

Supported Accommodation

Safeguarding Adults

March 2024

Policy

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1. POLICY STATEMENT

- 1.1. YMCA Leicestershire is a multi-faced charity that works with vulnerable adults and children across a range of services.
- 1.2. As part of our work, we have a responsibility to safeguard vulnerable adults. This policy will enable staff and volunteers to have clarity as to their roles and responsibilities in relation to the safeguarding of vulnerable adults and the reporting processes they should follow, should they have a safeguarding concern.
- 1.3. YMCA Leicestershire will not tolerate the abuse of adults in any of its forms and is committed to safeguarding adults with care and support needs from harm.
- 1.4. YMCA Leicestershire recognises that there is a legal framework to safeguard adults who have needs for care and support and for protecting those who are unable to take action to protect themselves and will act in accordance with the relevant safeguarding adult legislation and with local statutory safeguarding procedures developed by Leicester Safeguarding Adults Board¹.
- 1.5. Actions taken by YMCA Leicestershire will be consistent with the principles of adult safeguarding ensuring that any action taken is prompt, proportionate and that it includes and respects the voice of the adult concerned.
- 1.6. The purpose of this policy is to demonstrate the commitment of YMCA Leicestershire to safeguarding adults and to ensure that all employees and volunteers are aware of: -
 - The legislation, policy and procedures for safeguarding adults
 - Their role and responsibility for safeguarding adults
 - Ensure the necessary actions are taken where an adult with care and support needs is deemed to be at risk.

¹ <https://lrsb.org.uk/adults>

2. WHAT IS ADULT SAFEGUARDING?

- 2.1. Care and Support Statutory Guidance (October 2023) highlights that 'safeguarding means 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'.
- 2.2. The safeguarding duties apply to adults at risk who:
- Has needs for care and support (whether or not the Local Authority is meeting any of those needs)
 - Is experiencing, or at risk of, abuse or neglect
 - As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect
- 2.3. Where someone is 18 or over but is still receiving children's services and a safeguarding issue is raised, the matter should be dealt with through adult safeguarding arrangements and where appropriate, adult safeguarding services should involve children services as well as any relevant partners.
- 2.4. Prevention of abuse and neglect is one of the key ways of securing someone's well-being and this should be considered as part of an assessment of someone's care and support needs, even when this is not the presenting need.

What constitutes abuse and neglect?

- 2.5. There are different types and patterns of abuse and neglect and the different circumstances in which they may take place. Abuse can be: -
- **physical abuse** such as assault, hitting, slapping, pushing, misuse of medication, inappropriate restraint or physical sanctions
 - **domestic abuse** such as psychological, physical, sexual, financial and emotional abuse
 - **sexual abuse** such as rape, indecent exposure, sexual harassment, inappropriate touch or looking, sexual assault, sexual acts to which the adult has not consented or was pressured into consenting

- **psychological abuse** *such as emotional abuse, threats of harm, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, isolation, cyber bullying and verbal abuse*
- **financial or material abuse** *such as theft, fraud, internet scamming, coercion or the misuse or misappropriation of property, possessions or benefits*
- **Modern slavery** *such as slavery, human trafficking, forced labour and domestic servitude*
- **discriminatory abuse** *such as harassment, slurs or treatment based on a person's protected characteristics*
- **self-neglect** *such as not washing, not eating, not looking after home environment such as hoarding, refusing health support and treatment*
- **organisational abuse** *including neglect and poor care practice within an organisation*

2.6. Incidents of abuse may be one-off or multiple, and affect one person or more. Anyone can perpetrate abuse or neglect against others.

3. ROLES AND RESPONSIBILITIES

- 3.1. All staff and volunteers at YMCA Leicestershire have a duty and responsibility to report any safeguarding concerns regarding an adult to the Designated Safeguarding Lead and/or Manager. YMCA Leicestershire Designated Safeguarding Lead is Paul Brown. It is important that we report our concerns as it may be difficult for adults with care and support needs to protect themselves and to report abuse. Adults with care and support needs rely on us to help and support them to keep them safe from harm and abuse.
- 3.2. If a safeguarding concern/allegation is against one of YMCA Leicestershire employees, volunteers or trustees, we will seek advice from Leicester, Leicestershire and Rutland Safeguarding Board. If the safeguarding concern is against the Designated Safeguarding Lead, seek advice from Leicester, Leicestershire and Rutland Safeguarding Board and/or YMCA Leicestershire whistleblowing lead.

4. VULNERABILITY

- 4.1. It is important to remember that just because someone has vulnerabilities this does not mean that they are inevitably 'at risk'. For example, a person with a disability who has mental capacity to make decisions about their own safety may be perfectly able to make informed choices and protect themselves from harm. In the context of safeguarding adults, the vulnerability of the adult is related to how able they are to make and exercise their own informed choices free from duress, pressure or undue influence of any sort, and the extent to which they can protect themselves from abuse, neglect and exploitation.
- 4.2. It is equally important to note that people with capacity can also be vulnerable.
- 4.3. An adult's vulnerability is determined by a range of interconnected factors including personal characteristics, factors associated with their situation or environment and social factors (see table below)

Personal Characteristics of the adult that increase vulnerability may include:	Personal Characteristics of the adult that decrease vulnerability may include:
Not having mental capacity to make decisions about their own safety including fluctuating mental capacity associated with mental illness and other conditions	Having mental capacity to make decisions about their own safety
Communication difficulties	Having no communication difficulties or if so having the right equipment and support
Being dependant on others for personal care and activities of daily life	Having good physical and mental health and having no physical dependency or, if needing help is able to self-direct care
Low self-esteem; experience of abuse, childhood experience of abuse	Positive former life experiences; self confidence and high self esteem
Being cared for in a care setting and/or not receiving the right amount or the right kind of care	Remaining independent and active
Isolation and social exclusion	Good family relationships, active social life with friends and being able to participate in the wider community
Lack of access to information and support	Good knowledge and access to community resources and information

5. PRINCIPLES OF ADULT SAFEGUARDING & MAKING SAFEGUARDING PERSONAL

5.1. There are six key principles that underpin adult safeguarding work: -

- **Empowerment** – people being supported and encouraged to make their own decisions and informed consent
- **Prevention** – it's better to take action before harm occurs
- **Proportionality** – the least intrusive response appropriate to the risk presents
- **Protection** – support and representation for those in greatest need
- **Partnerships** – services working with their communities and we have a part to play in preventing, detecting and reporting neglect and abuse
- **Accountability** – having accountability and transparency in delivering safeguarding

5.2. YMCA Leicestershire staff and volunteers should ensure that their work reflects the principles above and ensure that the adult with care and support needs is involved in their decisions and informed consent is obtained.

Making Safeguarding Personal

5.3 Making safeguarding personal is a person- centred and outcome focused approach to safeguarding adults. It emphasises that the adult concerned must always be at the centre of adult safeguarding, and that their wishes and views should be sought at the earliest opportunity. The approach also sees adults as experts in their own lives and to work with them in order to identify strengths-based and outcome focused solutions.

5.4. YMCA Leicestershire staff working with adults must work in a way that enhances individual involvement, choice and control as part of improving quality of life, wellbeing and safety.

6. CONSENT AND INFORMATION SHARING

Consent

- 6.1. There will be times when an adult who has mental capacity decides to accept a situation which is concerned to be harmful or neglectful. Where this is the situation and they do not want any action to be taken, this does not preclude the sharing of information with relevant professional colleagues. This is to enable professionals such as Adult Social Care to assess the risk of harm and be confident that the adult is not being unduly influenced, coerced or intimidated and is aware of all the options.
- 6.2. It is good practice to try to gain the adult's consent to share information, unless doing so will increase the risk of harm.
- 6.3. Information can be shared with other professionals, without the adult's consent, if the following apply: -
 - Other people are being put at risk (for example, letting friends who are abusive or exploitative into a shared environment, where they may put other residents at risk)
 - A child is involved
 - The alleged person causing harm has care and support needs and may also be at risk;
 - A crime has been committed
 - Staff are implicated
 - The adult has the mental capacity to make that decision but they may be under duress or being coerced.

Sharing information to safeguard adults

- 6.4. Adults have a general right to independence, choice and self-determination including control over information about themselves. In the context of adult safeguarding these rights can be overridden in certain circumstances.
- 6.5. YMCA Leicestershire expects all staff, volunteers and trustees to maintain confidentiality at all times. In line with General Data Protection Regulation law, YMCA Leicestershire does not share information if not required.
- 6.6. All staff and volunteers should always share safeguarding concerns with their manager or YMCA Leicestershire Designated Safeguarding Lead in the first instance expect in emergency situations. As long as it does not increase the risk to the adult, staff and volunteers should explain to the adult that it is their

duty to share their concern to their manager/safeguarding lead. The safeguarding principle of proportionality should underpin decisions about safeguarding information without consent and decisions should be made on a case by case basis.

6.7. YMCA Leicestershire staff and volunteers need to share safeguarding information with the right people at the right time to:

- Prevent death or serious harm
- Coordinate effective and efficient responses
- Enable early interventions to prevent the escalation of risk
- Prevent abuse and harm that may increase the need for care and support.
- Maintain and improve good practice in safeguarding adults
- Reveal patterns of abuse that were previously undetected and that could identify others at risk of abuse
- Identify low-level concerns that may reveal people at risk of abuse
- Help people to access the right kind of support to reduce risk and promote wellbeing
- Help identify people who may pose a risk to others and, where possible, work to reduce offending behaviour
- Reduce organisational risk and protect reputation

7. WHAT SHOULD I DO IF I AM CONCERNED?

7.1 As staff or a volunteer at YMCA Leicestershire, if there is an adult safeguarding concern, you should: -

Respond

- **Call 999** if someone is at immediate risk or in need of urgent medical attention
- If it is not an emergency situation, speak to your Manager/on-call for advice and guidance. Get brief details about what has happened and what the adult would like to be done about it
- Seek consent from the adult to act and to report the concern. Consider whether the adult may lack capacity to make decisions about their own and other people's safety and well-being. If you decide to act against their wishes or without their consent, you must record your decision and the reason for doing this.

Report

- Employees of YMCA Leicestershire, whether in a paid or voluntary role should report any safeguarding concerns to Paul Brown (Chief Executive) on 0116 2046200 or 07976 692907 or email pbrown@ymcaleics.org.uk by completing an adult safeguarding cause for concern and referral form.

Record

- Any staff or volunteers raising a safeguarding concern about an adult should complete an adult safeguarding cause for concern form. This form should be completed as soon as possible and passed on to the relevant Manager and/or Paul Brown (DSL) immediately. The designated safeguarding lead (DSL) and/or manager will refer the concern to Leicester Social Care for their consideration and action.
- Staff and volunteers should ensure that all records should be written factually and accurate with dated and signed
- Keep records about safeguarding concerns confidential and in a location where the alleged abuser will not have access to the records. Access should not be given to any unauthorised personal for accessing confidential information including the sharing of passwords.

Refer

- In deciding whether to refer or not, safeguarding lead/manager should consider: -
 - 1) the adults wishes and preferred outcome
 - 2) whether the adult has mental capacity to make an informed decision about their own safety and the safety of other
 - 3) the safety and wellbeing of children
 - 4) the safety and wellbeing of adults with care and support needs
 - 5) whether there is a person in a position of trust involved
 - 6) whether a crime has been committed
- To refer to Leicester Adult Social Care, please telephone: **0116 454 1004** (operational 24 hours a day, 7 days a week)
- The Designated Safeguarding Lead/Manager should keep a record of the reasons for referring the concern or reasons for not referring

Decision to notify others

If a decision is made to make a referral to Leicester Adult Social Care, other agencies may be referred to be notified.

- The police if a crime has been committed and/or Leicester, Leicestershire and Rutland Adult Safeguarding Board
- Relevant regulatory bodies such as Ofsted, Care Quality Commission, the Charities Commission
- Local Authority Placements and Commissioning Teams
- Family/relatives as appropriate (seek advice from Adult Social Services)

7.2 As soon as a referral is made to Adult Social Care, they will decide on next steps.²

8. COMPLAINTS

- 8.1. YMCA Leicestershire promotes transparency and honesty when things go wrong. All staff and volunteers should apologise and to be honest with residents and other relevant people when things go wrong.
- 8.2. YMCA Leicestershire has a complaints procedure which can be accessed by emailing hrinbox@ymcaleics.org.uk or telephoning 0116 2556507.

9. SAFER RECRUITMENT AND TRAINING

- 9.1. YMCA Leicestershire is committed to safer recruitment practices such as undertaking disclosure and barring checks to help reduce the risk of exposing adults with care and support needs to people unsuitable to work with them.
- 9.2. All staff and volunteers who work with adults as part of their role will be required to undertake mandatory basic awareness training on safeguarding adults.
- 9.3. All staff and volunteers should be clear about the core values of YMCA Leicestershire and the commitment to safeguarding adults.

² For further information on adult safeguarding <https://www.llradultsafeguarding.co.uk/>

10. MONITORING AND REVIEW

This document will be reviewed annually or earlier in the event there is a need to change and update practice or there is a change in legislation.

The organisation will monitor the development and dissemination of good practice to ensure that this policy is achieving the stated objectives.

The next review will take place March 2025. Recommendations for any amendments should be reported to the Director of Housing (Registered Service Manager).

Contact Details:

Paul Brown	Chief Executive / Nominated Individual	PBrown@ymcaleics.org.uk	07976 692907
Juanita Rhodes	Director of Housing / Registered Service Manager	JRhodes@ymcaleics.org.uk	07917 661529

Appendix A

YMCA Leicestershire – Safeguarding Adults Cause for Concern Report Form

This form should be used to record concerns of suspected or actual abuse to an individual person.

For further information, documents and guidance to support the completion of this form please refer to the Safeguarding Adults Policy and the [LLR Safeguarding Adults Thresholds Guidance](#).

A – DETAILS OF THE ADULT ALLEGED TO BE EXPERIENCING OR AT RISK OF ABUSE (NAMED ADULT)			
Named Adult:			
Address (including postcode):			
Date of Birth:		Tel. No.	
Gender:		Ethnicity:	
Marital Status		Reason the Named Adult needs support:	Alcohol use
Communication needs e.g. interpreter or communication requirements due to sensory / other impairments?			
B – DETAILS OF THE CONCERN			
Dates the alleged abuse has taken place			
Please provide brief details of the alleged abuse being reported now			
If you are aware of any previously alleged abuse, please provide brief details			

Where did the alleged abuse take place?			
Category of alleged abuse (refer to LLR Thresholds document and state main category)			
Please indicate an additional categories of alleged abuse			
Is the Named Adult at risk of continuing or further abuse?			
What impact is this abuse having on the Named Adult			
Details of any witnesses			
Have emergency services been contacted? (please state which)		Any other agency contacted?	
Please state what immediate action has been taken to protect the adult from ongoing harm			
Are there any children who could be at risk as a result of the alleged abuse being reported on this form?			
Where children could be at risk, please state: <ul style="list-style-type: none"> • Who has been contacted and when; or, • If no one has been contacted, state why 			

C – FURTHER DETAILS OF THE NAMED ADULT			
Are there any concerns, generally, in relation to the mental capacity of the Named Adult?		If there are concerns in relation to mental capacity of the Named Adult please provide details	
Has the Named Adult had any Mental Capacity Assessments?			
<p>If the answer is Yes, please provide brief details of</p> <ul style="list-style-type: none"> Each decision that had to be made which necessitated an assessment; and, The outcome of each assessment i.e. if the Named Adult <u>did</u> or <u>did not</u> have mental capacity at the relevant time to make a decision 			
Is the Named Adult aware that this concern is being raised with the Local Authority?			
Has the Named Adult given their consent to this concern being raised with the local authority?			
If the answer is no, please explain why not			

D – DETAILS OF THE PERSON ALLEGED TO HAVE CAUSED THE HARM (IF KNOWN)	
Name:	
Gender:	
Age:	
What is their relationship to the Named Adult?	
Are there any other people who may be at risk from the person causing the harm?	
Is the alleged perpetrator also a person with care and support needs?	
Are there any concerns in relation to the mental capacity of the alleged perpetrator?	
-If there are concerns, please provide details:	
E – GENERAL INFORMATION	
Please provide the name of the Safeguarding Lead for your organisation	
Have you discussed this concern with your Safeguarding Lead? If so, when?	
F – DETAILS OF PERSON COMPLETING THIS FORM	
Name	
Job Title	
Email address:	
Tel. No.	