



Rainbow Hub

Safeguarding and Protection of Adults at Risk

Policy & Procedure

1.0 SCOPE

This policy sets out the standards and procedure to be observed in order that Rainbow Hub ensures the protection of the adults at risk with whom we work.

Safeguarding and promoting the welfare of adults, for the sake of this policy is defined as protecting an adult's right to live in safety, free from abuse and neglect.

This policy works alongside the Lancashire and Cumbria Safeguarding Adults Boards Policy and Procedures

Since safeguarding is part of everything we do at Rainbow Hub this policy should be used alongside all Rainbow Hub policies to ensure the safety, protection and welfare of all our adult beneficiaries.

2.0 POLICY STATEMENT

The aims of adult safeguarding are to:

- Stop abuse or neglect wherever possible.
- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs.
- Safeguard adults in a way that supports them in making choices and having control about how they want to live.
- Promote an approach that concentrates on improving life for the adults concerned.
- Raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect.
- Provide information and support in accessible ways to help adults understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or wellbeing of an adult.
- Address what has caused the abuse.

(Lancashire and Cumbria Safeguarding Adults Boards Policy and Procedures Manual – December 2018

<http://www.lsab.org.uk/wp-content/uploads/Safeguarding-Adults-Policy-and-Procedures-Dec-18-2.pdf>)

We will support the adults within our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of an adult's health and well-being.

Safeguarding is a much wider subject than the elements covered within this single adult safeguarding policy, therefore this document should be used in conjunction with the other charity policies and procedures.

3.0 DEFINITION OF 'ADULT AT RISK'

An 'Adult at risk' is a person aged 18 or over who is in need of care and support regardless of whether they are receiving them and because of those needs are unable to protect themselves against abuse or neglect. (Lancashire and Cumbria Safeguarding Adults Boards Policy and Procedures Manual -
<http://www.lsab.org.uk/wp-content/uploads/Safeguarding-Adults-Policy-and-Procedures-Dec-18-2.pdf> December 2018)

4.0 ADULTS AT RISK WITHIN RAINBOW HUB

The adult beneficiaries at Rainbow Hub have a very wide range of disabilities and difficulties. Consequently they have a wide variety of cognitive, communication, physical, social and emotional needs. We have a duty to safeguard all of these individuals. These varied difficulties and needs have the potential to cause any of our adult beneficiaries to be particularly vulnerable to abuse.

At Rainbow Hub we support parent/carer and other family members of children and adults with additional needs. The challenges the family and/or carers face in living with, and supporting, a family member with additional needs may mean that they themselves have an increased likelihood of being or becoming an adult at risk.

As a community organisation we may come into contact with adults at risk who are not directly associated to us through our service-provision e.g. fundraising events, volunteers, promotional events etc.

Within Rainbow Hub we refer to our adult beneficiaries as those receiving hands-on service provisions from Rainbow Hub. However, in order to support other adults at risk in our organisation within the context of this policy 'Adult beneficiary' may also be used to refer to a parent/carer or other adult whom we come into contact with.

At Rainbow Hub we will work with adults, parent/carer, families, external agencies and the community to ensure the welfare and safety of our adult beneficiaries. All adults have the right to be treated with respect and to be safe from any abuse in whatever form.

To this end we will:

- Create an environment to encourage our adult beneficiaries to develop a positive self-image
- Encourage our adult beneficiaries to develop a sense of independence and autonomy in a way that is appropriate to their age and/or stage of development
- Provide a safe and secure environment for all our adult beneficiaries
- Always listen to our adult beneficiaries.

Our staff have a duty to protect and promote the welfare of our adult beneficiaries. Due to the nature of our services we develop close working relationships with our adult beneficiaries and so staff could be the first people to sense that there is a problem. It is possible that we may be the first people in whom adults confide about abuse.

We have a clear commitment to safeguarding adults and promoting their welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the CEO/Senior Manager or Board of Trustees at the earliest opportunity.

5.0 POLICY AIMS

Our prime responsibility is the welfare and well-being of all adults in our care. As such we believe we have a duty to the adults, parent/carer and staff to act quickly and responsibly in any instance that may come to our attention. All staff will work as part of a multi-agency team where needed in the best interests of the adult.

The aims of this policy are:

- Ensure that all staff, parent/carer are made aware of our safeguarding policies and procedures.
- Provide adequate and appropriate staffing resources to meet the needs of our adult beneficiaries.
- Keep our adult beneficiaries at the centre of all we do.
- Ensure that our adult beneficiaries are never placed at risk while in the charge of charity staff.
- Ensure that confidentiality is maintained at all times.

- Ensure that all staff are trained to understand the safeguarding policy and procedure, are alert to identify possible signs of abuse, understand what is meant by adult safeguarding and are aware of the different ways in which adults can be harmed.

We are committed to responding promptly and appropriately to all incidents or concerns of abuse that may occur and to work with statutory agencies in accordance with the procedures that are set down in Lancashire and Cumbria Safeguarding Adults Boards Policy and Procedures Manual (December 2018).

6.0 TYPES OF ABUSE

Types of abuse as listed below are in Lancashire and Cumbria Safeguarding Adults Boards Procedures Manual (December 2018) are as follows.

- Discriminatory
- Domestic Abuse (including Honour Based Abuse, Forced Marriage and FGM)
- Financial or Material Abuse
- Modern Slavery
- Neglect and acts of omission
- Organisational
- Physical
- Psychological
- Sexual
- Self-Neglect

The manual should be referred to for details on each type of abuse.

7.0 RESPONDING TO AND RECORDING SUSPICIONS OF ABUSE AND DISCLOSURES

- When adults are suffering from abuse this may be demonstrated through the things they say (direct or indirect disclosure) or through changes in their appearance, their behaviour etc.
- Staff should make an objective record of any observation or disclosure
- This can be supported a nominated safeguarding person, CEO/Senior Manager of safeguarding representative on the board of trustees
- Recordings should be made when an adult makes comments to a member of staff that gives cause for concern (disclosure), or the staff observes signs or signals that give cause for concern such as significant changes in behaviour, deterioration in general well-being, unexplained bruising, marks or signs of possible abuse or neglect.
- Recordings should include the following:
- Adult's name

- Adult's address
- Adult's date of birth
- Date and time of the observation or the disclosure
- Exact words spoken by the adult
- Exact position and type of injuries or marks seen (using body map and injury on arrival form if required)
- Exact observation of an incident including any other witnesses
- Name of the person to whom the concern was reported, with date and time
- An objective record of observation or disclosure that includes the names of any other person present at the time
- It is important that these details are logged accurately and as soon as possible after disclosure/observation.
- These records are signed and dated and kept individually in the Safeguarding file which is kept securely and confidentially by the Nominated Adult Safeguarding Person at Rainbow Hub.
- If an individual starts to talk to a staff member about potential abuse it is important not to promise complete confidentiality. This promise cannot be kept. It is vital that the individual is allowed to talk openly and disclosure is not forced or words put into his/her mouth.
- Staff should take care not to influence the outcome either through the way the adults are spoken to or by asking questions.
- If appropriate Rainbow Hub will refer concerns to the local authority Safeguarding Adult Team and co-operate fully in any subsequent investigation. (In some cases this may mean the Police or any other agencies identified by the Local Safeguarding Adults Board).

8.0 MAKING A REFERRAL TO LOCAL AUTHORITY ADULT SAFEGUARDING TEAM

- Pan Lancashire and Cumbria Safeguarding Adults Boards Procedures Manual (December 2018) contains detailed procedures for making referral to the local safeguarding team.
- The document can be found online at: <http://www.lsab.org.uk/wp-content/uploads/Safeguarding-Adults-Policy-and-Procedures-Dec-18-2.pdf>
- Rainbow Hub keep a copy of this document and follow the detailed guidelines given.
- All staff must be familiar with this policy and aware of the Lancashire Adult Safeguarding policy and follows procedures for recording and reporting.
- Adult beneficiaries at Rainbow Hub come from a wide catchment area across the north-west and beyond. In the event of contact being made Rainbow Hub will contact the Safeguarding Board that is most local to the adult beneficiary.

9.0 SUPPORT FOR THOSE WHO REPORT ABUSE

All those making a complaint or allegation or expressing concern, whether they be staff, service users, carers or members of the general public should be reassured that:

- They will be taken seriously.
- Their comments will usually be treated confidentially, but their concerns may be shared if they or others are at significant risk.
- If service users, they will be given immediate protection from the risk of reprisals or intimidation.
- If Staff they will be given support and afforded protection if necessary in line with the Public Interest Disclosure Act 1998.

10.0 RIGHTS OF THE ADULT AT RISK

The adult at risk has the right to:

- Be made aware of this policy.
- Have alleged incidents recognised and taken seriously.
- Receive fair and respectful treatment throughout.
- Be involved in any process as appropriate.
- Receive information about the outcome.

11.0 RESPONSIBILITIES OF RAINBOW HUB

The responsibilities of Rainbow Hub are:

- To ensure staff and volunteers are familiar with the 'Safeguarding and Protection of Adults at Risk' Policy.
- To ensure staff and volunteers are adequately trained to support the safeguarding and protection of adult beneficiaries.
- To identify a member of the board of trustees with responsibility for safeguarding and protection of adults at risk.
- To identify and train at least two nominated persons (see below).
- To notify the appropriate agencies if abuse is identified or suspected.
- To support and where possible secure the safety of individuals and ensure that all referrals to services have full information in relation to identified risk and vulnerability.
- To Enhanced DBS check employees and volunteers that have access to or work with adults at risk.
- To regularly re-check the suitability of all adults working or volunteering with adult beneficiaries , including anything in their private life or medical background that may affect their suitability to care for adult beneficiaries (through regular supervision meetings).
- To ensure appropriate references are received before a new member of staff commences employment.

- To provide adequate and appropriate staffing resources to meet the needs of adult beneficiaries.
- To ensure that volunteers, including students, do not work unsupervised with adult beneficiaries at any time.
- To implement the procedures for recording the details of visitors to Rainbow Hub and take security steps to ensure that control of who comes into Rainbow Hub is maintained so that no unauthorised person has unsupervised access to adult beneficiaries.
- To ensure all staff understand the whistle blowing policy which will enable them to share any concerns that may arise about their colleagues in an appropriate manner
- To ensure all staff receive regular supervision meetings where opportunities will be made available to discuss adult protection and any needs for further support.

12.0 RESPONSIBILITIES OF STAFF AND VOLUNTEERS

The responsibilities of staff and volunteers at Rainbow Hub are:

- To be familiar with 'Safeguarding and Protection of Adults at Risk' Policy.
- To take appropriate action in line with the policies of Rainbow Hub.
- To participate in Safeguarding and Protection of Adults at Risk training as required by the policy.
- To declare any existing or subsequent convictions. Failure to do so will be regarded as gross misconduct, possibly resulting in dismissal.

13.0 NOMINATED PERSONS

- In line with current *child* protection and safeguarding protocol there are at least two named persons within Rainbow Hub that take lead responsibility for safeguarding and co-ordinating child protection and welfare issues.
- The same people take lead responsibility for Safeguarding and Protection of Adults at Risk.
- The named persons will participate in annual face-to-face Adult Safeguarding Training.
- All staff and volunteers will know who the nominated persons are.
- Should a nominated person be unavailable for any reason then staff and volunteers should contact the CEO/Senior Manager or the member of the board of the trustees with responsibility for safeguarding and protection of adults at risk.

14.0 TRAINING

- Rainbow Hub is committed to providing appropriate training opportunities for all staff involved in the setting to ensure that they are able to recognise the signs and signals of abuse and neglect and that they are aware of the local authority guidelines for making referrals.
- At any time Rainbow Hub must have at least two members of staff who have completed face-to-face Adult Safeguarding training (such as that provided by The Social Care Institute for Excellence - <https://www.scie.org.uk/safeguarding/adults>). This training must be renewed annually.
- All Rainbow Hub staff and volunteers must complete online Adult Safeguarding Training – Level 1 or equivalent https://lancashire.melearning.university/course_centre). This training must be renewed annually.
- Safeguarding and Protection of Adults at Risk is included in induction programmes for all staff and volunteers. This includes reading and discussing this document and supporting documents.
- The member of the board of trustees with responsibility for safeguarding and protection of adults at risk must also complete online Adult Safeguarding Training – Level 1 or equivalent https://lancashire.melearning.university/course_centre). This training must be renewed annually.

15.0 ALLEGATIONS AGAINST STAFF

- Allegations should be reported to the CEO/Senior Manager. If this person is the subject of the allegation then this should be reported to the chair of the Rainbow Hub board of trustees.
- Rainbow Hub will respond to any disclosure by adult beneficiaries or staff that abuse by a member of staff or volunteer within the setting, or working on the premises, may have taken, or is taking place very seriously. If a staff member believes that the organisation or a member of staff is involved in any form of wrong doing such as committing an offence, failure to comply with a legal obligation, endangering the health and safety of an individual or concealing any information relating to the above, they are obliged to in the first instance report this to the CEO/Senior Manager who will treat the matter in complete confidence, taking the matter very seriously.

Local Authority Lead for Managing Allegations (via local adult safeguarding teams) should be contacted immediately for advice and guidance.

- Rainbow Hub will follow all instructions from the external agencies and asks all staff members to do the same and co-operate where required.

- Support will be provided to all those involved in an allegation throughout the external investigation in line with local recommended support and advice.
- Rainbow Hub reserves the right to suspend any member of staff (or volunteer) during an investigation.
- All enquiries/external investigations/interviews will be documented and kept in a locked file
- Unfounded allegations will result in all rights being re-instated.
- Founded allegations will be passed on to the relevant organisation (police) and will result in the termination of employment/volunteering. Rainbow Hub is also required to notify the Disclosure and Barring Service (DBS) to ensure their records are updated and individuals who pose a threat to at risk adults can be identified and barred from working with them.
- All records will be kept until the person reaches normal retirement age or for 10 years if that is longer. This will ensure accurate information is available for references and future DBS checks and avoids any unnecessary re-investigation.
- Rainbow Hub retains the right to dismiss any member of staff or volunteer in connection with founded allegations following an inquiry
- Counselling will be available for any member of Rainbow Hub staff/volunteer who is affected by an allegation, their colleagues in Rainbow Hub and others involved.

16.0 WHISTLE BLOWING DISCLOSURE PROCEDURE FOR STAFF

- As a member of Rainbow Hub staff you **MUST** use Rainbow Hub disclosure procedure if you become aware of information which you reasonably believe tends to show one or more of the following:
 - That a criminal offence has been committed or is being committed or is likely to be committed.
 - That a person has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject.
 - That a miscarriage of justice that has occurred, is occurring, or is likely to occur.
 - That the health or safety of any individual has been, is being, or is likely to be, endangered.
 - That the environment, has been, is being, or is likely to be, damaged.
 - That information tending to show any of the above, is being, or is likely to be, deliberately concealed.
- Where you reasonably believe one or more of the circumstances listed above has occurred you should promptly disclose this to your manager so that any appropriate action can be taken. If it is inappropriate to make

such a disclosure to your manager (i.e. because it relates to your manager) you should speak to either the CEO/Senior Manager or the Chair of the Board of Trustees.

- Employees will suffer no detriment of any sort for making such a disclosure in accordance with this procedure. For further guidance in the use of the disclosure procedure, employees should speak in confidence to the CEO/Senior Manager.
- Any disclosure or concerns raised will be treated seriously and will be dealt with in a consistent and confidential manner and will be followed through in a detailed and thorough manner.
- Any employee who is involved in victimising employees who make a disclosure, takes any action to deter employees from disclosing information or makes malicious allegations or disclosures in bad faith will be subject to potential disciplinary action which may result in dismissal.
- Failure to report serious matters can also be investigated and potentially lead to disciplinary action which may result in dismissal.
- Any management employee who inappropriately deals with a whistleblowing issue (e.g. failing to react appropriately by not taking action in a timely manner or disclosing confidential information) may be deemed to have engaged in gross misconduct which could lead to dismissal.

17.0 PLANNING AND GOOD PRACTICE

Rainbow Hub will provide the resources and support to foster and facilitate a culture of good practice for staff when working with adult beneficiaries.

Good practice includes the following;

- Always working in an open environment, where possible, avoiding private or unobserved situations and encouraging open communication.
- The layout of the rooms allowing for constant supervision. NO adult beneficiary to be left alone with staff, students or volunteers in a one to one situation without being visible to others.
- Treating all adult beneficiaries equally with respect and dignity.
- Always putting the welfare of each adult beneficiary first.
- Maintaining a safe and appropriate distance with adult beneficiaries (e.g. by keeping the bond with an adult beneficiary professional and not becoming too “attached”)
- Building balanced relationships based on mutual trust and empowering adult beneficiaries to share in decision making.
- Keeping up to date with training, qualifications and insurance.
- Involving adult beneficiaries, their families and carers wherever possible.
- Giving enthusiastic and constructive feedback rather than negative criticism.

- Recognising the developmental needs and capacity of our adult beneficiaries
- Securing consent in writing, if the need arises to administer emergency first aid and or other medical treatment.
- Keeping a written record of any injury that occurs, along with the details of any treatment given via the accident book, also ensuring that parent/guardian/carer is informed.

18.0 CONFIDENTIALITY

All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the Lancashire Safeguarding and Protection of Adults at Risk Policies and Procedures.

19.0 KEY TELEPHONE NUMBERS IN THE EVENT OF AN ADULT SAFEGUARDING ISSUE

Blackburn with Darwen	01254 585949
Lancashire	0845 053 0028
Blackpool	01253 476913
Cumbria	0333 2401727

20.0 SUPPORTING DOCUMENT

- Lancashire and Cumbria Safeguarding Adults Boards Policy and Procedures Manual – December 2018 <http://www.lsab.org.uk/wp-content/uploads/Safeguarding-Adults-Policy-and-Procedures-Dec-18-2.pdf>)
- Pan Lancashire and Cumbria Safeguarding Adults Boards Policy Summary Document – December 2018 <https://www.cumbria.gov.uk/elibrary/Content/Internet/327/949/43214105950.pdf>
- Rainbow Hub Safeguarding Record Keeping Forms and Adult Male and Female Body Maps

Author	Jules McDonald
Approved by Board of Trustees	16 September 2019
Review Date	September 2021