

**SAFEGAURDING POLICY**

# CCC Safeguarding Lead: Caroline Allouf, Deputy CEO Allegra Lynch, CEO

**Contact Details: 020 7428 8950**

Contact Details for local support:

**Camden Adult Social Care Access & Response Team 020 7974 4000 and select Option 1 (out of hours: 020 7974 4444)**

**Concerns for Children; Children & Families Contact Service   
020 7974 3317 out of hours: 020 7974 4444**

**Police 999 (emergency) 101 (non-emergency)**

Introduction

Camden Carers Centre (CCC) believes everyone has a right to feel safe and live without fear of abuse, neglect or exploitation. CCC work with people who care for friends and family who are disabled, frail or ill, who may be vulnerable to abuse in the home or whilst in care. CCC recognises that carers themselves can also be vulnerable to abuse from the person they care for.

The CCC Safeguarding Lead or a member of senior management will attend the quarterly meetings of the Camden Safeguarding Adults Partnership Board (SAPB).

All existing staff and volunteers and all new staff will attend Safeguarding Awareness Training as set by the CEO/Deputy CEO or provide accredited evidence that they have a qualification in the subject so that they may be fully aware of reporting procedures and the correct use of them.

CCC is committed to respecting the confidentiality of information given to them in the process of their work but protection of vulnerable adults is of paramount concern and must override the confidentiality of all information pertinent to safety.

CCC’s policy is that employees and volunteers will never condone abuse of any kind and that an important part of CCC’s role is to prevent abuse. All concerns must be reported to the CCC Safeguarding Lead or another Senior Manager in their absence. It is CCC’s duty to report serious abuse to the appropriate authorities and to support carers who may be suffering from abuse themselves.

# Definition of an Adult at Risk

In this guidance “adult” means a person aged 18 years and over.

An adult at risk is a person:

* Who may be in need of community care services by reason of mental or other disability, age or illness: and
* Who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

In the Pan London multi agency procedures the term ‘adult at risk’ replaces ‘vulnerable adult’ and ‘person alleged to have caused harm’ replaces ‘perpetrator’.

# Abuse

For the purpose of this Policy Document ‘abuse’ has been defined as is interpreted within London Borough of Camden Safeguarding Adults **“**Abuse is when someone treats an adult in a way that harms, hurts or exploits them”

# Recognising signs of abuse

All CCC staff and volunteers whose work brings them into contact with vulnerable adults must remain alert to the signs which may indicate that abuse may be occurring.

# Types of Abuse

1. **Physical abuse**

*Definition*

Non-accidental harm to the body caused by the use of force, which results in pain, injury or a change in the person’s natural physical state.

*Examples*

Hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.

# Psychological/Emotional Abuse

*Definition*

Psychological or emotional abuse is a behaviour that has a harmful effect on a vulnerable adult’s emotional health and development.

*Examples*

Threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

# Sexual abuse

*Definition*

Sexual abuse is the involvement of a vulnerable adult in sexual activities or relationships, which are for the gratification of the other person or persons and which:

* 1. They have not consented to
  2. They cannot understand and are not able to consent to

*Examples*

Rape, sexual assault, indecent exposure, other sexual acts, harassment, exposure to pornographic material, voyeurism.

# Financial or material abuse

*Definition*

Financial or material abuse involves the use of a vulnerable adult’s property, assets, income, without informed consent or making financial transactions that they do not understand.

*Examples*

Theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

# Neglect and acts of omission

*Definition*

Neglect is behaviour that result in the vulnerable adult’s basic needs not being met.

*Examples*

Ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

# Discriminatory abuse

*Definition*

Discriminatory abuse is behaviour that makes or sees a distinction between people as a basis for prejudice or unfair treatment

*Examples*

Unequal treatment based on an individual’s protected characteristics

# Institutional Abuse

Institutional abuse may occur in any residential, nursing or day care setting, hostel, supported or sheltered housing. It may be generalised, pervasive ill treatment affecting large numbers of vulnerable adults which arises when care standards and practices fall below required standards, or it may be specific incidents of abuse of one or more vulnerable adult within the institution.

# Self- Neglect

*Definition*

Self-neglect is any failure of an adult to take care of themselves that causes, or is reasonably likely to cause serious physical, mental or emotional harm or substantial damage or loss of assets.

*Examples*

Living in grossly unsanitary conditions, suffering from untreated illness, disease or injury, hoarding.

# Modern Slavery

*Definition*

Modern slavery is when someone is forced to work, owned or controlled by an employer, dehumanised, treated as a commodity, physically constrained or has restriction placed on their freedom of movement.

*Examples*

Forced labour, modern slavery, trafficking, domestic servitude

# Domestic Abuse

*Definition*

Domestic abuse is any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been intimate partners or family members regardless of gender or sexuality.

*Examples*

Psychological, physical, emotional, sexual, financial.

# Procedure

# Duty to report

CCC staff and volunteers have a duty to report any allegations, concerns or disclosures of abuse or potential abuse of a vulnerable adult to the CCC Safe guarding Lead or another Senior Manager in their absence. The duty to report overrides their normal responsibility to respect confidentially. The CCC Safeguarding Lead or another Senior Manager in their absence will make the decision whether the allegation, concerns or disclosure requires a referral to Camden Adult Social Care.

# Abused Carers

If a carer reports to CCC that they are being abused by the person they care for; employees or volunteers may work with the carer to provide them with practical information, advice, advocacy, counselling and emotional support as appropriate.

CCC may work with the carer to help them decide what support they need. For example if they need additional services; if they need respite care; if they want to cease their caring responsibilities; whether they want to report the incident/s to Social Care and Health or proceed in another way.

# Alleged Abuse by Professional Workers

Where a carer informs CCC that they believe that their cared for person has been abused by a professional worker, CCC employees and volunteers will inform the carer of their right to make a complaint to the appropriate authorities, and advise the carer of the best way to proceed.

If the carer requests the help of CCC to deal with an abuse issue, this must be passed on to a CCC employee and not be dealt with by a volunteer. An employee may then act as an advocate on the carer’s behalf and report the alleged abuse to the appropriate authorities.

If the alleged abuse took place in the community, the Senior Duty Social Worker is to be informed. The Social Worker will be asked to implement the London Borough of Camden Safeguarding Adults Policy. CCC employee may act as advocate for the carer as appropriate or refer on to a formal advocacy or IMHA (Independent Mental Health Advocate) service via the local authority.

If the alleged abuse took place in a residential setting the Registration and Inspection Unit is to be informed. The Registration and Inspection Unit will be asked to implement the London Borough of Camden Safeguarding Adult’s Policy. CCC employee may act as advocate for the carer as appropriate.

If the carer reporting the abuse decides not to take the matter further, the professional employee must discuss the issues with the CCC Safeguarding Lead or another Senior Manager in their absence. The CCC Safeguarding Lead or another Senior Manager in their absence may then authorise the employee to report the alleged incident to the appropriate authorities. In this instance the name of the carer or cared for person and other identifying details will not be given. This is to keep in line with CCC’s Confidentiality Policy but also ensure that alleged incident is put on record.

# Working with adults

Where a carer informs a CCC employee, volunteer, student or sessional contractor that they have abused their adult relative, and if the abuse is relatively minor and the carer is contrite, CCC employees or volunteers may continue to work with and support that carer and not necessarily breach confidentially. However, as CCC policy does not condone abuse of any kind this must be made clear to the carer who has confessed to abuse, by an employee or volunteer who continues to work with them.

Where a CCC employee or volunteer is working with, or knows that a carer has confessed to abuse, they must inform the CCC Safeguarding Lead or a senior manager at the earliest possible opportunity.

Where an employee or volunteer believes there is an immediate and serious risk to an adult’s safety, they must bring this to the attention of a manager earliest possible opportunity.

Where a carer has confessed to abuse, employees must keep accurate and up to date records of issues and any actions taken.

# Mental Capacity

The Mental Capacity Act 2005 (MCA) states that if a person lacks mental capacity to make a particular decision then whoever is making that decision or taking any action on that person’s behalf must do so in the person’s best interest. This is one of the principles of the MCA.

IMCA (Independent Mental Capacity Advocate) established by the Mental Capacity Act (MCA) 2005 IMCAs are mainly instructed to represent people where there is no one independent of services, such as family or friend, who is able to represent them. IMCAs are a legal safeguard for people who lack the mental capacity to make specific important decisions about where they live, serious medical treatment options, care reviews or adult safeguarding concerns.

# The Deprivation of Liberty Safeguards (DOLS)

Article 5 of the Human Rights Act states that 'everyone has the right to liberty and security of person. No one shall be deprived of his or her liberty [unless] in accordance with a procedure prescribed in law'. The Deprivation of Liberty Safeguards is the procedure prescribed in law when it is necessary to deprive of their liberty a resident or patient who lacks capacity to consent to their care and treatment in order to keep them safe from harm. Where a CCC employee or volunteer is working with, or knows that a carer has confessed to being held against their will, they must inform the CCC Safeguarding Lead or a senior manager at the earliest possible opportunity

# Alleged Abuse by CCC Employees or Volunteers

As a preventative measure all employees and volunteers who work with children or in the homes of other vulnerable people will be required to have a ‘Police Check’ (DBS) which will be paid for by CCC.

If a carer or anyone else alleges that a CCC employee or volunteers, in the course of their duties, has abused a person such allegations must be reported immediately to the CEO unless the allegation involves the CEO in which case it should be referred to the Chair of the CCC Board of Trustees.

Any such complaints involving a staff member of CCC will be thoroughly investigated as a potential and serious misconduct issue within the CCC disciplinary procedure. The staff member may be suspended or given restricted duties not involving 1-1 contact with carers and/or adults at risk until the Complaints and/or Disciplinary procedure has been completed.

# Working with Children

Primarily, CCC provide services and support for adult carers over the age of 17 years. However, the nature of our detailed and holistic support work often requires us to take a whole family approach, necessitating contact with other family members including children. Staff and volunteers must remain aware at all times of their responsibilities for safeguarding and promoting the welfare of children and how to respond to child protection concerns and most importantly, make any necessary referrals to the local authority’s children’s social care services or the police.

Whilst many of the signs and symptoms of abuse of adults at risk, as described above, will be the same for children e.g. malnutrition, poor hygiene, unexplained and untreated injuries, fear and anxiety etc. a child may not be able to express him or herself to describe the circumstances of the alleged abuse. In such cases it is important to ensure that he or she is removed from immediate danger and has their basic needs attended to, including water, warmth etc.

Local authorities have set up Multi-Agency Safeguarding Hubs (MASH), this allows multi-agency safeguarding team to carry out a joint confidential screening, research and referral of vulnerable children. Agencies work together to ensure vulnerable children are identified and properly cared for and protected. Contact details for Camden’s Children & Families ContactService which incorporates MASH are on the top of the policy.