware of this policy and the procedures that ensure protection from abuse.

Initially, this will be undertaken during induction training.

People are to:

- Maintain their awareness of abuse issues.
- Ensure that appropriate concerns and challenges are made in accordance with Hinckley Homeless Group’s stated procedures.

Hinckley Homeless Group will support people in all safeguarding adults issues with information, guidance, supervision, line management, training (or the support of relevant training opportunities) and via the Project Manager.

### Recruitment of employees and volunteers to Hinckley Homeless Group

People will be recruited under the guidance of the Equality and Diversity Policy and best recruitment practices.

In order to ensure the health, welfare and safety of vulnerable adults and young people, employees and volunteers must be suitable and competent to do the job.

Competence may be a pre-requisite for the position and evidence of relevant experience, training and / or qualifications will be required. If not a pre-requisite, competence may be gained by relevant training.

Suitability checks will be made on applicants who apply to work with, and who will have regular access to, vulnerable adults and young people through Hinckley Homeless Group’s activities.

The checks for suitability will follow good recruitment practice and entail the completion of an application form, matching the applicant to the job and person specification and a declaration from the applicant regarding any criminal record. Upon the offer of employment, we will take up two references, receive the required

number of approved forms of identification and complete an enhanced disclosure check from the Disclosure and Barring Service.

At the start of employment with Hinckley Homeless Group a probationary period will be identified.

### What is abuse?

Abuse is a violation of an individual's human and civil rights by any other person or persons.

Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. (No Secrets DoH 2000).

Abuse may be perpetrated as the result of a deliberate intent, negligence or well meaning ignorance.

### Signs of abuse

Below are a number of signs of abuse. However, they are only indications that abuse might have taken place. Most symptoms can have many reasonable explanations to account for them. However, if you do suspect abuse, you must act.

#### NEGLECT AND/OR ACTS OF OMISSION

##### **Physical Indicators**

Loss of weight  
Unattended medical needs  
Persistent hunger  
Self inflicted wounds  
Inappropriate clothing

##### **Behavioural Indicators**

Tired or listless  
Changes in behaviour  
Frequently absent or late  
Poor concentration

#### PHYSICAL ABUSE

##### **Physical Indicators**

Unexplained bruises  
(in various stages of healing)  
Welts, human bite marks  
Unexplained burns  
Unexplained fractures  
Lacerations or abrasions

##### **Behavioural Indicators**

Changes in behaviour  
Aggressive  
Mood swings  
A "don't care" attitude  
Complaining of soreness  
Fear of one particular person

#### SEXUAL ABUSE

##### **Physical Indicators**

Have soreness or bleeding  
in throat, anal or genital region  
Frequent urine infections

##### **Behavioural Indicators**

Continual Masturbation  
Aggressive and inappropriate sex  
play

Stomach pains for no medical reason  
Pregnancy

Withdrawal  
Isolated  
Poor eating, nightmares

## PSYCHOLOGICAL ABUSE

### **Physical Indicators**

Failure to thrive  
Erratic weight and patterns  
Psychosomatic illness

### **Behavioural Indicators**

Lagging Development  
Over reaction to mistakes  
Extremes of passivity and aggression  
Few friends  
Appears depressed  
Seems out of control

## FINANCIAL OR MATERIAL ABUSE

### **Indicators**

Theft  
Fraud  
Exploitation  
Pressure in connection with wills, property or inheritance or financial transactions  
Misuse or misappropriation of property, possessions, or benefits.

## DISCRIMINATORY ABUSE

### **Indicators**

Racist, sexist and abuse based on a person's disability.  
Other forms of harassment, slurs, or similar treatment.

## INSTITUTIONAL ABUSE

### **Indicators**

Institutional abuse is the mistreatment of people brought about by poor or inadequate care or support or systematic poor practice that affects the whole care setting.

ALL INFORMATION MUST REMAIN CONFIDENTIAL and the Confidentiality Policy adhered to.