



Safeguarding Adults*Policy

Please note this Policy has been reviewed using the 4 Local Safeguarding Adults Board Organisational Safeguarding Self Audit Tool in February 2019 and was approved by Southampton's LSAB in April 2016.

'Adult Safeguarding' is working with adults with care and support needs to keep them safe from abuse or neglect. The Care Act requires agencies to use the term 'adult at risk' to replace the previously used 'vulnerable adult'. This is because the term 'vulnerable adult' may wrongly imply that some of the fault for the abuse lies with the victim of abuse.

*Please note in this Policy we will use the term adults when referring to adults who have needs for care and support.

1. Yellow Door (YD) has an organisational culture that priorities safeguarding.

Policy Statement

Who are adults who have needs for care and support?

According to the Care Act, an adult may be considered to be 'at risk' if:

1. He or she has needs for care and support (whether or not the authority is meeting any of those needs),
2. Is experiencing, or is at risk of, abuse or neglect, and
3. As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

The safeguarding duties apply to an adult (whether or not the local authority is meeting any of those needs) and; is experiencing, or at risk of, abuse or neglect; and as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect. (Care Act, 2014)

The Care Act Code of Practice outlines categories of abuse more widely and now includes physical abuse, domestic violence, sexual abuse, psychological abuse, financial or material abuse, modern slavery, radicalisation, discriminatory abuse, organisation (previously institutional) abuse, neglect and act of omission and severe self neglect.

What does safeguarding mean?

'Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances. 'Care Act 2014, Chapter 14.

Whose responsibility is safeguarding?

Any person working for YD in a paid or voluntary capacity regardless of their role are required to be pro-active about safeguarding within the scope of their roles and take responsibility for the safeguarding of adults within the terms of this policy. We believe at YD that safeguarding is every body's business.

The CEO takes lead responsibility for Safeguarding and is part of the Safeguarding Action Team (SAT).

Underpinning principles:

Title: SAT Safeguarding Adults*
Path:

Created: June 2009
Reviewed: February 2019



- YD endeavors to foster a culture of openness and integrity amongst workers and provide good support where any concerns can be aired and taken seriously.
- Whilst YD maintains confidentiality and respects client wishes regarding the sharing of information as far as is possible, these factors must always be balanced with wider safeguarding obligations.
- YD is committed to working in partnership with other relevant agencies involved in safeguarding adults who have needs for care and support and to providing relevant information where possible and appropriate.
- Where YD makes a decision that information should be disclosed to the appropriate authorities, consideration should be given to whether it is more appropriate to support a client to themselves refer these concerns to appropriate authorities or for YD to disclose such information on their behalf. If YD discloses information, consent for this will be sought if possible and appropriate but should not be considered necessary if safeguarding obligations take precedence.

Feedback and Complaints Procedures

The Feedback & Complaints Policy is made accessible to clients at their first session at YD via the Agreement Form; a signed copy is given to the client. The Agreement details how clients can give feedback/ make a complaint, how clients can access the forms and request an alternative format if needed.

2. Addressing concerns

In any situation where there is an immediate risk of serious harm, Safeguarding Risk Assessment Procedures must be followed.

In any situation where a YD worker becomes aware of a risk to an adult they should respond calmly and in such a way that provides as much reassurance to the person as possible. It should be made clear that confidentiality cannot be guaranteed and that their concerns will need to be discussed with appropriate others. They should then discuss their concerns at the earliest available opportunity with a member of the Safeguarding Action Team (SAT). This team consists of:

CEO (Lead Safeguarding Responsibility)
Service Managers
ISVA Co-ordinator
Adult Therapeutic Services Co-ordinator
Children & Young People's Therapeutic Services Co-ordinator
Diversity & Inclusion Co-ordinator
Family Therapy Coordinator
Trustee

It will then be the responsibility of the SAT member to assess the risk with regard to information received and give appropriate guidance to the worker who has brought the concern. If the SAT member assesses the risk as significant, they should liaise with at least one other member of the SAT in order to take a collaborative approach to decision making in accordance with **Safeguarding & Risk Assessment Procedures**.

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The Lead Practitioner will:

- complete the section on resulting actions and monitoring procedures ensure that the reason for the concern, the detail of the risk assessment undertaken and any plans made as a result are carefully recorded using the system outlined in the Safeguarding Risk Assessment Procedures with support from SAT.
- ensure that this written record is stored securely alongside other confidential information.
- use existing structures (i.e. line management meetings, group and individual supervision, SAT meetings as appropriate) to review any ongoing areas of concern.

A decision to refer a concern to either Social Services or the Police should be taken wherever possible by at least one and preferably two of the SAT (unless urgent circumstances demand otherwise). Any such referral will be allocated to the most appropriate staff member and recorded using the system outlined above.

Please see the Safeguarding & Risk Assessment Procedures for how to contact the local Safeguarding Teams.

Any concern or allegation about a worker at YD must be taken seriously and acted upon. Please refer to the Duty to Act (Whistle blowing) POLICY AND PROCEDURE. Such concerns and actions should be recorded using the system above but will be filed separately to client files. Any such concerns must be reported to the Chair of the YD Board of trustees as soon as is possible, but within 24 hours, who will take a decision in consultation with another trustee how it will be managed internally following HR Policy. When required a referral must be made to the Local Authority Designated Officer (LADO) for guidance, a report to the Police and consider which cases are reported to the Charity Commission. The Trustees will ensure that the worker who shares the concern or makes the allegation is adequately supported by a member of YD Management Team, by a clinical Supervisor or an independent person acting on behalf of YD. Please refer to the Duty to Act Policy.

3. Provide a Safe and Trusted Environment.

Service delivery and YD workers

Work with any service user can only take place when another responsible adult is present in the building. There should be no close physical contact between any YD staff/volunteer/visitor and any service user. Any physical intervention by a worker should only take place to protect somebody from harm and involve the minimum contact necessary. Please refer to the Safeguarding & Risk Assessment Procedure. The details of any such circumstance should be carefully recorded.

All workers who have direct contact with adults:

- All applicants for paid employment at YD will be required to give full details of their working history including any reasons for gaps in employment.
- Complete a form declaring any previous court convictions.
- Have appropriate DBS check undertaken and updated every 3 years. YD is diligent in ensuring that no one is appointed who is disqualified as a trustee or to a senior manager position (at chief executive or finance director level) and the register of declarations is updated annually.
- Provide identification and evidence of relevant qualifications.
- Provide two references asking specifically about their suitability to work with vulnerable people.



- Receive this policy and other associated policies and provide written confirmation that they have read and agreed to abide by the policies and procedures of the organisation.
- Successfully complete a pre-determined probationary period which may be extended at the discretion of the service.
- Undertake Training in Safeguarding Adults who have needs for care and support.
- Have access to appropriate levels of supervision, training and other learning opportunities to develop their awareness of working with adults who have needs for care and support
- Receive information and guidance on issues relating to adults in relation to their work for Yellow Door including being made aware of the Local Safeguarding Adults who have needs for care and support guidance available on the internet at <http://www.southampton.gov.uk/health-social-care/contact-social-care/safeguarding-adults-board.aspx> with reference to the documents section and in particular the guidance available about the voluntary sector. We also promote the wellbeing of adults, ensuring that safeguarding activities are of a high quality and in line with the Care Act 2014.

Expectations of workers include that they:

- Remain sensitive to the possibility of abuse and neglect
- Maintain appropriate professional boundaries (see Guidelines for YD services) and avoid behaviour which might be misinterpreted by others.
- Report and record any concerning behavior from an adult towards a worker or vice versa.
- Remain conscious that their behaviour / actions outside of the workplace could indicate an unsuitability to work with adults who have needs for care and support and lead to action being taken to safeguard service users.
- Do not share any personal information with a client and should not request, or respond to, any personal information from the client, other than that which might be appropriate as part of their professional role.

Cameras, mobile phones and other recording devices.

- Because many mobile phones have inbuilt cameras or recording devices which could inadvertently be on, members of groups will be asked to switch off mobile phones during sessions.
- Workers must not take cameras, mobile phones or any other recording devices into client sessions or make use of them during any contact with clients other than for the purpose of recording material as part of YD work with clients. Any photographing or filming during sessions should not be of clients themselves but of the work they have created during the therapy. All such photographs or film will be stored on the internal server which is password protected and will only be put into the public domain if written consent is gained from the people whose work was filmed.

Related Policies:

Duty to Act Whistle blowing Policy and Procedure
Safeguarding & Risk Assessment Procedure
Safeguarding Children & Young People Policy
YD Client Services Guidelines
YD Services Guidelines – Working with Suicidal Thoughts
Helpline and Therapeutic Services Minimum Standards
Equalities Statement
Health & Safety Policy



Preventing and
Responding to
Domestic and
Sexual Abuse

Data Protection Policy
Recruitment Policy
Staff Handbook

This policy is made available within each YD office in the Policies Folder, is displayed on public notice-boards at YD premises and on the Yellow Door website. If an alternative format is required please contact YD Offices.