



## Budleigh Salterton & District Hospiscare

### Safeguarding Vulnerable Adults & Young People Policy

#### Introduction

##### **Safeguarding is everyone's responsibility:**

Safeguarding vulnerable adults/young people within the activities of Budleigh Salterton & District Hospiscare (BS&DH) is a part of the wider role of promoting their welfare, protecting their health, wellbeing and basic rights, and enabling them to go about their daily lives safely and free from abuse and neglect.

Safeguarding refers to an activity which is undertaken to protect specific vulnerable adults/young people who are suffering or are at risk of suffering significant harm. A vulnerable person means someone who, for any reason, may be unable to take care of themselves or protect themselves against significant harm or exploitation; safeguarding involves reducing or preventing the risk of significant harm to them from neglect or abuse. ***Please remember many of our patients and/or their families could be considered as "vulnerable" due to the often sensitive and distressing nature of the situation which they may find themselves having to face.***

#### Scope

The nursing staff contracted to BS&DH are employed by Hospiscare Exeter, Mid & East Devon (Exeter Hospiscare) and will be obliged to follow Exeter Hospiscare's own Safeguarding Policy, available on the following link: <https://www.hospiscare.co.uk/about-us/governance/safeguarding/>

Accordingly, this Policy does not apply to the nursing staff contracted to BS&DH or activities carried out by them.

This Policy applies to all employees and volunteers (including trustees, executive committee members, fundraising volunteers, drivers, sitters/befrienders, bereavement team and Hospiscare Club organisers) when carrying out activities for BS&DH. Examples of situations when safeguarding concerns might potentially arise include (but are not limited to) the following:

- Drivers collecting and/or returning patients from/to their home for medical appointments or day-care
- Befrienders/sitters being at home with a patient to allow their carer time off
- Volunteers assisting at a fundraising event organised by BS&DH
- Bereavement volunteers supporting someone who has recently lost a loved one
- Volunteers assisting at the Hospiscare Club or other social events organised by BS&DH

Employees and volunteers may also have safeguarding concerns that involve other staff or volunteers while carrying out activities for BS&DH. Employees and volunteers may also feel vulnerable themselves and have concerns for their own welfare when carrying out their duties for BS&DH. This Policy applies in these situations too.

#### **Awareness:**

All employees of BS&DH are expected to complete the Safeguarding training (online or in person) provided by Exeter Hospiscare. New Starters should contact [safeguarding@hospiscare.co.uk](mailto:safeguarding@hospiscare.co.uk) to arrange this training.

Volunteers should be provided with a copy of Exeter Hospiscare's booklet: "Safeguarding People at Risk, How to Safeguard and Promote Welfare". Employees may also use this booklet as an additional reference.

All employees and volunteers will be made aware of this policy as part of their initial induction process and there will be briefings and updates for all when required.

**Where necessary, employees and volunteers will be encouraged to attend appropriate training courses as deemed fit by the trustees.**

### **General Principles**

As adults and/or professionals or volunteers, everyone has a responsibility to safeguard vulnerable adults/young people, so aiding and promoting their welfare.

BS&DH takes seriously the welfare of all vulnerable adults/young people who come into contact with BS&DH and any employee or volunteer through any activity in which BS&DH and/or they may be engaged, wherever that may be.

BS&DH aims to ensure that its employees, volunteers and everyone coming into contact with BS&DH are included in a safe, caring environment and friendly atmosphere.

BS&DH recognises that it is the responsibility of each one of its employees and volunteers, paid and unpaid, to prevent the neglect, physical, sexual or emotional abuse of vulnerable adults/young people who come into contact with BS&DH and to report any abuse discovered or suspected.

Safeguarding the welfare of vulnerable adults/young people– and in particular protecting them from significant harm – may also depend upon effective joint working between agencies and professionals that have specific roles and expertise.

BS&DH employees and volunteers should:

- ✓ Be alert to potential indicators of abuse or neglect;
- ✓ Be alert to the risks which individual abusers, or potential abusers, may pose to vulnerable adults/young people;
- ✓ Share and help to analyse information so that an assessment can be made of the individual's needs and circumstances;
- ✓ Contribute when required to whatever actions are needed to safeguard and promote the individual's welfare.

BS&DH recognises its responsibility to implement, maintain and regularly review procedures, which are designed to prevent and to be alert to such abuse.

### **Definitions of abuse and neglect**

***Abuse and neglect are forms of maltreatment of a vulnerable adult/young person. Somebody may abuse or neglect them by inflicting harm (as defined below), or by failing to act to prevent harm. That person may be abused in a family or in a residential, care, institutional or community setting by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults or young person or people.***

### **Physical abuse**

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a vulnerable adult/young person. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in that person.

### **Emotional Abuse**

Emotional abuse is the persistent emotional maltreatment of a vulnerable adult/young person such as to cause severe and persistent adverse effects on that person's emotional development. It may involve conveying to that person that they are worthless, unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include interactions that are beyond that person's

developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the person participating in normal social interaction.

It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying causing that person frequently to feel frightened or in danger, or the exploitation or corruption of a vulnerable adult or young person. Some level of emotional abuse is involved in all types of maltreatment of that person, though it may occur alone.

### **Sexual Abuse**

Sexual abuse involves forcing or enticing a vulnerable adult/young person to take part in sexual activities, including prostitution, whether or not the vulnerable adult/young person is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts.

It may include non-contact activities, such as a vulnerable adult/young person looking at or participating (or being asked to do so) in the making of pornographic material or watching sexual activities or encouraging a vulnerable adult/young person to behave in sexually inappropriate ways.

### **Neglect**

Neglect is the persistent failure to meet a vulnerable adult/young person's basic physical and/or psychological needs, likely to result in the serious impairment of the vulnerable adult/young person's health or development. Neglect may involve a carer or parent failing to provide adequate food and clothing, shelter including exclusion from home or abandonment, failing to protect a vulnerable adult/young person from physical and emotional harm or danger, failure to ensure adequate supervision including the use of inadequate care-takers, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a vulnerable adult/young person's basic emotional needs.

### **Procedures**

Different procedures apply if employees or volunteers have concerns which involve vulnerable adults/young people with whom they come into contact when carrying out their duties for BS&DH who are not employees or volunteers of BS&DH or ones which involve an employee or volunteer of BS&DH. Each of these is covered separately below.

Please note, for reasons of consistency and practicality, BS&DH's procedures for safeguarding vulnerable adults will be the same as those for safeguarding young people except where the law, or the specific circumstances of an individual's need, require otherwise.

### **(a) What to do if you have concerns about a vulnerable adult/young person with whom you come into contact when carrying out your duties for BS&DH (and who is not an employee or volunteer of BS&DH)**

All concerns should be reported immediately (and within no longer than one working day) to Exeter Hospiscare, who have experience and expertise in handling safeguarding concerns and who have agreed to deal with such concerns.

- In the normal course, contact the Clinical Nurse Specialist (CNS) Team on 01395 224089 (7 days a week). Exeter Hospiscare will then investigate the concern and take it forward as appropriate, in line with their clinical policy.
- If no-one is available or if you feel it is a potentially significant issue, contact the Hospiscare Safeguarding Lead: 01392 688023, or [safeguarding@hospiscare.co.uk](mailto:safeguarding@hospiscare.co.uk) or phone the Director of Clinical Services at Exeter Hospiscare, Ann Rhys on 01392 688007 or 07793 621091.

You will be informed by Exeter Hospiscare on any further action you should take or any assistance you can provide. You should not do anything that it is not agreed in advance with Exeter Hospiscare.

The Exeter Hospiscare Nursing Team Leader will raise relevant safeguarding issues that have been notified to Exeter Hospiscare at BS&DH trustee meetings or, if action from BS&DH is needed before the next trustees meeting, to the BS&DH Chairman.

You may have concerns about a vulnerable adult/young person because of something you have seen or heard when carrying out your duties for BS&DH, or they may choose to disclose something to you.

If they have disclosed information to you, you should:

- ✓ Do not promise confidentiality, you have a duty to share this information and it may have to be referred to Devon's Safeguarding Adults Partnership or for those under the age of 18 to Devon's Multi Agency Safeguarding Hub (MASH).
- ✓ Listen to what is being said, without displaying shock or disbelief.
- ✓ Accept what is said.
- ✓ Reassure the vulnerable adult/young person, but only as far as is honest, don't make promises you may not be able to keep *e.g.*: 'Everything will be alright now', 'You'll never have to see that person again'.
- ✓ Do reassure and alleviate guilt, if the vulnerable adult/young person refers to it. For example, you could say, 'You're not to blame'.
- ✓ Do not interrogate the vulnerable adult/young person; it is not your responsibility to investigate.
- ✓ Do not ask leading questions (*e.g.*: Did he touch your private parts?), ask open questions such as 'Anything else to tell me?'
- ✓ Do not ask the person to repeat the information for another member of staff or volunteer.
- ✓ Explain what you have to do next and who you have to talk to.
- ✓ Take notes if possible or write up your conversation as soon as possible afterwards.
- ✓ Record the date, time, place of any non-verbal behaviour and the words used by the person involved (do not paraphrase).
- ✓ Record statements and observable things rather than interpretations or assumptions.

**(b) What to do if you have a concern that involves the behaviour of an employee or volunteer of BS&DH or if you are an employee or volunteer of BS&DH who is vulnerable and feels abused when carrying out your duties for BS&DH.**

BS&DH is committed to having effective recruitment and human resources procedures, including checking, where applicable, employees and volunteers are DBS checked.

However, there may still be times when there is an allegation against an employee/volunteer or where you see/hear something carried out/said by an employee/volunteer to a vulnerable adult/young person that causes you concern or they may disclose something to you. If something has been disclosed to you, guidance for this is in section (a) above.

Employees and volunteers themselves may also feel vulnerable and consider that someone else, whether someone they come into contact with when carrying out their duties for BS&DH or another employee or volunteer of BS&DH, is abusing them.

All such allegations and concerns should be reported as soon as possible (and within no longer than one working day) to BS&DH's Chairman on:

[briggsmartin@btinternet.com](mailto:briggsmartin@btinternet.com) or 07880 746464. Or, if the Chairman is not available or the concern relates to the Chairman, to BS&DH's vice chairman or, where there is no vice chairman in office, BS&DH's previous chairman on: [jeremy.browne@btinternet.com](mailto:jeremy.browne@btinternet.com) or 01395 446797.

You will be informed by them of any further action you should take or any assistance you can provide. You should not do anything that it is not agreed in advance with the Chairman/ice chairman/previous chairman.

The following procedure should be applied where it is alleged that an employee/volunteer who works with a vulnerable adult/young person or who has come into contact with a vulnerable adult/young person in the course of carrying out their duties for BS&DH has:

- ✓ Behaved in a way which is likely to cause harm to a vulnerable adult/young person, or may have actually harmed that person;
- ✓ Possibly committed a criminal offence against or related to a vulnerable adult/young person;
- ✓ Behaved towards a vulnerable adult/young person in a way that indicates that he/she is unsuitable to work with vulnerable persons.

The procedure also applies where an employee/volunteer who is vulnerable him/herself considers that someone else, whether someone they come into contact with when carrying out their duties for BS&DH or another employee or volunteer of BS&DH, is abusing him/her.

Allegations may relate to a person's behaviour at work, home, an event, a meeting or another setting.

The Chairman, or if not available, the vice chairman or previous chairman will discuss the matter to determine what steps should be taken and, where necessary, obtain further details of the allegation and the circumstances where made. The discussion should also consider whether there is evidence/information that establishes that the allegation is false or unfounded, whether a referral to the Devon County Supporting Families Division is required and/or whether disciplinary action is appropriate.

Some allegations will be so serious as to require immediate referral to Devon's Safeguarding Adults Partnership or for those under the age of 18 to Devon's Multi Agency Safeguarding Hub (MASH) and the Police, but common sense and judgement must be applied in reaching a decision about what action to take.

Where such allegations are made, consideration must be given to the following three strands:

- 1) Disciplinary action by us, the employer/ voluntary service provider, may be required in respect of the individual(s) involved;
- 2) The police investigation of a possible criminal offence;
- 3) Referral to Devon's Safeguarding Adults Partnership or for those under the age of 18 to Devon's Multi Agency Safeguarding Hub (MASH).

Enquiries and assessment as to whether the vulnerable adult or young person is in need of protection or of the services of MASH: **Tel: 0345 155 1071**

**Remember:** whatever the nature of your concerns, share them in the manner set out above. See the Process Chart below for a summary of the process to follow.

### Reviewing this Policy and Procedures

This policy and procedures will be reviewed following any major safeguarding incident and, in any event, every year; this will include checking telephone numbers, accuracy of personnel details, and any updates required by a change in the Chairman or local or national policy.

### Change Record

Date of Change:	Changed By:	Comments:
21 April 2020		Policy approved by the Trustees
07 December 2021		Policy updated and approved by Trustees
17 January 2023	CJ/NP	Policy reviewed

Process Charts Where There Are Concerns About A Vulnerable Adult/Young Person's Welfare:

**If patient is at immediate risk of serious harm, ACT NOW – dial 999 for Police and/or Ambulance then follow the flow chart.**

**If patient is NOT at immediate risk of serious harm, follow the flow charts as applicable:**

**Scenario (a)**

If you have concerns about actual or potential abuse of any **PATIENT** or other vulnerable adult/young person with whom you come into contact when carrying out your duties for BS&DH who is at risk or perceived risk (other than another employee or volunteer of BS&DH)

Call the CNS team on 01395 224089

If the CNS team is unavailable or if you feel it is potentially a significant issue, contact Exeter Hospiscare's Safeguarding Lead: email: [safeguarding@hospiscare.co.uk](mailto:safeguarding@hospiscare.co.uk) **or** the Director of Clinical Services: 01392 688007 or 07793 621091

Take any action notified to you by Exeter Hospiscare but do **not** take any other action. The Nursing Team Leader will report any relevant issues to the trustees

**Scenario (b)**

If you have concerns of actual or potential abuse involving any **EMPLOYEE/VOLUNTEER** at BS&DH or if you yourself are vulnerable and feel abused while carrying out your duties

Contact BS&DH's Chairman on [briggsmartin@btinternet.com](mailto:briggsmartin@btinternet.com) or 07880 746464

If the concern relates to BS&DH's Chairman, contact the vice chairman or, if none, former Chairman on [jeremy.browne@btinternet.com](mailto:jeremy.browne@btinternet.com) or 01395 446797

Take any action notified to you by the Chairman / vice chairman / former Chairman but do **not** take any other action

If at any time you consider that your concern is not being followed up, you should refer it to MASH and follow up in writing within 48hrs  
**Call: 0345 155 1071**