

Memory Lane Cafe Calderdale

Safeguarding Adults at Risk

Policy Statement

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

It is important to have the policy and procedures in place so that volunteers, service users, and management committee can recognise and know what to do in the event of abuse. This policy applies to all people acting on behalf of Memory Lane Café Calderdale, including, management committee members, activity providers, performers, sessional workers, agency staff, students, guests, guardians and anyone working or volunteering on behalf of Memory Lane Cafe Calderdale.

Safeguarding of those who are vulnerable and at risk of abuse is the responsibility of all of us in society. As such Memory Lane Café Calderdale consider it their highest priority and will, through its procedures work:

- To promote the freedom and dignity of the person who has or is experiencing abuse
- To promote the rights of all people to live free from abuse and coercion
- To ensure the safety and wellbeing of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing
- To manage services in a way which promotes safety and prevents abuse
- To recruit trustees, activity leaders and volunteers safely, ensuring all necessary checks are made
- To provide effective management for trustees and volunteers through supervision, support and training
- To ensure that all trustees, volunteers, service users, and carers/families are familiar with this policy and procedures
- With other agencies within the framework of the West and North Yorkshire and York Safeguarding Adults Policy and Procedures

- To act within its 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
- To 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
- To make referrals to the Gateway to Care as appropriate
- To endeavour to keep up to date with national developments relating to preventing abuse and welfare of adults
- To 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).

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Procedures

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.

An **Adult at risk** is defined as:-

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.

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 managers, management committee members, and volunteers act appropriately in responding to any concerns.

1. Preventing abuse

Memory Lane Cafe Calderdale is committed to safer recruitment policies and practices for all paid activity providers, trustees and volunteers. This includes appropriate DBS (disclosure & barring) checks for all, ensuring references are taken up and adequate training on Safeguarding adults at risk is provided for trustees, activity providers and volunteers.

2. Recognising the signs and symptoms of abuse

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.

Forms of abuse can include:

- 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, activity providers, 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.

3. Designated Named Person for safeguarding adults

Memory Lane Cafe Calderdale has appointed Paul Mansley, Chair of the Trustees, as the designated named person responsible for dealing with any Safeguarding Adult concerns. He is the designated safeguarding lead and can be contacted on 07495 765703. In his absence, the management committee members, café coordinator or volunteers should contact Gateway to Care directly on 01422 393000

The roles and responsibilities of the named person(s) are:

- to ensure that all people representing Memory Lane Café Calderdale including volunteers and trustees 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 trustees, activity providers and volunteers are adhering to good practice with regard to confidentiality and security.
- to ensure that trustees, activity providers and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.

4. Responding to people who have 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, trustees, activity providers, volunteers and service users safe
- In confidence to inform the person in charge if at a café or event e.g. Café Coordinator. If this is not possible or inappropriate:
 - To inform the Designated Named Person in your organisation
 - To record what happened in the Safeguarding file

All situations of abuse or alleged abuse will be discussed with the Designated Named Person. If a trustee, activity leader or volunteer feels unable to raise this concern with the Designated Named Person (or they are implicated in the abuse) then concerns can be raised directly with Gateway To Care Direct on 01422 393000. The alleged victim will be told that this will happen. This stage is called the **alert**.

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 Designated Named Person 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.

5. Raising a Safeguarding Adults Alert

All safeguarding adult concerns should be made by telephone to the Adult Social Care team via Gateway to Care Monday to Friday 9.00am till 5.00 pm

Gateway To Care

Phone: 01422 393000

Available: Monday-Friday 9am-5pm

Safeguarding Adults Team

Phone: 01422 393804

Available: Monday – Friday 9am-5pm.

Please note that this is an advice service ONLY. All alerts should be raised with Gateway to Care Direct.

West Yorkshire Police

Safeguarding Unit 01422 337041

Hate & Mate crime and Domestic abuse are crimes, please seek advice from the Police Safeguarding team in the first instance then refer to Gateway to Care.

In an emergency situation outside of these times please contact the Emergency Duty team on 01422.288000

You should ask to make a safeguarding adults alert.

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.

6. Managing allegations made against trustees or volunteers

Memory Lane Cafe Calderdale will ensure that any allegations made against members or their representatives will be dealt with swiftly. Where a representative/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 within the service whilst the investigation is undertaken.

The Designated Named Person will liaise with Gateway to Care direct to discuss the best course of action and to ensure that the Memory Lane Café Calderdale 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, trustees and volunteers are aware of this policy and will be supported in its use.

7. 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, please see Memory Lane Café's confidentiality policy.

All conversations/observations regarding allegations/concerns should be recorded and dated using the Cause for Concern form (Appendix 1) and passed to the Designated Named Person for action. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnessed. It is quite probable that the outcome of investigations will not be reported back to Memory Lane Café Calderdale.

The information that is recorded will be kept secure and will comply with the Data Protection Act. This information will be secured in a locked filing cabinet within the organisation. Access to this information will be restricted to the Designated Named Person.

8. Disseminating/Reviewing policy and procedures

This Safeguarding Adults Policy and Procedure will be clearly communicated to trustees, volunteers, activity providers and service users. The Designated Named Person will be responsible for ensuring that this is done.

The Safeguarding Adults Policy and Procedures will be reviewed annually by the Management Committee. The Designated Named Person will ensure that any changes are clearly communicated to trustees, management committee and 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 and supporting procedures were approved by the Trustees of Memory Lane Cafe Calderdale on 30/01/2020 and will be reviewed every year. Next review date is January 2021.

APPENDIX 1

SAFEGUARDING - 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