



ADULT SAFEGUARDING POLICY

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1.0 Introduction

This policy details the standards and processes in place in Brynawel House Alcohol and Drug Rehabilitation Centre Ltd to safeguard the safety, needs and interests of service users who may be deemed to be vulnerable and/or at risk.

1.1 Adult at Risk – Definition

An 'adult at risk' is a person aged 18 years or older who:

- (a) is experiencing or is at risk of abuse or neglect,
- (b) has needs for care and support (whether the Local Authority is meeting any of those needs), and
- (c) because of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

1.2 Immediate Adult Protection Concerns

If you believe that the 'adult at risk' is in danger or at risk of immediate harm, please ring the Police on 999.

2.0 Policy statement

2.1 Brynawel House Alcohol and Drug Rehabilitation Centre Ltd works with people who may be vulnerable and at risk due to age, illness or disability. We will always endeavour to provide services and activities which minimise risk and are as safe as we can make them.

We aim to protect our service users from harm or maltreatment, provide timely, safe and efficient care and

We will work in partnership with other local and national agencies to put in place appropriate procedures for reporting, making referrals, accessing training and specialist support, as and when required.

3.0 Safeguarding Officer

3.1 Brynawel House Alcohol and Drug Rehabilitation Centre Ltd expects all responsible adults in our organisation to share concerns with the Designated Lead for Adult Safeguarding, either directly or through their Line Manager, when there are concerns about the welfare of any adult at risk.

3.2 The Designated Safeguarding Lead is the Chief Executive Officer, supported by the Registered Manager as deputy, who will be available to all staff, volunteers, and service users to speak to when they have any concerns, issues or complaints regarding the safety, well-being or conduct of service users, volunteers and staff.

3.3 The Chief Executive Officer and Registered Manager will have access to appropriate training to support them in these roles. They will liaise with appropriate local and national agencies, contribute to appropriate policies, maintain records and keep confidentiality,

adhere to and promote this policy within the organisation, and support or provide access to support for individuals suffering harm or abuse.

4.0 Recognising Abuse

4.1 The Social Services and Wellbeing (Wales) Act 2014 outlines how abuse may take many forms and how individual circumstances should be considered. Exploitation is a particular theme in the following list of abuse:

- Financial abuse such as harming, depriving or disadvantaging someone. This form of abuse includes stealing someone's money or spending it on the wrong things, putting pressure on someone to make changes to their will or spend their money against their wishes, fraud or exploitation, pressure in connection with property, inheritance, misuse of property, possessions or benefits. Someone taking or misusing someone else's money or belongings for their own gain.
- Neglect such as ignoring medical or physical care needs, preventing access to health, social care or educational services, not caring for someone properly, not providing adequate food, putting them at risk
- Any of these forms of abuse can be either deliberate or be the result of ignorance, or lack of training, knowledge or understanding. It is often the case that a person is being abused in more than one way.
- Physical abuse such as hitting, pushing, pinching, shaking, misusing medication, scalding, hair pulling
- Sexual abuse such as forcing someone into unwanted sexual activity, being touched inappropriately, rape, sexual assault, or sexual acts to which the vulnerable adult has not or could not have consented, or to which they were pressurised into consenting
- Racist or/and psychological and/or emotional abuse such as intimidation, being threatened, being ignored on purpose, humiliation, blaming, controlling, coercion, harassment, verbal abuse, being prevented from friends or family visiting or being prevented from receiving services or support.

4.2 Significant harm

Significant harm is the accepted point at which it is appropriate to refer the situation to statutory agencies. The harm may take place over several incidents or might be a single, serious incident. It is better to seek advice than to do nothing. It is not the role of anyone in your organisation to determine whether abuse has taken place, simply to report it to the statutory agencies, whose duty it is to investigate.

5.0 Communicating concerns

5.1 Information and wider reading can be obtained via <http://www.cwmtafsafeguarding.org/>

5.2 Telephone guidance can be obtained initially by contacting the Cwm Taf Morgannwg Multi agency Safeguarding Hub (MASH) **Contact Details: MASH 01443 742949**

5.3 Local process for reporting safeguarding concerns is detailed in the Guide to completing your Multi Agency Suspected Adult at Risk Report Form (Appendix 1). An A1 form should be submitted to the MASH team as per the instructions in appendix 1.

5.4 Where there is risk of significant harm to our service users, volunteers or staff, the Safeguarding Officer and deputy are empowered to act accordingly.

- To log all conversations regarding the issue

- To sign and request signatures on reports and statements
- Confidentially seek advice from expert sources
- Share concerns (with consent where required and appropriate) internally with senior staff / Chair of the Board
- Share concerns and make referrals to external agencies such as Social Services, the Police or NSPCC as appropriate to the circumstances
- Make a referral to the Disclosure and Barring Service regarding staff or volunteers in regulated activity whose conduct is harmful to service users and when they are removed from regulated activity
- Any safeguarding incident is to be reported to CIW via the CIW on line portal
- A regulation 26 notification also needs to be made to Care Inspectorate Wales if the safeguarding concerns relates to:
 - serious injury sustained by a service user in the agency premises or while a domiciliary care worker is attending on the service user for the purposes of the provision of personal care
 - an incident which has occurred in the agency premises and has been reported to, or is, or has been investigated by the police
 - an incident which has occurred while a domiciliary care worker was attending to the service user for the purposes of the provision of personal care and which has been reported to, or is or has been investigated by, the police
 - an allegation of misconduct by the registered person or any person who works for the purposes of the agency

6.0 Information sharing

6.1 Any personal information they may learn about service users in the course of their work should not be discussed outside the organisation.

Example: All reports and logs (including personnel records) will be kept securely and confidentially according to our data protection policy and confidentiality statement, or in line with DBS Code of Practice if appropriate, until or unless it is necessary to share this material with the agencies named above. Information will be shared on a “need-to-know” basis only.

7.0 Safer recruitment

7.1 Brynawel House Alcohol and Drug Rehabilitation Centre Ltd will recruit staff and volunteers using appropriate procedures, safeguards, and checks.

7.2 We will take up references for all posts and volunteer roles prior to appointment. We will use Disclosure & Barring Service (DBS) checks to help us to assess suitability and where there is eligibility to do so by determining which roles are in regulated activity and therefore subject to a barring list check and those roles eligible for enhanced DBS checks only. We will assess any criminal record information that is disclosed in line with our data protection and equalities policies.

7.3 We will provide an induction programme for all new volunteers and staff, appropriate training to enable all personnel to undertake their roles safely and confidently, and ongoing training as benefits the personal and professional development of individuals and of our organisation.

In line with Care Inspectorate Wales recommendations, Brynawel House Alcohol and Drug Rehabilitation Centre Ltd has a clear induction and training strategy detailing clear job descriptions and responsibilities and all relevant policies and procedures.

7.4 All new staff sign to record they have received, understand, and comply with the Employment Handbook as well as and all policies and procedures. All staff with direct contact with adults at risk, will attend Cwm Taf Morgannwg Level 2 Safeguarding training within 3 months of appointment, Managers are also expected to attend within a six-month period, both Level 2 and Level 3 Safeguarding training. Training will be revisited for all staff on a three yearly basis or when the need arises.

7.5 We will regularly review our recruitment procedures in response to changes in legislation and systems external to our organisation e.g. DBS and barring list checks

8.0 Volunteers

8.1 It is important that all volunteers are treated fairly, are given clear expectations of their role within the organisation and are supported to fulfil that role. All volunteer roles will be supported by the Volunteer Co-ordinator.

8.2 Volunteers will be treated equally alongside any paid staff, and all volunteers will be offered the same opportunities for advancement, responsibility, training and gaining qualifications and acknowledgement for their contribution to our organisation. In turn, our volunteers will always adhere to the Code of Conduct as a representative of our organisation.

8.3 Any volunteer roles, which would be regulated activity if unsupervised, will be appropriately supervised in accordance with statutory guidance. This will include a Disclosure and Barring Check.

Appendix 1

Cwm Taf Morgannwg Safeguarding Board: A guide to completing your Multi Agency Suspected Adult at Risk Report Form (A1)

Cwm Taf Morgannwg Safeguarding Board

Author: CTMSB Protocol and Procedures Group

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Introduction

Adult at Risk – Definition

An 'adult at risk' is a person aged 18 years or older who:

- (a) is experiencing or is at risk of abuse or neglect,
- (b) has needs for care and support (whether or not the Local Authority is meeting any of those needs), and
- (c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

Immediate Adult Protection Concerns

If you believe that the 'adult at risk' is in danger or at risk of immediate harm, please ring the Police on 999.

What is the Multi Agency Safeguarding Hub (MASH)?

The Cwm Taf Multi Agency Safeguarding Hub consists of the following statutory partners:

Merthyr Tydfil County Borough Council,
Rhondda Cynon Taf County Borough Council,

South Wales Police,
Cwm Taf Morgannwg University Health Board, National Probation Service,
Community Rehabilitation Company

All partners will work together to provide the highest level of knowledge and analysis to make sure that all safeguarding activity and intervention is timely, proportionate and necessary.

Before you start

It is essential that you read this guide as it gives you information to help you fill in your Suspected Adult at Risk A1 form.

The A1 form is split into 8 sections. The guide gives instructions on how to fill it in and provides extra information on each section. If you need more help or advice, please phone the Cwm Taf MASH single telephone number for professionals on 01443 743730.

Please read the below information and guidelines from the 2019 Wales Adult Protection Procedures.

- ALL staff should understand the nature of abuse, how people might be at risk of harm and work to prevent it
- When responding to suspected adult at risk reports, the concerns raised must be believed/accepted without judgement
- Staff have a duty to report any concerns they have about the potential abuse of an adult at risk.
- Careful consideration and respect of adults at risk wishes and preferences are essential to the adult protection process
- Adults at risk have the right to be supported and empowered when adult protection procedures are used and to have an independent advocate if they wish. For people assessed as lacking capacity to make decisions about how they could be protected, an Independent Mental Capacity Advocate (IMCA) must be considered and may be appointed
- Adults at risk with capacity to understand abuse and risk of abuse have the right to refuse intervention even if this leaves them at risk of significant harm, but those working in adult protection may need to act to protect other adults at risk from the same abuser
- Adults at risk are entitled to the protection of the law and full access to all parts of the criminal justice system, in the same way as any other citizen
- Adults at risk who are allegedly victims of abuse should have the highest priority for protection, assessment and support
- Adults at risk have the right to full and timely information about their rights, services, what is being done on their behalf and why.
- Carers have the right to have their needs taken into account
- Alleged perpetrators, including those who are carers, must have their rights taken into consideration
- Alleged perpetrators who are also adults at risk have the right to be supported and to have an independent advocate if they wish
- Staff, managers and professionals in all agencies must work actively and proactively with each other, with other agencies and with the adults at risk and their family or carers to ensure protection and prevention
- Each agency must make a commitment to work actively to ensure the Wales Adult Protection Policy and Procedures are integral to working practices and staff training.
- The 2019 Wales Adult Protection Procedures outline the Duty to Report, with explanation of duty and expectations following a referral.

Making the Suspected Adult at Risk Report

Suspected Adults at Risk reports should be made to the MASH immediately once a concern about an adult at risk becomes apparent, and certainly **within 24 hours**.

Outside office hours, suspected adult at risk reports should be made to the social services emergency duty service or the police.

All telephone suspected adult at risk reports made in person should be confirmed in

writing within 24 hours on the A1 form. The A1 form should contain as much information as possible.

On receipt of the suspected adult at risk report, information will be shared lawfully with other agencies on a 'need to know' basis. Explain this to the adult at risk and, where possible, they should be told what information will be shared.

If the abuse amounts to a criminal offence, the police should be contacted and any evidence preserved. Note what the adult at risk tells you using their exact words. Avoid leading and intrusive questions. Do not confront the alleged abuser yourself.

What happens next?

The Multi Agency Safeguarding Hub (MASH) is composed of staff from Police, Health, Probation, and Social Services whose collective information will help inform the most appropriate response to the suspected adult at risk report.

The individual employee / professional completing the suspected adult at risk report may be asked to do some or all of the following tasks, and should be prepared and willing to do them:

- Contribute to a strategy discussion or strategy meeting
- Provide a written report for the adult protection meeting
- Assist with any adult protection enquiries
- Attend an adult protection conference

It is the responsibility of individual employees and professionals to ensure that their adult protection concerns are taken seriously and followed through. Each individual employee and professional is accountable for his or her own role in the adult protection process, and if an individual employee or professional remains concerned about an adult at risk they should re-refer the adult and / or bring the matter to the immediate attention of the senior safeguarding manager.

How to complete the A1 Form

The A1 form must be completed electronically.

If this is a professional concern please give the details (state whether the person of concern works or volunteers to work with children or adults at risk and give full details).

Date alert / concern raised: Please enter the date the concern was first raised

Date of incident(s): Please enter the date of the incident / dates of each incident / or between dates if specific date is not known.

Date received by MASH. This is for the lead MASH Safeguarding Officer Social Services to complete.

Section 1 : Details of Adult at Risk

Professionals making suspected adult at risk reports cannot choose to remain anonymous, though members of the public including volunteers may, if they wish.

- Complete any client or patient identification number relevant to the adult at risk
- Give surname, first names (in full)
- Give the date of birth (dd/mm/yyyy)
- Give the age of the adult
- Identify if adult at risk is M for male, F for female, Transgender, or Other (please state) or if preferring not to say, by ticking appropriate box
- Provide the address where the adult at risk normally resides.
- Provide the address that the adult at risk is currently residing at.
If there is more than one address known for the adult at risk then please give full details in Section 8 - Additional Information.

White

British English Scottish Welsh Irish Cornish

Give telephone number / mobile numbers for the adult at risk and email address
Ethnicity – please use the following codes:

1 2 3 4 5 6

Other (please state): 7

Mixed

White and Black Caribbean 8 White and Black African 9 White and Asian 10 Other (please state): 11

Indian 12 Pakistani 13 Bangladeshi 14 Chinese 15 Other (please state): 16

Caribbean 17 African 18 Other (please state): 19

Other Ethnic Group

Gypsy / Romany / Irish 20 Traveller
Other (please state): 21

Prefer not to say 22

• Interpreter Required?

Please tick 'yes' or 'no' as to whether an interpreter will be required to communicate with the adult at risk. It is important to ask the adult at risk which is their preferred language so that a suitably qualified interpreter can be identified.

- **GP's Name, Telephone Number and Surgery Address?**

Please enter the adult at risk' GP details including telephone number and full postal address.

- **Why is the person an 'adult at risk' at the time of the incident?**

Please refer to the above definition and give details.

- **Does the adult at risk have an illness / disability or specific needs?**

Please include details of any diagnosis or ongoing assessments.

- **Is the adult at risk subject to any legislative powers?**

If you are aware of any legislative powers such as Deprivation of Liberty (DoLS), Section under the Mental Health Act, Power of Attorney etc. then please give full details

- **Next of Kin**

Please identify the next of kin for the adult at risk and provide their full address and contact details.

- **Relationship**

Please explain the relationship between the next of kin to the adult of risk E.g. son, niece, friend

- **Are there any other persons at risk living at the property?**

Please identify any persons that you believe may be at risk. This includes children that may be resident in the property or visiting the property.

- **Please give details of any other professionals involved in their care**

If you are aware of any professionals that are currently involved in the care of the adult at risk, then please provide their full details including name and contact details, if known. These professionals could include Social Workers, Community Psychiatric Nurses, and Occupational Therapist etc.

- **What action has been taken to safeguard the adult at risk?**

Please specify what action has been taken to safeguard the adult at risk and indicate if there any outstanding risks.

Section 2 : Consent / Capacity of Adults at Risk

Adults at risk may have or may lack mental capacity to make specific decisions.

The Mental Capacity Act 2005 specifies that:

“A person lacks capacity in relation to a matter if at the material time he is unable to make a decision for himself in relation to the matter because of an impairment of, or a disturbance in the functioning of, the mind or brain”

A person is assumed to have capacity unless he/she is **assessed** as unable to do any one of the following:

- Understand the information relevant to the decision; or
- Retain that information; or
- Use or weigh that information as part of the process of making the decision; or
- Communicate their decision (whether by talking, using sign language **Please Note:**

It is important to share any recent capacity assessments with the MASH as this will form part of the initial evaluation and risk assessment.

Does the adult at risk have any difficulty in communicating?

Please provide a full explanation so that the MASH Adult Protection Officer may be aware whether aids or an intermediary will be required.

Is there any evidence to suggest that the adult at risk lacks mental capacity to consent to this suspected adult at risk report?

Please see the information box as a guide to considering capacity. If an adult at risk has capacity then they have the right to be consulted and their views taken into account.

Has the adult at risk consented to this suspected adult at risk report?

Adults at risk with capacity to understand abuse and risk of abuse have the right to refuse intervention even if this leaves them at risk of significant harm, but those working in adult protection may need to act to protect other adults at risk from the same abuser

Please give a full explanation if the adult at risk refuses consent.

If the adult at risk has capacity, do they consent to their information being shared with other agencies?

The MASH Adult Protection Officer are working in partnership with other statutory agencies within the Multi Agency Safeguarding Hub. Information may be shared with Police, Probation Services, Health, and Rhondda Cynon Taff and/or Merthyr Tydfil Local Authority in order to make an informed decision and identify the most appropriate professional to respond. Please indicate by ticking the appropriate box which agencies the adult at risk wish their information to be shared with.

What are the views and wishes of the adult at risk?

It is vitally important to speak to the adult at risk and ascertain what their views and wishes are in relation to your concern. It is important to document this conversation in order to ensure that their views and wishes are understood correctly throughout the process.

Is there an overriding public interest reason to share this concern without consent?

If the adult at risk seems able to make an informed decision and does not want action or intervention, their wishes should be respected unless:

- There is a statutory duty to intervene
- It is in the public interest to do so e.g. another person(s) are put at risk
- It is suspected that the adult at risk may be under the undue influence of someone else

Section 3 : About the alleged abuse

Type of alleged abuse:

Please indicate the type of alleged abuse that is causing concern by ticking the appropriate box

Please note the below guidance regarding all avoidable pressure damage:

There is an expectation that all avoidable pressure damage will be investigated to rule out neglect as a possible cause when we consider the person to be an adult at risk. As soon as pressure damage is identified immediate action should be taken to reduce the patient's risk of further damage and to optimise healing.

The all Wales algorithm for reporting and investigating pressure damage must be followed for all hospital and community acquired pressure damage.

If the pressure damage is hospital or community acquired, the person who has identified it must complete a Datix report as per policy. If there is uncertainty about when the pressure damage occurred, it may be deemed appropriate for the identifying nursing team or caring team that had previously been responsible for the person's care to carry out the investigation collaboratively. If the pressure damage is acquired in hospital the person in charge of the area must be alerted and they are responsible for completing the care metrics module to help guide the possibility of the need for a suspected adult at risk report. If unavoidable pressure damage is identified, a suspected adult at risk report should be raised and an A1 completed and sent to the Multi Agency Safe Guarding Hub for further investigation.

At what address did the abuse occur?

Please state the address where the abuse occurred and provide the full postal address if known.

Specify the exact location of the abuse?

The exact location of the abuse is required to inform any subsequent investigations e.g. adult at risk's bedroom, Ward 6 in RGH.

Is the abuse current or historical?

Please tick whether the abuse is current or historical.

Provide a full description of alleged abuse / injuries:

Please give a full account of the alleged abuse providing as much information as possible. If there is any evidence supporting the account e.g. CCTV, documentary evidence, then please give details and indicate who is in possession of these items.

If the adult at risk sustained any injuries, please give details and complete the associated body map to indicate where on the body the injuries are located. Please also indicate whether any photographs have been taken of the injuries. Photographs must only be taken from the adult of risk if consent has been obtained unless the person lacks the capacity to consent.

What steps have been taken to safeguard the adult at risk and by whom?

It is everyone's responsibility to know what services, advice and support are available locally to adults at risk and how to access help needed. If abuse is identified then please state fully what safeguards have been put in place to protect the adult at risk from risk of further abuse.

Are there any further risks?

There may be occasions when an adult at risk with capacity to understand abuse and risk of abuse declines preventative measures despite further risks being identified. Please give full details of any outstanding risks.

Section 4 : Details of suspected perpetrator(s)

Please make every effort to provide full details of the perpetrator to support the Adult Protection process and carry out all necessary checks.

- Give last name, first names (in full). If you are aware of any other names e.g. Alias or nicknames then please give details in Section 8 – Additional Information.
- Give the age and date of birth (dd/mm/yyyy)
- If known, please give full postal address of where the perpetrator

currently resides

- If known, please give any contact telephone numbers
- State the relationship to the adult at risk

Is the perpetrator an adult at risk?

Even if the alleged perpetrator is another adult at risk, the 2019 Adult Protection Procedures apply. Please explain fully why the perpetrator is an adult at risk.

What is the perpetrator's occupation?

Please give full details of the perpetrator's occupation including name and address of employer if known.

Please also give details if you are aware of any voluntary work the perpetrator may be involved with.

If there is concern that any professional may have abused an adult at risk then please inform your senior manager immediately.

Is the alleged perpetrator aware of the suspected adult at risk report?

Please indicate by ticking 'yes' or 'No'. There is no requirement at this stage to engage with the person who is allegedly responsible for the harm.

Section 5 : Details of Witness(es)

- Give last name, first names (in full). If you are aware of any other names e.g. Alias or nicknames then please give details in Section 8 – Additional Information.
- Give the age and date of birth (dd/mm/yyyy)
- Please give full postal address, if known
- Please give details of all contact telephone numbers
- Please state the occupation of the witness
- Please state what the relationship is e.g. son, carer etc.

Q. Is the witness an adult at risk?

If the witness is also an adult at risk, please give full details.

Section 6 : Who has raised the concern?

It is important to identify the person who has first raised the concern. This may be the adult who is at risk themselves, a neighbour, next of kin or a professional working with the adult at risk such as a carer or social worker.

- Give the full name of the person raising the concern
- Give the age and date of birth (the date / the month / then year)
- Please give full postal address, if known
- Please give details of all contact telephone numbers

- Please state the their occupation and employer
- State their relationship to the adult at risk e.g. daughter, carer etc.

Does the reporter wish to remain anonymous?

Members of the public can request anonymity. If possible, obtain a contact number for them in case further information is needed even if they do not wish to give their name. Requests for anonymity will be respected however cannot be guaranteed.

If someone is reporting third party information, the person receiving the information should try to find out who saw, heard or suspects the abuse, so that the report can be verified.

Section 7 : Who is submitting the A1?

Please complete the A1 using the electronic format and email to the MASH.

- Give the full name of the person submitting the A1
- Please state the their occupation and employer
- Please give full postal address, if known
- Please give details of all contact telephone numbers
- Please state the time and date of submission of the A1

The person submitting the A1 is responsible for ensuring quality and accuracy of the information.

Please ensure that any documentation you are in possession of, that may assist the MASH, is scanned and sent with the A1 such as body maps, risk assessments, capacity assessments etc.

If you are unable to send this documentation, please state in Section 8 – Additional Information the following information: Brief description of what is held, the location of the information and how the MASH can access it. **Do not delay** sending the A1 in order to gather this information.

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Section 8 : Additional Information

If there is any additional information that you believe may be relevant to the adult at risk or any subsequent investigation please give full details.

How to access an electronic A1 form

The electronic A1 form can be accessed from the below websites:

www.cwmtafmorgannwgsafeguardingboard.co.uk www.rctcbc.gov.uk
www.merthyr.gov.uk
www.south-wales.police.uk

How to send in your A1 form:

Please complete your form online and email to the following addresses: Merthyr:
adult.protection@merthyr.gov.uk

Rhondda Cynon Taff: adultsatrisk@rctcbc.gov.uk

Health employees only: CTMHB_SafeguardingTeam@wales.nhs.uk Send us original documents **not** photocopies.

Fax to:

Merthyr Tydfil CBC MASH: 01443 743769 Rhondda Cynon Taff CBC MASH: 01443 743768

To contact the Multi Agency Safeguarding Hub by telephone (single telephone number for professionals) please call:

01443 743730