



# Safeguarding Adults Policy

## 1. Introduction

Healthwatch Hackney is a local health and care watchdog.

### Our vision

Our vision is of a borough where the provision of health and social care is equal and accessible to all; where services are of a high quality and meet the needs of all communities in Hackney and where residents are at the heart of the design, delivery and improvement of health and social care services.

### Our mission

Our mission is to improve health and social care provision and outcomes for people in Hackney by working to ensure that treatment and care is provided with respect and dignity, valuing diversity, encouraging participation and working together. We do this by being the independent champion for residents and users ensuring that the voices of people across the borough are heard in order to influence decision makers.

### Purpose of this document

This document sets out the safeguarding responsibilities of all staff including the Director, frontline staff, board trustees and other volunteers including our patient reps. It provides guidance on identifying abuse and neglect as well as responding to, reporting and recording concerns.

## 2. Policy statement

The statutory framework for adult safeguarding in England is set out in the Care Act 2014<sup>1</sup> and related statutory guidance and regulations<sup>2</sup>. This policy is informed by the Act and Making Safeguarding Personal. It reflects a cultural shift which seeks to create a safeguarding culture that empowers people who are being abused or neglected or who may be at risk of abuse, and ensures they are supported to make choices and wherever possible remain in control

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<sup>1</sup> <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

<sup>2</sup> <https://www.gov.uk/government/publications/care-act-2014-statutory-guidance-for-implementation>

of decision making. Healthwatch Hackney will promote empowerment and wellbeing throughout its safeguarding practice.

Healthwatch Hackney is committed to working local safeguarding partners, in line with multi-agency policy and procedure, to support the Care Act principle of partnership working.

Healthwatch Hackney is committed to preventing abuse and neglect.

Our work activities include: signposting, comment collection, public events and patient representation.

**We will endeavour to:**

- Promote safeguarding as part of our activities in appropriate ways
- Safeguarding as part of the recruitment process
- Safeguarding induction and training for all staff appropriate to their role

**Employers and volunteers will be supported through:**

- Training to enable them to recognise indicators of abuse and neglect and know how to respond
- Support and guidance to enable them to deal with concerns about abuse and neglect in a timely and proportionate way
- Support during and following the process of reporting abuse and neglect
- Support and advice if they are accused of abuse

**The safeguarding lead for the organisation is Jon Williams (Healthwatch Hackney Director)**

**The role of the safeguarding lead is to:**

- Raise awareness on safeguarding with staff and people using the service
- Oversee all safeguarding activity in the organisation
- Develop and keep updated the organisations safeguarding policy and procedures
- Collect data on safeguarding concerns within the organisation and utilize learning from improved practice
- Work in partnership with the local authority on adult safeguarding
- Advise and support staff on safeguarding activity
- Participate in Adult Safeguarding Adult Reviews as requested

### 3. Child safeguarding

Any concern about a child or young person (under 18 years of age) who is or maybe at risk of, or experiencing, abuse or neglect, should be promptly reported to the local authority children's service, the police or the NSPCC on 0808800 5000

If you report a child safeguarding issue, you must notify Healthwatch Hackney's Director, Jon Williams.

### 4. Definitions

**Safeguarding:** Protecting an adult's right to live in safety from abuse, harm 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 any action.

**Abuse:** A violation of an individual's human and civil rights, it can be intentional or unintentional. It could be an act of neglect or the failure to act and could be a single or repeated act.

### 5. Types of abuse as illustrated in the Care Act

- Physical abuse
- Sexual abuse
- Financial or material abuse
- Domestic violence
- Psychological abuse
- Modern slavery
- Organisational abuse
- Discriminatory abuse
- Neglect and acts of omission
- Self-neglect

### 6. Who may have care and support needs?

An adult with 'care and support needs' may have:

- Learning disability
- Physical and/or a sensory impairment
- Mental health needs including dementia
- Long term illness/condition
- Alcohol and substance misuse (where it interferes with daily living)
- Crucially this also includes carers who care for people with care and support needs.

## 7. The Care Act (six principles of safeguarding)

All safeguarding practice at Healthwatch Hackney will be underpinned by the six safeguarding principles.

**Empowerment**-people being supported and encouraged to make their own decisions and informed consent

**Prevention**-it is better to take action before harm occurs

**Proportionality**-the least intrusive response appropriate to the risk presented  
**Protection**-support and representation for those in greatest need

**Partnership**-local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

**Accountability**-accountability and transparency in safeguarding practice

## 8. Safeguarding

**responsibilities Management**

**responsibilities**

- Clear operational policies and procedures including when to report outside the organisation
- Develop and support the workforce including training staff in line with their role and provide supervision and support
- Ensure staff are able to identify and respond to allegations of abuse
- Emphasis on prevention, early intervention, information, advice and advocacy
- Clarity and understanding of the law relating to information sharing, confidentiality, data protection and human rights.
- Ensure personalisation in safeguarding
- Be prepared to carry out or participate in enquiries

## Staff responsibilities

- Support people to keep safe
- Be vigilant about safeguarding concerns
- Understand who might be vulnerable to abuse
- Know about different types of abuse and neglect and their signs
- Read and understand the organisations safeguarding adults policy and procedure
- Know how to respond and where to get advice and assistance
- Know who to tell about suspected abuse or neglect
- Always report concerns
- Work in line with the six safeguarding principles
- Balance choice and control with safety

## 9. Procedures

### Responding to safeguarding concerns

Employees and volunteers may have concerns as a result of

- A direct disclosure from a person they come into contact with
- An allegation, concern or complaint reported by another person
- An observation
- An incident

### If the situation is an emergency the employee must

- Call 999 immediately and ask for the appropriate service
- Try to keep themselves and others safe
- Ensure any evidence is preserved
- Contact their line manager
- Make a record of what has occurred

If the person is not in immediate danger the employees or volunteers must report the concern to Healthwatch Hackney Director Jon Williams. If he is unavailable, another nominated manager must be contacted for advice and guidance.

## 10. Reporting a safeguarding concern-dos and don'ts

Do	Dont
<ul style="list-style-type: none"><li>• Act on any concerns, suspicions or doubts</li><li>• Try to ensure the immediate safety of the individual</li><li>• Remain calm and listen very carefully</li><li>• Record the facts</li><li>• Summarise what you have heard back to the person for clarification</li><li>• Be non-judgmental</li></ul>	<ul style="list-style-type: none"><li>• Show shock or disbelief</li><li>• Rush the person</li><li>• Probe or question-just record the facts</li><li>• Contaminate or disturb any evidence</li><li>• Jump to conclusions</li><li>• Promise confidentiality-explain how and why the information might need to be shared with those who need to know</li><li>• Interview witnesses-but do record any information volunteered by them</li><li>• Approach the alleged abuser (unless they are also a person with care and support needs in your care)</li></ul>

## 11. Recording an allegation, incident, disclosure or concern

As well as the above:

- Good quality written notes are essential as they may support any legal action required at a later date, you should write exactly what each person says, specifying the words they used and the views and wishes of the (alleged) victim.
- All safeguarding issues or concerns must be recorded as soon as possible by the member of staff who observes or receives the concern
- Record any safeguarding concerns using our safeguarding report document
- You should record the date, time, and place of the event or when the safeguarding concern was raised, the person raising the concern, the person/s at risk, the alleged abuser/s and any witnesses.

## **12. Allegations against staff**

If an allegation is made against a staff member, it must be taken seriously and risks to individuals Healthwatch Hackney works with should be assessed. The rules of natural justice must be applied. The member of staff should receive support from the employer and should be given a fair hearing

Healthwatch Hackney's HR procedures should be followed

If any employee or volunteer has a concern about another employee or a volunteer they must discuss their concerns with their line manager or another nominated senior manager. They must not discuss their concerns with the employee or volunteer in question.

## **13. Working with the local authority**

Healthwatch Hackney seeks to work in partnership with the local authority not only by reporting safeguarding concerns but also participating in safeguarding enquiries and cooperating with the local authority where possible and appropriate. Healthwatch Hackney is a partner on the Hackney Safeguarding Adults Board

**If you have any questions about this policy please contact**  
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