

Safeguarding

It's everyone's responsibility

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Aims & Objectives

Aims

Learn about the different types of abuse and the different signs
Discuss the Laws and Acts covering Adults at Risk
An explanation of who to contact when and why

Objectives

Be able to identify different types of abuse
Understand the signs and examples
Have an understanding of the Laws and Acts protecting people at risk
Know who to report concerns to

What is safeguarding adults?

Definition from: Social Care institute for excellence

“Protecting an adult’s right to live in safety, free from abuse and neglect.

It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.”

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Who is an adult at risk of harm?

Definition from: Social Care Institute for Excellence

An adult at risk is an adult who, because of issues such as living with dementia, a learning disability, mental ill-health or substance abuse, have care and support needs that may make them more vulnerable to abuse or neglect.

They may have;

- Needs for care and support (whether or not the Local Authority is meeting any of those needs),
- Is experiencing, or is at risk of, abuse or neglect, and
- As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.' (Care Act 2014, section 42)

Are there any factors that may place people at higher risk of abuse?



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Can you think of any?

Are there any up there that surprise you or that you don't agree with?

Or is there anything that isn't up there that you think should be?

Who can be an abuser?

It could be anyone



- Family
- Friends/neighbours
- Professional fraudsters
- Health workers, Doctor, District Nurse etc.
- Day centre staff
- Volunteers
- Member of a Religious group
- Carers
- Themselves

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WHAT IS YOUR ROLE?

- It is to make sure you do not harm anyone and prevent harm from happening (this includes health)
- This goes for all services

Anyone who comes into contact with an adult at risk has the potential to cause harm.

6 Key principles of the Care Act 2014

Empowerment

Proportionality

Partnership



Care Act 2014

Prevention

Protection

Accountability

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First introduced by the Department of Health in 2011, but now embedded in the Care Act, these six principles apply to all health and care settings.

Making safeguarding personal.

1. Empowerment

People being supported and encouraged to make their own decisions and informed consent.

2. Prevention

It is better to take action before harm occurs.

3. Proportionality

The least intrusive response appropriate to the risk presented.

4. Protection

Support and representation for those in greatest need.

5. Partnership

Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

6. Accountability

Accountability and transparency in safeguarding practice.

DISCLOSURE AND BARRING SERVICE



DBS checks are an important part of Safeguarding



The Disclosure and Barring Service (DBS) barred list – highlights those who are unsuitable to work with people at risk



Volunteers working for groups should be DBS checked if their role involves close and regular contact with people at risk, or if it falls into a specific “regulated Activity”.



Does this apply to any of your roles within the Debenham project?

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A volunteer who prepares and serves a meal to an adult in their own home (but does not feed the adult) is not engaging in regulated activity. To be engaged in regulated activity you must provide physical assistance to the person, for example spoon feeding that person, or you must be prompting and supervising (for example, prompting and supervising a person with dementia, because without it they would not eat), or training or instructing (for example, teaching a person who has suffered a stroke to eat using adapted cutlery).

A volunteer who collects shopping lists and the cash to pay for the shopping from older adults' homes, who then does the shopping on their behalf, would be engaging in regulated activity.

A person who volunteers to take an adult to and from their GP appointment on behalf of a community group is in regulated activity. It would not matter if that person knows, or is friends with, the adult they were taking to the appointment if the activity is on behalf of the group

If someone discloses abuse to you...

Stay	Stay calm
Deal	Deal with immediate needs of the client
Listen	Listen to their story but don't ask leading questions
Keep	Keep an open mind
Don't promise	Don't promise confidentiality – why?
Don't challenge	Don't challenge the alleged abuser – why?

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Explain to the individual – you will need to report this to you designated safeguarding lead.

Why do you think we don't promise confidentiality? – We cannot promise to keep it confidential as if there is a concern we will have to raise it further, but we can reassure them that only the people who have to be told will be informed and no one else.

Why do we not challenge the abuser? – We do not put ourselves or the individual disclosing the abuse in harms way.

RESPONDING TO A DISCLOSURE OF ABUSE



Report the Concern

Notify the safeguarding lead or designated authority



Make a Record

Document the disclosure clearly and factually



Inform the Police

If a crime is suspected, dial 101

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So how do you respond to a disclosure of abuse?

After the initial conversation with the participant, you should

- **Report the concern**
- **Make a record**
- **Inform the police if you believe a crime has taken place.**

Criminal Offences can include -

Examples of actions, which may constitute criminal offences, are assault (physical or psychological), sexual assault and rape, theft, fraud or other forms of financial exploitation and certain forms of discrimination, whether on racial or gender grounds

What should you include in your report

- Who was involved?
- What happened? – Relevant and concise information.
- Have you observed anything?
- Are there any examples?
- Where did it happen?
- When did it happen? – Date and time.
- Did you have to take any immediate action?



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Remember to keep the information factual and correct – please do not add in your opinions.

Ignoring abuse is not an option
It is your duty to report it!



Trust your instincts
and get to know
people

You may not be able
to give a reason for
changes in the
persons behaviour or
appearance

Any or all types of
abuse may take place as
the result of deliberate
intent, negligence and /
or ignorance.

If you are concerned
report to your task
manager or
Safeguarding Lead.

Whistle
blowing

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Safeguarding is every one's responsibility

Who should you report to?

A charity that works with or has contact with adults at risk of harm must have a designated safeguarding lead for adults. The Charity Commission requires charities to have safeguards in place, and a designated Adult safeguarding lead is a key part of these measures, ensuring concerns are managed, appropriate referrals are made, and staff are supported.



Paddy Fielder

Is it just the Safeguarding leads responsibility? How do your volunteers know who to report to?

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Charity Commission Requirements:

The Charity Commission explicitly expects charities working with vulnerable adults to have a designated safeguarding lead.

Legal Responsibility:

Charity trustees have a legal responsibility to protect people from harm, and a lead ensures these duties are met.

Clear Responsibilities:

This role provides clear accountability for safeguarding issues within the organisation, with specific duties for responding to concerns

Embeds a Safe Culture:

Having a dedicated person helps to embed a strong safeguarding culture, making people more confident their concerns will be handled properly.

Support and Guidance:

The safeguarding lead can also lead on training for volunteers and staff, ensuring everyone understands their safeguarding responsibilities

Strategic Oversight:

It ensures that the charity's safeguarding practices are overseen, scrutinised, and that there are effective policies and procedures in place to protect everyone involved

All trustees have a duty to recognise, and report concerns, and the Lead is expected

to ensure these reports are dealt with in a timely manner and an appropriate way, it's always a good idea to have a deputy safeguarding lead. This individual can support the lead and be on standby should the lead have a holiday, be poorly etc.

Who should you report to?



Carol Garrett



Lynden Jackson



Mike Rouse



Richard Blackwell



Roger Cockerton



Tammy King

Remember – The Trustee and Task Leaders are always there for you to talk too.

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Volunteers to report to the trustees

Trustees to raise it further to the designated safeguarding lead

If the concern is regarding a trustee- volunteers can raise it straight to the designated SG lead.

What is Whistleblowing?



It's to enable people to raise any concerns about any suspected malpractice or abuse within the organisation without fear of reprisal, victimisation or ill-treatment, and where they feel that their concerns will be taken seriously



Who can you speak to if you feel you have been treated unfairly after raising concerns?

Where would you get support and advice?

- Local Safeguarding Team
- CQC
- SG lead
- Local Authority
- MASH team – Multi Agency Safeguarding Hub

HOW does a good complaints procedure reduce the risk of harm?

It provides a channel for concerns to be raised, documented, and addressed, thereby preventing issues from escalating into more serious problems or abuse.

It empowers individuals to have their voice heard, promotes quality improvement by highlighting systemic issues, and fosters trust in services by showing a commitment to accountability and positive change

Information should be available in different formats – to meet the individuals needs

WHAT would you do if you came up against a barrier? For example, the organisation/person you reported to hasn't taken action

Any Questions so far?



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We have looked at if you came across abuse or if abuse was disclosed to you and what your actions should be.

Now we are going to take a deeper look at the different types of abuse and what the signs and symptoms of these can be

Comfort break?

10 Types of Abuse



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In general, abuse is a violation of an individual's human and civil rights by any other person or persons

Physical Abuse

Assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing

Rough handling

Scalding and burning

Physical punishments

Inappropriate or unlawful use of restraint

Making someone purposefully uncomfortable (e.g. opening a window and removing blankets)

Involuntary isolation or confinement

Misuse of medication (e.g. over-sedation)

Forcible feeding or withholding food

Unauthorised restraint, restricting movement (e.g. tying someone to a chair)

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Physical abuse is defined as any intentional act causing injury or trauma to another person through bodily contact. It is a deliberate act of force that results in harm, injury, or trauma to the victim's body

Signs and Indicators

No explanation for injuries or inconsistency with the account of what happened

Injuries are inconsistent with the person's lifestyle

Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps

Frequent injuries

Unexplained falls

Subdued or changed behaviour in the presence of a particular person

Signs of malnutrition

Failure to seek medical treatment or frequent changes of GP

Can you think of some signs and indicators of physical abuse

Sexual Abuse

Rape, attempted rape or sexual assault

Inappropriate touch anywhere

Non- consensual masturbation of either or both persons

Non- consensual sexual penetration or attempted penetration of the vagina, anus or mouth

Any sexual activity that the person lacks the capacity to consent to

Inappropriate looking, sexual teasing or innuendo or sexual harassment

Sexual photography or forced use of pornography or witnessing of sexual acts

Indecent exposure

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The Sexual Offences Act 2003 says that someone commits sexual assault if all of the following happens: They intentionally touch another person. The touching is sexual. The other person does not consent to the touching. They do not reasonably believe that the other person consents.

Signs and Indicators

Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck

Torn, stained or bloody underclothing

Bleeding, pain or itching in the genital area

Unusual difficulty in walking or sitting

Foreign bodies in genital or rectal openings

Infections, unexplained genital discharge, or sexually transmitted diseases

Pregnancy in a woman who is unable to consent to sexual intercourse

The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude

Incontinence not related to any medical diagnosis

Self-harming

Poor concentration, withdrawal, sleep disturbance

Excessive fear/apprehension of, or withdrawal from, relationships

Fear of receiving help with personal care

Reluctance to be alone with a particular person

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Mention that an uncharacteristic use of attitude or language can also be due to dementia

Psychological or Emotional abuse

Enforced social isolation – preventing someone accessing services, and seeing friends

Removing mobility or communication aids or intentionally leaving someone unattended

Preventing someone from meeting their religious and cultural needs

Preventing the expression of choice and opinion

Failure to respect privacy

Preventing stimulation, meaningful occupation or activities

Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse

Addressing a person in a patronising or infantilising way

Threats of harm or abandonment

Cyber bullying

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Emotional abuse, also known as psychological abuse, involves a pattern of non-physical actions, such as verbal attacks, intimidation, humiliation, isolation, and manipulation, designed to control, weaken, and frighten a person, leading to psychological harm and a distorted sense of self. This can include gaslighting, where the victim is made to doubt their reality, as well as controlling behaviours like limiting social interactions and constant criticism.

Signs and Indicators

An air of silence when a particular person is present

Withdrawal or change in the psychological state of the person

Insomnia

Low self-esteem

Uncooperative and aggressive behaviour

A change of appetite, weight loss/gain

Signs of distress: tearfulness, anger

Apparent false claims, by someone involved with the person, to attract unnecessary treatment

Financial or Material abuse

Theft of money or possessions

Fraud, scamming

Preventing a person from accessing their own money, benefits or assets

Forced changes to wills, property, inheritance or financial transactions

Denying assistance to manage/monitor financial affairs

Denying assistance to access benefits

Misuse of benefits or direct payments in a family home

Someone moving into a person's home and living rent free without agreement or under duress

False representation, using another person's bank account, cards or documents

Exploitation of a person's money or assets, e.g. unauthorised use of a car

Misuse of a power of attorney, deputy, appointeeship or other legal authority

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financial abuse is the mistreatment of a person's money, property, or benefits for another person's gain, and it includes theft, fraud, [scamming](#), and [coercion](#) in relation to their financial affairs, property, or inheritance. It can involve stealing funds, misusing property or benefits, restricting access to money or employment, and pressuring someone into making financial decisions against their will.

Signs and Indicators

Missing personal possessions

Unexplained lack of money or inability to maintain lifestyle

Unexplained withdrawal of funds from accounts

Failure to register an LPA Once mental capacity has ceased to manage their finances

The person allocated to manage financial affairs is evasive or uncooperative

The family or others show unusual interest in the assets of the person

Financial hardship where the person's financial affairs are being managed by a deputy, attorney or LPA

Recent changes in deeds or title to property

Rent arrears and eviction notices

Failure to provide receipts for shopping or other financial transactions

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Modern Slavery

Human trafficking

Forced labour

Domestic servitude

Sexual exploitation, such as escort work, prostitution and pornography

Debt bondage – being forced to work to pay off debts that realistically they never will be able to

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Modern slavery covers a range of exploitation including; human trafficking, sexual exploitation, forced labour, debt bondage, domestic servitude, criminal activities, child labour, child sexual exploitation and forced and early marriage.

Signs and Indicators

Signs of physical or emotional abuse

Appearing to be malnourished, unkempt or withdrawn

Isolation from the community, seeming under the control or influence of others

Living in dirty, cramped or overcrowded accommodation, living and working at the same address

Lack of personal effects or identification documents

Always wearing the same clothes

Avoidance of eye contact, appearing frightened or hesitant to talk to strangers

Fear of law enforcers

Discriminatory Abuse

Unequal treatment based on a Protected Characteristics

Verbal abuse, derogatory remarks

Inappropriate use of language

Denying access to communication aids

Harassment or deliberate exclusion

Denying basic rights

Substandard service provision



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Discriminatory abuse is mistreatment or unequal treatment of an individual based on prejudices or biases concerning their protected characteristics.

Do we all know what the 9 protected characteristics are?

- Age
- Disability
- Sex
- Gender Reassignment
- Race
- Religion or Belief
- Sexual Orientation
- Marriage or Civil Partnership
- Pregnancy and Maternity

Signs and Indicators

The person appears withdrawn and isolated

Expression of anger, frustration, fear or anxiety

The support on offer does not take account of the person's individual needs in terms of a protected characteristic

Organisational or Institutional abuse

Discouraging visits or the involvement of relatives or friends

Abusive and disrespectful attitudes towards people using the service

Inappropriate use of restraints

Lack of respect for dignity and privacy

Not providing adequate food and drink, or assistance with eating

Not offering choice or promoting independence

Misuse of medication

Not taking account of individuals' cultural, religious or ethnic needs

Failure to respond to abuse appropriately

Failure to respond to complaints

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Organisational abuse occurs when poor management, systems, or a culture within a care provider results in neglect or mistreatment of individuals.

Signs and Indicators

Lack of flexibility and choice for people using the service

People being hungry or dehydrated

Lack of adequate procedures

Poor record-keeping and missing documents

Absence of visitors

Few social, recreational and educational activities

Public discussion of personal matters

Unnecessary exposure during bathing or using the toilet

Lack of management overview and support

Neglect and acts of omission

Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care

Providing care in a way that the person dislikes

Refusal of access to visitors

Not taking account of individuals' cultural, religious or ethnic needs

Not taking account of educational, social and recreational needs

Ignoring or isolating the person

Preventing the person from making their own decisions

Preventing access to glasses, hearing aids, dentures, etc.

Failure to ensure privacy and dignity

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Neglect or acts of omission abuse is the ongoing failure by a person responsible for an adult's care to provide necessary support, leading to a serious impairment of their health, safety, or well-being. This can include ignoring physical or emotional needs, withholding necessities like food, medication, and warmth, failing to provide access to healthcare, or neglecting personal hygiene, privacy, and dignity.

Signs and Indicators

Poor environment –
dirty or unhygienic

Poor physical
condition and/or
personal hygiene

Pressure sores or
ulcers

Malnutrition or
unexplained weight
loss

Untreated injuries
and medical problems

Inconsistent or
reluctant contact with
medical and social
care organisations

Accumulation of
untaken medication

Uncharacteristic
failure to engage in
social interaction

Inappropriate or
inadequate clothing

Self Neglect

Poor environment – dirty or unhygienic

Poor physical condition and/or personal hygiene

Pressure sores or ulcers

Malnutrition or unexplained weight loss

Untreated injuries and medical problems

Inconsistent or reluctant contact with medical and social care organisations

Accumulation of untaken medication

Uncharacteristic failure to engage in social interaction

Inappropriate or inadequate clothing

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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

More types of self-neglect

Neglecting to care for one's personal hygiene, health or surroundings
Failure to seek help or access services to meet health and social care needs

Inability or unwillingness to manage one's personal affairs

More indicators of self-neglect

Very poor personal hygiene / Unkempt appearance

Lack of essential food, clothing or shelter

Malnutrition and/or dehydration

Living in squalid or unsanitary conditions

Collecting a large number of animals in inappropriate conditions

Non-compliance with health or care services

Inability or unwillingness to take medication or treat illness or injury

Signs and Indicators

Very poor personal hygiene

Unkempt appearance

Lack of essential food, clothing or shelter

Malnutrition and/or dehydration

Living in squalid or unsanitary conditions

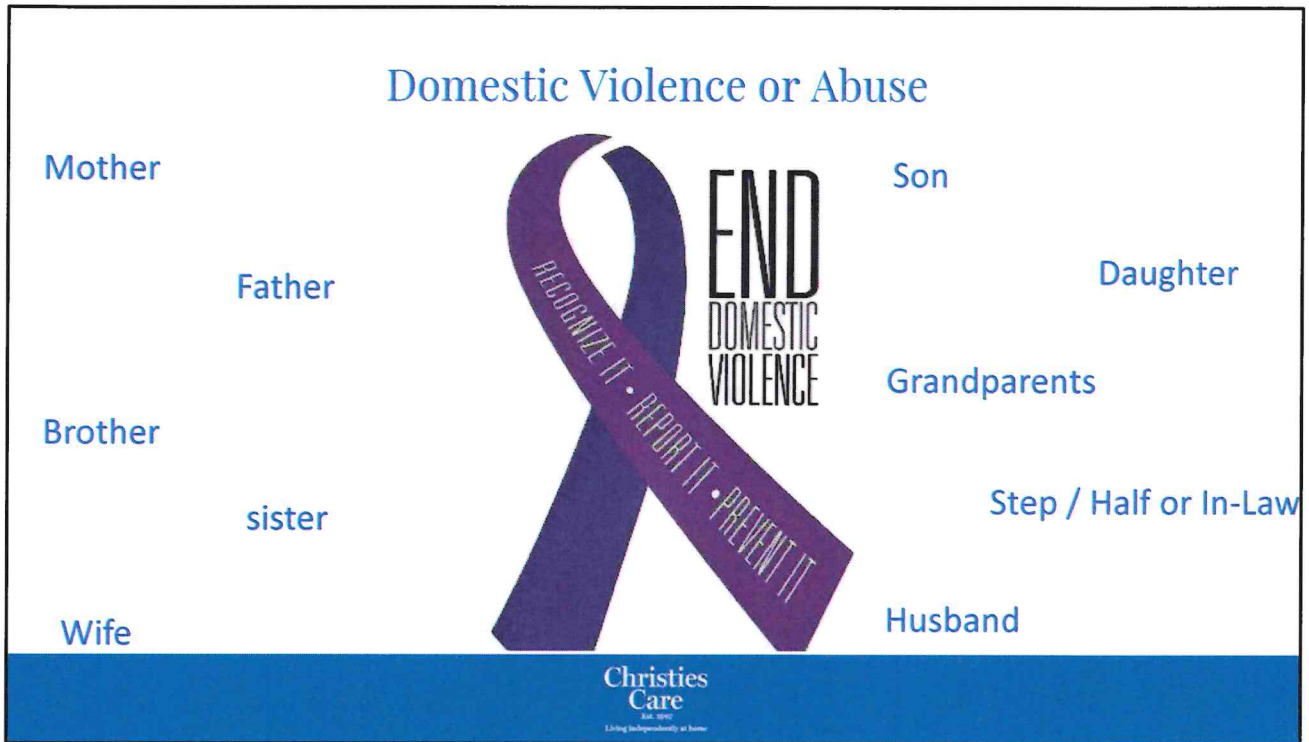
Neglecting household maintenance

Hoarding

Collecting a large number of animals in inappropriate conditions

Non-compliance with health or care services

Inability or unwillingness to take medication or treat illness or injury



Many people think that domestic abuse is restricted to abuse between intimate partners, but this is incorrect. It actually extends to other family members as well and a great deal of the safeguarding work that occurs at home is in fact concerned with domestic abuse. This confirms that domestic abuse approaches and legislation can be considered safeguarding responses in appropriate cases.

Family members are defined as: mother, father, son, daughter, husband, wife, brother, sister and grandparents, whether directly related, in-laws or step-family.

Domestic Abuse

- Domestic violence and abuse includes any incident or pattern of incidents of controlling, coercive or threatening behavior, violence or abuse between those aged 16 or over who are or have been, intimate partners or family members regardless of gender or sexuality.
- It also includes so called 'honor' -based violence, female genital mutilation and forced marriage.

Psychological

Physical

Sexual

Financial

Emotional.

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Do you all know what is mean by Honor based violence?

Honour based violence is a violent crime or incident which may have been committed to protect or defend the honour of the family or community. It is often linked to family members or acquaintances who mistakenly believe someone has brought shame to their family or community by doing something that is not in keeping with the traditional beliefs of their culture.

Age range extended down to 16.

Comes under the individual headings This follows the Government's successful Teenage Relationship Abuse Campaigns and is backed up by the British Crime Survey 2009/10 which found that 16-19-year-olds were the group most likely to suffer abuse from a partner.

Signs and Indicators

Low self-esteem

Feeling that the abuse is their fault when it is not

Physical evidence of violence such as bruising, cuts, broken bones

Verbal abuse and humiliation in front of others

Fear of outside intervention

Damage to home or property

Isolation – not seeing friends and family

Limited access to money

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Please remember

As a volunteer you are not expected to have an in-depth knowledge of Safeguarding, you just need to have an awareness of what to look out for and who to report too.



Any Questions??



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Thank you for listening