

Volunteers: Safeguarding of Vulnerable Adults

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Date approved by HWWB Board	
Author	Jo Karasinski
Date Implemented	
Last revised	18/07/2018
Next revision due	18/07/2020
Volunteer Training delivered	As per Volunteer training timetable
<p>The policy on the HWWB website is the only policy that is updated. Please note that it is the individual HWWB staff, board member or volunteer to ensure that they are reading the most current version of this policy. This can be done by checking the version number shown above against the version number of the policy filed here: www.healthwatchwestberks.org.uk</p> <p><u>If required this policy can be supplied in different formats</u> <u>Tel: 01635 886 210 or email: contact@healthwatchwestberks.org.uk</u></p> <p>All personal data collected in relation to this policy will be held in accordance with Data Protection Legislation.</p>	

Responsibilities

1 HWWB Board

Have overall responsibility for volunteers within HWWB

2 HWWB Chief Officer (CO)

HWWB Board have delegated to the HWWB CO the responsibility for developing policies and procedures for volunteering at HWWB and to ensure these are implemented effectively.

3 HWWB Staff and volunteers

All HWWB staff and volunteers are required to read and implement the policies and procedures.

Volunteers: Safeguarding of Vulnerable Adults - Policy and Procedures

1. Introduction

Healthwatch West Berkshire (HWWB) is committed to safeguarding and promoting the welfare of vulnerable adults engaged in its activities. The purpose of this policy is to outline the duty and responsibilities of staff, Healthwatch West Berkshire board and volunteers in relation to the protection of vulnerable adults from abuse.

All adults have the right to be safe from harm and should be able to live free from fear of abuse, neglect and exploitation.

2. The key objectives of this policy are:

- To explain the responsibilities Healthwatch West Berkshire and its staff and volunteers have in respect of vulnerable adult protection.
- To provide staff and volunteers with an overview of vulnerable adult protection
- To provide a clear procedure that will be implemented where vulnerable adult protection issues arise.

3. Context

- For the purpose of this document ‘adult’ means a person aged 18 years or over.
- Some adults are less able to protect themselves than others, and some have difficulty making their wishes and feelings known. This may make them vulnerable to abuse.

The broad definition of a ‘vulnerable adult’ referred to in the 1997 Consultation Paper ‘Who Decides?’ issued by the Lord Chancellor’s Department, is a person “who is or 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”.

The first priority should always be to ensure the safety and protection of vulnerable adults. To this end it is the responsibility of all staff/volunteers to act on any suspicion or evidence of abuse or neglect (see the Public Interest Disclosure Act 1998) and to pass on their concerns to a responsible person/agency.

For purposes of ensuring consistent and widely understood terminology, these policy and procedures will use the phrase ‘Vulnerable Adults’ to identify those eligible for interventions within the procedures.

4. Legal Framework

This guidance reflects the principles contained within the Human Rights Act 1998, the Mental Capacity Act 2005 and Public Interest Disclosure Act 1998.

- **The Mental Capacity Act 2005**, covering England and Wales, provides a statutory framework for people who lack capacity to make decisions for themselves or who have capacity and want to make preparations for a time when they may lack capacity in the future. It sets out who can take decisions, in which situations, and how they should go about this.
- **The Human Rights Act 1998** gives legal effect in the UK to the fundamental rights and freedoms contained in the European Convention on Human Rights (ECHR).
- **The Public Interest Disclosure Act 1998 (PIDA)** created a framework for whistle blowing across the private, public and voluntary sectors. The Act provides almost every individual in the workplace with protection from victimisation where they raise genuine concerns about malpractice in accordance with the Act’s provisions.

5. The role of staff and volunteers

All staff and volunteers working on behalf of Healthwatch West Berkshire have a duty to promote the welfare and safety of vulnerable adults.

Staff and volunteers may receive disclosures of abuse and observe vulnerable adults who are at risk. This policy will enable staff/volunteers to make informed and confident responses to specific adult protection issues.

6. 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 it may result in significant harm to, or exploitation of, the person subjected to it.
- **The Department of Health in its 'No Secrets' report suggests the following as the main types of abuse:-**
- **Physical abuse** including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.
- **Sexual abuse** including rape and sexual assault or sexual acts to which the vulnerable adult has not consented or could not consent or was pressured into consenting.
- **Psychological abuse** including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
- **Financial abuse** including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions or the misuse or misappropriation of property, possessions or benefits.
- **Institutional abuse** including the inappropriate use of power and control both on the person and their possessions, failure to provide access to appropriate health, social care or educational services, lack of individual care and disrespect.
- **Discriminatory abuse** including racist, sexist, that based on a person's disability, age or sexuality and other forms of harassment, slurs or similar treatment.

7. Procedure in the event of a disclosure

- It is important that vulnerable adults are protected from abuse. All complaints, allegations or suspicions must be taken seriously.
- This procedure must be followed whenever an allegation of abuse is made or when there is a suspicion that a vulnerable adult has been abused.
- Promises of confidentiality should not be given as this may conflict with the need to ensure the safety and welfare of the individual.

- A full record shall be made as soon as possible of the nature of the allegation and any other relevant information.
- This should include information in relation to the date, the time, the place where the alleged abuse happened, your name and the names of others present, the name of the complainant and, where different, the name of the adult who has allegedly been abused, the nature of the alleged abuse, a description of any injuries observed and the account which has been given of the allegation.

8. Responding to an allegation

- Any suspicion, allegation or incident of abuse must be reported to the designated Vulnerable Adult Protection Officer on that working day where possible. It must be understood that in alerting or raising a concern about abuse you are not being asked to verify or prove that the information provided is true. The responsibility in establishing if a crime has taken place lies with the police.
- The nominated member of staff shall telephone and report the matter to the appropriate local adult social services duty social worker. A written record of the date and time of the report shall be made and the report must include the name and position of the person to whom the matter is reported. The telephone report must be confirmed in writing to the relevant local authority adult social services department within 24 hours.

9. Responding appropriately to an allegation of abuse

In the event of an incident or disclosure:

DO

- Make sure the individual is safe
- Assess whether emergency services are required and if needed call them
Listen and observe
- Offer support and reassurance
- Ascertain and establish the basic facts
- Make careful notes and obtain agreement on them
- Ensure notation of dates, time and persons present are correct and agreed
- Take all necessary precautions to preserve forensic evidence

- Follow correct procedure
- Explain areas of confidentiality
- Immediately speak to your manager for support and guidance
- Explain the procedure to the individual making the allegation
- Remember the need for ongoing support

DO NOT

- Confront the alleged abuser
- Be judgmental or voice your own opinion
- Be dismissive of the concern
- Investigate or interview beyond that which is necessary to establish the basic facts
- Disturb or destroy possible forensic evidence
- Consult with persons not directly involved with the situation
- Ask leading questions
- Assume information
- Make promises
- Ignore the allegation
- Elaborate in your notes
- Panic

It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. This is a task for the professional adult protection agencies, following a referral from the designated Vulnerable Adult Protection Officer.

10. Confidentiality

- Vulnerable adult protection raises issues of confidentiality which should be clearly understood by all. Staff and volunteers have a professional responsibility to share relevant information about the protection of vulnerable adults with other professionals, particularly investigative agencies and adult social services.
- Clear boundaries of confidentiality will be communicated to all.

- All personal information regarding a vulnerable adult will be kept confidential. All written records will be kept in a secure area for a specific time as identified in data protection guidelines.
- Records will only record details required in the initial contact form.
- If an adult confides in a member of staff or volunteer and requests that the information is kept secret, it is important that the member of staff tells the adult sensitively that he or she has a responsibility to refer cases of alleged abuse to the appropriate agencies.
- Within that context the adult should, however, be assured that the matter will be disclosed only to people who need to know about it.
- Where possible, consent should be obtained from the adult before sharing personal information with third parties.
- In some circumstances obtaining consent may be neither possible nor desirable as the safety and welfare of the vulnerable adult is the priority.
- Where a disclosure has been made staff should let the adult know the position regarding their role and what action they will have to take as a result.
- Staff should assure the adult that they will keep them informed of any action to be taken and why.
- The adult's involvement in the process of sharing information should be fully considered and their wishes and feelings taken into account.

11. The role of key individual agencies

11.1 Adult Social Services

The Department of Health's recent 'No secrets' guidance document requires that authorities develop a local framework within which all responsible agencies work together to ensure a coherent policy for the protection of vulnerable adults at risk of abuse.

All local authorities have a Safeguarding Adults Board, which oversees multi-agency work aimed at protecting and safeguarding vulnerable adults. It is normal practice for the board to comprise of people from partner organisations who have the ability to influence decision making and resource allocation within their organisation.

11.2 The Police

The Police play a vital role in Safeguarding Adults with cases involving alleged criminal acts. It becomes the responsibility of the police to investigate allegations of crime by preserving and gathering evidence. Where a crime is identified, the police will be the lead agency and they will direct investigations in line with legal and other procedural protocols.

11.3 Role of designated vulnerable adult protection officer

- The role of the designated officer is to deal with all instances involving adult protection that arise within Healthwatch West Berkshire. They will respond to all vulnerable adult protection concerns and enquiries. The designated Vulnerable Adult Protection Officer for Healthwatch West Berkshire is CO Andrew Sharp
- The role of the Healthwatch Adult Protection Officer is to support the member of staff or volunteer involved with the incident and to ensure the correct procedures are followed.
- The Healthwatch Adult Protection Officer could, if agreed with the staff member or volunteer dealing with the incident, make contact with the designated Adult Protection Coordinator in the first instance.
- The Healthwatch Adult Protection Officer should ensure that all staff and volunteers within Healthwatch West Berkshire are familiar with Healthwatch West Berkshire's vulnerable adult protection procedures and ensure that all staff and volunteers for Enter and View undertake training where appropriate.

12. Training

Training will be provided, as appropriate, to ensure that staff and volunteers are aware of these procedures.

13. Recruitment procedure

Healthwatch West Berkshire operates procedures that take account of the need to safeguard and promote the welfare of vulnerable adults, including arrangements for appropriate checks on volunteers, where applicable.

Further guidance can be found here SeAps [link :Safeguarding Vulnerable Adults Policy](#)

Equality Impact Assessment Form

Screening determines whether the policy has any relevance for equality, i.e. is there any impact on one or more of the protected characteristics as defined by the Equality Act 2010. These are:

- Age
- Disability
- Gender Reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race
- Religion or belief Including lack of belief)
- Sex
- Sexual Orientation

1 Name of policy/procedure being assessed:	HWN - Policies - Volunteers - Safeguarding Vulnerable Adults Policy
2. Is this a new or existing policy/procedure?	New
3. What is the function of the policy/procedure?	To guide board members and volunteers on the procedures HWWB has in place to safeguard vulnerable adults whom they may meet in the course of their role with HWWB
4. What is it trying to achieve and why?	Safeguarding vulnerable adults who may be exposed to significant harm and provide guidelines on how to deal with identified harms
5. Who is intended to benefit and how?	Vulnerable adults exposed to significant harm and to establish procedures for board members and volunteers to follow
6. Is there any potential for differential impact (negative or positive) on any of the protected characteristics?	No
7. Is there any possibility of discriminating unlawfully, directly or indirectly, against people from any protected characteristic?	No
8. Could there be an effect on relations between certain groups?	No
9. Does the policy explicitly involve or focus on a particular equalities group i.e. because they have particular needs?	No
Signed - Signature: Jo Karasinski Name: JO KARASINSKI Position: Development Officer	

