

Safeguarding adults policy and procedure for adults at risk

The aim of this policy is to ensure the safety of adults accessing Rowan.

If you suspect that a safeguarding issue or abuse has taken place, please contact Gordon Mackenzie, Designated Safeguarding Lead (DSL), or, in his absence, Abi Moore, Deputy Designated Safeguarding Lead.

What should you do?

Rowan will provide practical guidance, training and support in the form of procedures, to staff and volunteers who have responsibility for acting on safeguarding concerns. This will include publicising the role of the named person responsible for this policy.

Rowan takes its safeguarding responsibilities very seriously and is committed to dealing with all aspects of abuse or neglect. Following organisational procedures, if you are concerned that any adult at risk is experiencing abuse or neglect please contact the Designated Safeguarding Lead (DSL).

Recording and documenting your concerns

If you are concerned that an adult is experiencing abuse or neglect, following organisational safeguarding procedures you should record concerns as accurately as possible. Please record:

- what you are concerned about;
- what the adult said or disclosed to you;
- what you said. (Use exact words or phrases used in quotation marks and clearly attribute them to the person who said them);
- what you observed such as any non-verbal cues, body language or changes in behaviour; and any physical marks evident in the adult at risk;
- What they would like to happen next;
- That you have notified them we must break confidentiality if we are concerned for theirs or somebody else's safety.

Any written documentation about a safeguarding concern must be signed, dated, stored and shared in line with confidentiality and data protection procedures.

When working with adults at risk we will:

- promote their health and welfare;
- respect and promote their rights;
- work in a way that safeguards the wellbeing of all adults and protects them from abuse and neglect;
- take appropriate steps if we became aware of any signs or incidents of abuse and neglect;
- ensure Rowan staff are aware that if attending to a student's personal needs in an emergency, they are required to have another staff member present.
- ensure that staff and volunteers are provided with appropriate safeguarding training that relates to their involvement with adults who may be at risk.

Policy aims

- To promote good practice and ensure that staff and volunteers are able to work with confidence with adults with care and support needs.
- To provide adults who may be at risk, with appropriate safety and protection while in the company of participating staff or volunteers.
- To allow staff and volunteers to make informed and confident responses to specific adult safeguarding issues.
- Monitor the level of employee and volunteer contact with adults at risk, and request/access Disclosure and Barring Service (DBS) checks where necessary, following DBS guidance.
- To ensure that adults at risk and their carers (if appropriate) are aware of what to do if they have a concern.
- To ensure that adults at risk and their carers (if appropriate) would feel confident to pass any concerns on.
- To ensure that adults at risk understand the importance of staying safe online and how to do this

To achieve this the Rowan Board of Trustees has delegated responsibility for execution of this policy to Gordon Mackenzie (Designated Safeguarding Lead) and in his absence, Abi Moore (Deputy Designated Safeguarding Lead). The Trustees and CEO hold overall responsibility for safeguarding at Rowan.

The Designated Safeguarding Lead (or their Deputy) will:

- ensure that the welfare of adults at risk is given the highest priority by the organisation, staff and volunteers;
- promote good practice and ensure that staff and volunteers are able to work with adults at risk with confidence;
- ensure that this policy is enacted and monitored including the briefing, training and gathering of feedback from staff and volunteers;
- monitor contact with adults at risk to ensure that the frequency and intensity of contact is consistent with DBS threshold levels, for staff and volunteers;
- act as the main contact for disclosing information around safeguarding adults at risk concerns;
- ensure that the concerns of adults at risk are heard and acted upon;
- be responsible for reporting incidents or concerns to appropriate authorities;
- attend appropriate training relevant to the level of engagement with adults at risk to ensure all staff and volunteers remain up to date with current practice and legislation;
- ensure staff and volunteers have access to further appropriate information;
- where appropriate, sign up to Cambridgeshire County Council's Safeguarding Adults Policy and Procedures;
- ensure that there is a member of the safeguarding team (Gordon Mackenzie, Abi Moore and Cherie Evans) available during operational hours
- ensure that staff, students and volunteers have access to information regarding how to stay safe online a copy of "staying safe on social media and online" – produced by the Foundation for people with learning disabilities is available in hard copy at Rowan and online at <https://www.rowanhumberstone.co.uk/wp-content/uploads/2022/02/staying-safe-online-1.pdf>

Rowan will follow practice laid out in Sections 42-46 of the Care Act 2014. This will be augmented by following the guidance and procedures found at:

Cambridgeshire County Council's Safeguarding Policy and Procedures

<https://www.safeguardingcambspeterborough.org.uk/adults-board/cpsabprocedures/>

- Cambridgeshire County Council's Policy guidance for voluntary and community organisations
[Adult Safeguarding - CCVS](#)

Rowan is committed to supporting the right of adults at risk to be protected from abuse and neglect and to ensuring that all staff and volunteers work together, in line with the Cambridgeshire County Council's Safeguarding Adults Policy and Procedures. Rowan is further committed to act promptly when dealing with allegations or suspicions of abuse or neglect.

Rowan considers that:

- **SAFEGUARDING IS EVERYBODY'S BUSINESS:** Safeguarding is the responsibility of everyone. We will work together to prevent and eliminate abuse. If we have concerns that someone is being abused, our loyalty to the adult at risk comes before anything else – our group, other service users, our colleagues and the person's friends and family.
- **DOING NOTHING IS NOT AN OPTION:** If we know or suspect that an adult is being abused, we will do something about it. **We will report to:**

Customer Services

Cambridgeshire County Council
PO Box 144, St Ives. PE27 9AU

Tel: 0345 045 5202

Email: referral.centre-adults@cambridgeshire.gov.uk

Online Form: https://cambridgeshire-self.achieveservice.com/service/Safeguarding_referral_form

In an out of hours emergency: The Emergency Duty Team on 01733 234 724

Signature of chair:

Date of signature/ratification of policy by the board of Trustees: February 2025

Date that next review is due: February 2026

Guidance notes

Safeguarding adults aims to:

- stop abuse or neglect wherever possible;
- prevent 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 and address what has caused the abuse or neglect.

Who is an adult at risk?

Some adults are more at risk of being abused than others, such as:

- older people;
- people with a visual or hearing impairment;
- people with a physical disability;
- people with learning disabilities or mental health problems; and
- people living with HIV or AIDS who have care and support needs.

Local authorities have safeguarding duties which will apply to an adult who:

- **has needs for care and support (whether or not the local authority is meeting any of those needs); and**
- **is experiencing, or at risk of, abuse or neglect; and**
- **as a result of those care and support needs are unable to protect themselves from either the risk of, or the experience of, abuse or neglect. (Section 42 -The Care Act 2014)**

How to spot if an adult is at risk

- **Physical abuse** - Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- **Domestic violence** - Including psychological, physical, sexual, financial, emotional abuse; so called 'honour'-based violence.
- **Sexual abuse** - Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography, witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented 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, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- **Financial or material abuse** - Including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
Modern slavery - Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- **Discriminatory abuse** - Including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

- **Organisational abuse** - Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one-off incidents to ongoing ill treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes or practices within an organisation.
- **Neglect and acts of omission** - Including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Self-neglect** - This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Good practice guidelines for staff and volunteers

Everyone is encouraged to demonstrate exemplary and professional behaviour in order to protect themselves from false allegations. (This is to protect you as well as adults at risk.)

The following are common sense examples of how to create a professional and positive culture and climate.

Good practice means:

- always working in an open environment (for example, avoiding private or unobserved situations and encouraging an open environment i.e. no secrets);
- treating all vulnerable adults equally, and with respect and dignity;
- always putting the welfare of each person at the forefront of our practice;
- maintaining a safe and appropriate distance with students (for example, it is not appropriate to have an intimate relationship with a student or have them sitting on your lap);
- building balanced relationships based on mutual trust, which empower individuals to share in the decision-making process;
- involving parents/carers wherever possible;
- being an excellent role model. This includes, appropriate dress, behaviour, language or conversation while at Rowan;
- giving enthusiastic and constructive feedback rather than negative criticism;
- recognising the developmental needs and capacity of people with learning disabilities;
- keeping a written record of any incident or injury that occurs, along with the details of any treatment given.
- Recognizing that supportive physical contact (e.g. side-on hug; a hand on the arm) can be appropriate when done with transparency, without discrimination, has been initiated by the student and is proportionate to the situation.

Practices that should never occur include:

- engaging in rough, physical or sexually provocative games;
- sharing a room with adults at risk without others about;
- allowing or engaging in any form of inappropriate touching;
- allowing inappropriate dress, behaviour, language or conversation to go unchallenged;
- making sexually suggestive comments to an individual, even in fun;
- reducing anyone to tears as a form of control;
- allowing allegations made by a vulnerable adult to go unrecorded or not be acted upon;
- doing things of a personal nature, for adults at risk, that they can do for themselves;
- inviting or allowing adults at risk to stay with you or visit your home;
- 'friending' an adult at risk on social media, for example, Facebook.
- initiating physical contact, such as hugs.

Behaviour standards for staff and volunteers

Rowan values the contribution of staff and volunteers and recognises them as an integral part of the services we provide.

Following these behaviours will give you the reassurance that you are providing a safe and high standard of service and the confidence to challenge others who are not. These standards aim to protect our staff and volunteers, people involved in the running of our organisation and people that use our services. Rowan expects staff, volunteers and Trustees to:

- promote and uphold the privacy, dignity, rights, health and wellbeing of people who use our services;
- uphold and promote equality, diversity and inclusion;
- work in collaboration with colleagues to ensure high quality, safe and compassionate delivery of service, care and support;
- communicate in an open and effective way to promote the health, safety and wellbeing of people who use our services, fellow staff members, volunteers and visitors;
- respect a person's right to confidentiality; and
- act in a professional and appropriate manner when responding to any concern about an adult's welfare.

FLOWCHART for responding to ADULT SAFEGUARDING CONCERNS

| Rowan's Safeguarding Team | |
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| Designated Safeguarding Lead (DSL) | Gordon Mackenzie |
| Deputy Designated Safeguarding Lead (DDSL) | Abi Moore |
| Chief Executive Officer (CEO) | Cherie Evans |

