

MEMORY LANE CAFE CALDERDALE

Safeguarding Adults at Risk Policy

1. Introduction

Memory Lane Cafe Calderdale is committed to keeping safe the **Adults at risk** with whom it works. Memory Lane Cafe Calderdale acknowledges its duty to act appropriately to any allegations, reports or suspicions of **abuse**.

An **Adult at Risk** is a person aged over 18 who is, or may be, in need of community care services because of mental or other disability, age or illness, and who are, or may be, unable to take care of themselves against harm or exploitation.

Abuse is mistreatment by any other person or persons that violates a person's human and civil rights. The abuse can vary, from treating someone with disrespect in a way that significantly affects the person's quality of life, to causing actual physical suffering.

It is a fact that significant numbers of adults at risk are abused and it is important that we have this policy and a set of procedures to follow so that we can work to prevent abuse (and know what to do in the event of abuse).

This policy has been drawn up in order to enable Memory Lane Cafe to promote good practice and work in a way that can prevent harm, abuse and coercion occurring. We will ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.

The characteristics of adult abuse can take a number of forms and cause adults at risk to suffer pain, fear and distress reaching well beyond the time of the actual incident(s). Adults at risk may be too afraid or embarrassed to raise any complaint. They may be reluctant to discuss their concerns with other people or unsure who to trust or approach with their worries. There may be some situations where the person is unaware that they are being abused or have difficulty in communicating this information to others.

2. The principles by which we operate

Memory Lane Cafe Calderdale will:

- promote the freedom and dignity of any person who has or is experiencing abuse
- promote the rights of all people to live free from abuse and coercion
- ensure the safety and well being of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing
- manage services in a way which promotes safety and prevents abuse
- recruit volunteers safely, ensuring all necessary checks are made
- manage volunteers through supervision, support and training
- ensure that all volunteers, service users and carers/family are aware of this policy
- work with other agencies within the framework of the West and North Yorkshire and York Safeguarding Adults Policy and Procedures
- work within our confidentiality policy and will **usually** gain permission from service users before sharing information about them with another agency (the person in danger could be the person making the disclosure or other adults at risk).
- inform service users that where a person is in danger, a child is at risk or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent
- make a referral to the Gateway to Care as appropriate
- endeavour to keep up to date with national developments relating to preventing abuse and welfare of adults
- ensure that the Designated Named Person understands his/her responsibility to refer incidents of adult abuse to the relevant statutory agencies (Police/Adult Social care)

Memory Lane Cafe Calderdale provides a community service to adults with memory loss / dementia and their carers. These procedures have been designed to ensure the welfare and protection of any adult who accesses our service. The procedures recognise that adult abuse can be a difficult subject for workers to deal with. Memory Lane Cafe Calderdale is committed to the belief that the protection of adults at risk from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all volunteers act appropriately in responding to any concerns.

3. Preventing abuse

Memory Lane Cafe Calderdale is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within Memory Lane Cafe Calderdale will be treated with respect.

Memory Lane Cafe Calderdale is committed to safer recruitment policies and practices for all volunteers. This includes carrying out DBS (Disclosure & Barring) checks as appropriate, ensuring references are taken up, and providing adequate Safeguarding and abuse-awareness training..

4. Recognising the signs and symptoms of abuse:

- Physical abuse such as: hitting, pushing, pinching, shaking, misuse of medication, scalding, inappropriate restraint, hair-pulling.
- Sexual abuse such as: rape or sexual assault; sexual acts to which the adult at risk has not or could not have consented, or to which they were pressurised into consenting or encouraging people to watch inappropriate materials.
- Psychological or emotional abuse such as: threats of harm or abandonment; deprivation of social or any other form of contact; humiliation, blaming, controlling, intimidation, coercion, or harassment; verbal abuse; prevention from receiving services or support.
- Financial or material abuse such as: theft; fraud or exploitation; pressure in connection with wills, property, or inheritance; misuse of property, possessions or benefits.
- Neglect or acts of omission such as: ignoring medical or physical care needs; preventing access to health, social care, or educational services; withholding the necessities of life, such as food, drink, or heating.
- Discriminatory abuse such as that based upon a person's race, sexuality, or disability; any other forms of harassment or slurs.
- Domestic violence - all forms of abuse can be experienced in a family setting by a partner, family member, or with someone with whom there is a relationship.
- Institutional abuse and poor practice - disrespect and unethical practice, ill treatment and professional misconduct.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

5. Designated Named Person for Safeguarding Adults (the “Safeguarding Lead”)

Memory Lane Cafe Calderdale will appoint an individual (as Safeguarding Lead) to be responsible for dealing with any Safeguarding concerns. In their absence, volunteers should contact Gateway to Care directly on 01422 393000

The roles and responsibilities of the Safeguarding Lead are:

- to ensure that all volunteers are aware of what they should do and who they should go to if they have concerns that an adult at risk may be experiencing, or has experienced abuse or neglect.
- to ensure that concerns are acted on, clearly recorded and referred appropriately.
- to follow up any referrals and ensure the issues have been addressed.
- to reinforce the utmost need for confidentiality and to ensure that volunteers are adhering to good practice with regard to confidentiality and security.
- to ensure that volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.

6. Responding to people who have experienced or are experiencing abuse

Memory Lane Cafe Calderdale recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action in cases of adult abuse is never easy.

How to respond if you receive an allegation:

- Reassure the person concerned
- Listen to what they are saying
- Record what you have been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Don't start to investigate or ask detailed or probing questions
- Don't promise to keep it a secret

If you witness abuse or abuse has just taken place the priorities will be:

- To call an ambulance if required
- To call the police if a crime has been committed
- To preserve evidence
- To keep yourself, other volunteers and service users safe
- To inform the Safeguarding Lead
- To record what happened in the Safeguarding file

All situations of abuse or alleged abuse should be discussed with the Safeguarding Lead. If it is appropriate and there is consent from the individual (or there is a good reason to override consent, such as risk to others) a referral will be made to Gateway to Care. If the individual experiencing abuse does not have capacity to consent a referral will be made without that person's consent, in their best interests. The Safeguarding Lead may take advice at the above stage from Gateway to Care and/or the Safeguarding Adults Team and/or other advice-giving organisations such as Police.

If a volunteer feels unable to raise a specific concern with the Safeguarding Lead (or if the Safeguarding Lead is implicated in the abuse) then concerns may be raised directly with Gateway To Care (see section 7).

7. Raising a Safeguarding Adults Alert

Record basic details on an "Initial Cause For Concern" form (see Appendix 1)

Phone Gateway to Care on 01422 393000 (0900-1700 Monday-Friday) or Emergency Duty Team on 01422 288000 (outside hours).

Gateway to Care will then decide if the Safeguarding process should be instigated or if other support/services are appropriate. Feedback will be given to the person who raised the Safeguarding Adults Alert.

n.b. general advice is available from Safeguarding Adults Team on 01422 393804 (0900-1700 Monday-Friday).

n.b. advice on Hate & Mate crime and Domestic Abuse can be obtained from West Yorkshire Police Safeguarding Unit on 01422 337041.

8. Managing allegations made against a volunteer

Memory Lane Cafe Calderdale will ensure that any allegations made against members or volunteers will be dealt with swiftly. Where a volunteer is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the person alleged to have caused harm. This will include whether it is safe for them to continue in their role or any other role whilst the investigation is undertaken.

The Safeguarding Lead will liaise with Gateway to Care direct to discuss the best course of action and to ensure that the Memory Lane Café Calderdale's disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing

management of the allegation.

Memory Lane Cafe Calderdale has a Whistle Blowing policy and staff are aware of this policy. Staff will be supported to use this policy.

9. Recording and managing confidential information

Memory Lane Cafe Calderdale is committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know. For further information, see our Confidentiality policy.

All allegations/concerns should be recorded in the Safeguarding file. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnessed.

The information that is recorded will be kept secure in compliance with our Data Protection & Retention Policy. The information will be secured in a locked filing cabinet within the organisation. Access to this information will be restricted to the Safeguarding Lead

10. Dissemination and review of this Policy

This Safeguarding Adults Policy will be clearly communicated to volunteers & service users. The Safeguarding Lead will be responsible for ensuring that this is done. The Safeguarding Adults Policy and Procedures will be reviewed annually by the Management Committee. The Safeguarding Lead will be involved in this process and can recommend any changes. The Safeguarding Lead will also ensure that any changes are clearly communicated to volunteers. It may be appropriate to involve service users in the review and service users and parents/carers need to be informed of any significant changes

This Policy was approved by Trustees of Memory Lane Cafe Calderdale on xxxxxxxxxx and will be reviewed every year. Next review date is xxxxxxxxxx

APPENDIX 1 (to Memory Lane Cafe Calderdale Safeguarding Adults at Risk Policy)

INITIAL CAUSE FOR CONCERN FORM

DATE

TIME

NAME OF INDIVIDUAL FOR WHOM THERE IS CAUSE FOR CONCERN

DATE OF BIRTH OR AGE(if known)

ADDRESS (if known)

DETAILS OF THE CAUSE FOR CONCERN

SIGNATURE OF PERSON COMPLETING THE FORM

WITNESS

DATE