

Adult Protection and Safeguarding

Care Connect IoW CIC is committed to ensuring the safety and welfare of all its service users. As such we need to be mindful of the fact that issues surrounding the wellbeing of vulnerable adults may come to light or be disclosed whilst we are supporting our Service Users

In line with regulations from the Department of Health, we believe that safeguarding is everybody's business, with our Company playing a part in preventing, detecting and reporting neglect and abuse. Measures need to be in place within this organisation to protect those least able to protect themselves. Safeguards against poor practice, harm and abuse need to be an integral part of our Company. We follow these principles in order to support this aim:

- Empowerment – presumption of person led decisions and informed consent
- Protection – Support and representation for those in greatest need
- Prevention – It is better to take action before harm occurs
- Proportionality – Proportionate and least intrusive response appropriate to the risk presented
- Partnership – Local solutions through services working with each other and their communities.
- Accountability – Accountability and transparency in delivering safeguarding

When an adult protection concern has arisen, this needs to be dealt with in a manner that follows the procedures below. However should you work alongside the Care Management team at Social Services you should check their Adult Protection Protocol and be guided by them.

Procedure for disclosures

1. If a service user discloses anything that concerns you, then no matter how small it may be, this disclosure must be reported to management. As soon after the disclosure as possible, all details must be written on a Concern Form. The Director can then make the decision as to how this will be handled
2. If a service user has disclosed abuse then it is vitally important that you reassure them. If you think it will comfort them then explain the process for dealing with the issue raised. All details must be written on a Concern Form. The Director can then make the decision as to how this will be handled
3. Any disclosure must be reported to the Director through the Concern Forms as soon as possible. If you are out of the office when this happens then you must ring the Director as soon as possible in order to be guided by them
4. Do not ask the service user leading questions as this may contaminate any potential evidence
5. The disclosure may be of a physical or sexual assault. If this is the case do not clean the environment in which the alleged assault took place. Ensure that the service user does not wash or change as this could contaminate any potential evidence
6. If the allegation is made against a member of staff then the Director should lead the procedure for the Company, or if this is inappropriate then the LADO should be contacted immediately
7. **Next Steps:** Once the Director has been made aware of any safeguarding concern, they will make referral to the Isle of Wight Social Care Department who will take details of the incident and the service user. The service user's personal details recorded on their Support Plan will be a vital reference during this call. If the incident involved an assault then you may need to contact the police to involve them as possible – seek guidance regarding this from the Isle of Wight Council
8. Their investigating officer will follow their procedures and will contact the home of the service user as well as the Company. They will take the details of the incident again and may ask to visit the service user
9. In the case of a high-level incident, the police may take the lead of the investigation
10. It is the responsibility of the Company to co-operate with the investigation and also to take detailed reports of the incidents from all those involved. The reports can be notes on what the service user said (verbatim) during the disclosure. If staff are involved then you will need to take reports from them as well
11. If a disclosure involves a member of staff then this report should be passed to the Director who will follow the correct disciplinary procedures. This may lead to a member of staff being placed on paid leave during the course of the investigation
12. Social Services and/or the police will carry out their procedures and report their conclusions back to the Company

13. Strategies may be adopted to ensure the safety of the service user and avoid any potential reoccurrence of the incident. This will be done by Social Services and the Company may be involved in this planning. It is important to receive minutes of this meeting that include guidelines for the Service User's files.
14. On concluding the investigation a full report will need to be included on the service user's file. This report may also need to be sent through to the Commission for Social Care Inspection

Procedures for safeguarding Service Users during their supported hours with us

1. It is important that service users can feel safe and protected while they are with us, and that their parents/carers can be confident of this
2. Ensure that you have read the Support Plan and Person Centred Risk Assessment of every service user that you come into contact with. This is the only way that you can ensure that you can keep yourself and the service users you support safe to the best of your ability. Anyone unaware of information held in the individual service user files could face disciplinary procedures
3. Person Centred Risk Assessments and Service Plans are updated regularly. It is the employees responsibility to ensure that they keep themselves up to date with any new information pertaining to service users
4. If anything happens which gives you any cause for concern then this must be noted on a Concern Form and passed to the Director at the earliest opportunity

Connect IoW CIC take issues surrounding the safeguarding of vulnerable persons extremely seriously. This policy is directed by guidelines set out by the local authority for Hampshire and the Isle of Wight

For more information please refer to:

Safeguarding Adults Multi-Agency Policy, Procedure and Guidance: Southampton, Hampshire, Isle of Wight and Portsmouth (July 2013)

Supporting Documents

This policy statement should be read alongside our organisational policies, procedures, guidance and other related documents:

- Code of Conduct
- Complaints and Comments Policy
- Whistleblowing Policy
- Reporting of Incidents
- Confidentiality and Data Protection
- Information Sharing
- Social Media Policy
- Electronics-Acceptable Use Policy
- Anti-Discriminatory Practice
- Equal Opportunities Policy
- Health and Safety
- Risk Assessments
- Bullying and Harassment in the Workplace
- Domestic Abuse Policy
- Low-Level Concerns Policy

Staff Training

Safeguarding training required by all staff at any level:

- Safeguarding Adults

Training required by Designated Safeguarding Lead (and Deputies)

- Designated Safeguarding Lead Level 3

Safeguarding Officers:

DSL (Designated Safeguarding Lead)

Kathryne Mason

DDSL (Deputy Designated Safeguarding Lead)

Abby Wood

Company Director

Jenny Gavin

Contact Information:

Any concerns from staff members should be sent to our designated email account which exclusively handles concerns and potential safeguarding referrals at concerns.connectiow@gmail.com. This account is monitored by the Designated Safeguarding Lead and the Deputy Designated Safeguarding Lead

The contact number for IW Council is **01983 821 000**

The contact email for safeguarding referrals regarding adults is safeguardingconcerns@iow.gov.uk

Policy last review date: 21.09.2024