



THE MAZE GROUP

Safeguarding Adults Policy and Procedure

1. Introduction

The MAZE Group Community Interest Company (CIC) aimed at parents of children who have (or have sought) a diagnosis for an additional need. These procedures have been designed to ensure the welfare and protection of any adult who accesses services provided by The MAZE Group. The procedures recognise that adult abuse can be a difficult subject for workers to deal with. The MAZE Group is committed to the belief that the protection of vulnerable adults from harm and abuse is every-ones' responsibility and the aim of these procedures is to ensure that all managers, trustees of The MAZE Group, management committee members, staff and volunteers act appropriately in response to any concern around adult abuse.

2. Preventing abuse

The MAZE Group is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within The MAZE Group will be treated with respect.

Therefore this policy needs to be read in conjunction with the following policies:

- Equal Rights and Diversity
- Volunteers
- Complaints
- Whistle Blowing
- Confidentiality
- Disciplinary and Grievance
- Data Protection
- Recruitment and Selection
- Any other policies which are relevant that The MAZE Group has in place (e.g. Challenging Behaviour, Handling Money)

The MAZE Group is committed to safer recruitment policies and practices for paid staff, trustees and volunteers. This may include DBS disclosures for staff and volunteers, ensuring references are taken up and adequate training on Safeguarding Adults is provided for staff and volunteers.

Management committee members/trustees will be required to provide two references and where appropriate have a Disclosure and Barring Service check.

The MAZE Group will work within the current legal framework for reporting staff or volunteers that are abusers.



Service users will be encouraged to become involved with the running of The MAZE Group. Information will be available about abuse and the Complaints Policy and Safeguarding Adults Policy Statement will be available to service users and their carers/families.

3. Recognising the signs and symptoms of abuse

The MAZE Group is committed to ensuring that all staff, the management committee, trustees and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse. They will ensure that The MAZE Group Designated Named Person and other members of staff, trustees and volunteers have access to training around Safeguarding Adults.

“Abuse is a violation of an individual's human and civil rights by any other person or persons”
(No Secrets: Department of Health, 2000)

Abuse includes:

- physical abuse: including hitting, slapping, punching, burning, misuse of medication, inappropriate restraint
- sexual abuse: including rape, indecent assault, inappropriate touching, exposure to pornographic material
- psychological or emotional abuse: including belittling, name calling, threats of harm, intimidation, isolation
- financial or material abuse: including stealing, selling assets, fraud, misuse or misappropriation of property, possessions or benefits
- neglect and acts of omission: including withholding the necessities of life such as medication, food or warmth, ignoring medical or physical care needs
- discriminatory abuse: including racist, sexist, that based on a person's disability and other forms of harassment, slurs or similar treatment
- institutional or organisational: including regimented routines and cultures, unsafe practices, lack of person-centred care or treatment

Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, 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.

4. Designated Named Person for safeguarding adults

The MAZE Group has an appointed individual who is responsible for dealing with any Safeguarding Adults concerns. In their absence, a deputy will be available for workers to



consult with. The Designated Named Person(s) for Safeguarding Adults within The MAZE Group is:

Sue Anderton
Mobile Number 07708 873023
Emergency Contact Number 01473310559

Should this named person be unavailable then The MAZE Group members, staff or volunteers should contact Adult Social Care Direct directly. See below for contact details.

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

- to ensure that all staff including volunteers and trustees are aware of what they should do and who they should go to if they have concerns that a vulnerable adult may be experiencing, or has experienced abuse or neglect.
- to ensure that concerns are acted on, clearly recorded and referred to an Adult Social Care Direct team or to the allocated social worker/care manager where necessary.
- to follow up any referrals and ensure the issues have been addressed.
- consider any recommendations from the Safeguarding Adults process.
- to reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest.
- to ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.
- if appropriate staff or volunteers will be given support and afforded protection if necessary under the Public Interest Disclosure Act 1998: they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and it's outcome.

5. Responding to people who have experienced or are experiencing abuse

The MAZE Group 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, staff, volunteers and service users safe.
- To inform the Designated Named Person in your organization.
- To record what happened in the client's files and in the communication book.

All situations of abuse or alleged abuse will be discussed with the Designated Named Person or their deputy. If a member of the management committee, a trustee, staff member or volunteer feels unable to raise this concern with the Designated Named Person or their deputy then concerns can be raised directly with Adult Social Care Direct. 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 (alert) will be made to Adult Social Care Direct team.

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 Adult Social Care Direct and/or the Safeguarding Adults Unit and/or other advice giving organisations such as Police.

Adult Social Care Direct

Phone: **0345 743 0430**

Available: Monday-Friday 8.30am-5pm

Emergency Duty Team (EDT) **0345 606 1212**

EDT operates 24 hours a day 7 days a week

Essex Police

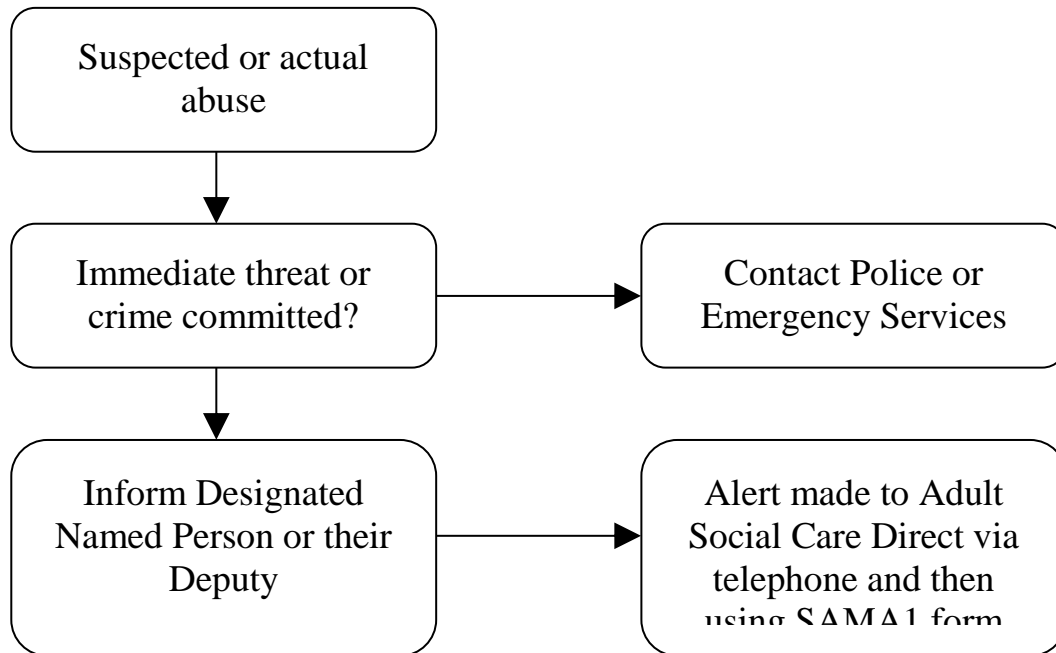
Phone: 0300 333 4444

(ask for Local Area Police Station or Public Protection Unit)

Raising a Safeguarding Adults Alert

All safeguarding adults alerts (referrals) should be made by telephone to the Adult Social Care Direct Team, Monday to Friday 8.30am till 5.00 pm

Phone: 0345 743 0430



A Safeguarding Adults Manager (a Team Manager from Adult Services) 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.

If the Safeguarding Adults Manager decides the safeguarding process needs to be instigated this will then lead to the implementation of the next stages of the Boroughs Safeguarding Adults Board Multi-Agency Policy and Procedures.

The Designated Named Person will have an overview of this process so they can explain it to the person concerned and offer all relevant support to the person and process. This could be practical and emotional support e.g. assure the client that the matter is being investigated.

Information should be provided to the individual. This could be about other sources of help or information that could enable them to decide what to do about their experience, enable them to recover from their experience and enable them to seek justice.

6. Managing allegation made against member of staff or volunteer

The MAZE Group will ensure that any allegations made against members or member of staff will be dealt with swiftly.

Where a member of staff/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 alleged perpetrator. 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 Adult Social Care Direct to discuss the best course of action and to ensure that The MAZE Group's disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

The MAZE Group has a whistle blowing policy and staff are aware of this policy. Staff will be supported to use this policy.

7. Recording and managing confidential information

The MAZE Group 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 The MAZE Group's confidentiality policy.

All allegations/concerns should be recorded in the clients file and the communications log. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate.

The information that is recorded will be kept secure and will comply with data protection.

This information will be secured in a locked filing cabinet during office hours. Access to this information will be restricted to the Designated Named Person, Susan Anderton.

8. Disseminating/Reviewing policy and procedures

This Safeguarding Adults Policy and Procedure will be clearly communicated to staff, trustees, volunteers, service users, parents and carers. 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 Board of Directors . The Designated Named Person for Safeguarding Adults will be involved in this process and can recommend any changes. The Designated Named Person will also ensure that any changes are clearly communicated to staff, trustees 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



Appendix 1

SAFEGUARDING ADULTS MULTI AGENCY FORM

This form is to be used to notify Adult Social Care team of any suspected or actual instances of abuse. Phone 0345 606 1212

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| Person completing the form: |
| Organisation Name: |
| Service / Ward Name: |
| Phone contact details: |
| Date of Notification to Adult Social Care Direct: |

| | |
|--|--|
| Details of incident/suspected or actual abuse To be completed by the manager or lead officer within The MAZE Group responsible for safeguarding adults | |
| Date of alleged incident/harm: | Area where incident/harm took place: |
| Time of alleged incident/harm: | Who reported the alert: |
| | Date: |
| Who was involved: | |
| Details of Alleged Victim | Name and address of GP: |
| Name: | |
| Address: | Ethnic Origin: |
| | Nature of alleged victims' vulnerability: |
| Date of Birth: | |
| Phone : | Any other details (e.g. communication needs): |
| Details of Alleged Perpetrator | Ethnic Origin: |
| Name : | |
| Address: | Relationship to victim: |
| | Are they a vulnerable adult? Yes/No |



Date of Birth:

Alleged perpetrators vulnerability (if applicable):

Phone Contact:

Any other details:

If the alleged perpetrator is a staff member please provide staff details (E.g. job role, employer, address of place of work)

Have you made the victim aware that details of the incident are being recorded and will be investigated:

Yes/No

If not, why not?

Type of Abuse (Please tick one or more)

| | | | |
|---|--------------------------|---------------------|--------------------------|
| ✓ | | | |
| Sexual | <input type="checkbox"/> | Physical | <input type="checkbox"/> |
| Emotional | <input type="checkbox"/> | Neglect or omission | <input type="checkbox"/> |
| Psychological | <input type="checkbox"/> | Financial/Material | <input type="checkbox"/> |
| Discriminatory Abuse | <input type="checkbox"/> | Institutional | <input type="checkbox"/> |
| Other i.e. suspicious death of a service user | <input type="checkbox"/> | | |

Description of alleged incident / alleged harm, detailing all people involved including witnesses

On this page please give a detailed description of the incident (please include times) and any other comments you feel are relevant. If necessary attach further pages.



| | |
|---|---|
| What action did you take immediately after the incident/allegation of harm (E.g. administered first aid, asked perpetrator to leave, took victim to secure area) | |
| Were the Police called: Yes / No | Were any other emergency services called: If yes, which service(s)? Yes / No |
| Names and badge numbers of Police: | Outcome: (Response time, taken to hospital etc) |
| Are there any other Agencies involved? Yes/No | Please provide details of agencies: |
| Are there any capacity issues? Yes/ No | Please provide details: |
| Has the victim made any previous referrals/alerts? Yes/No | Please provide details (e.g. dates, type of abuse): |
| Is the victim in immediate danger of further abuse? Yes/No | Have any immediate actions been identified to reduce the potential for further abuse? Yes/No |



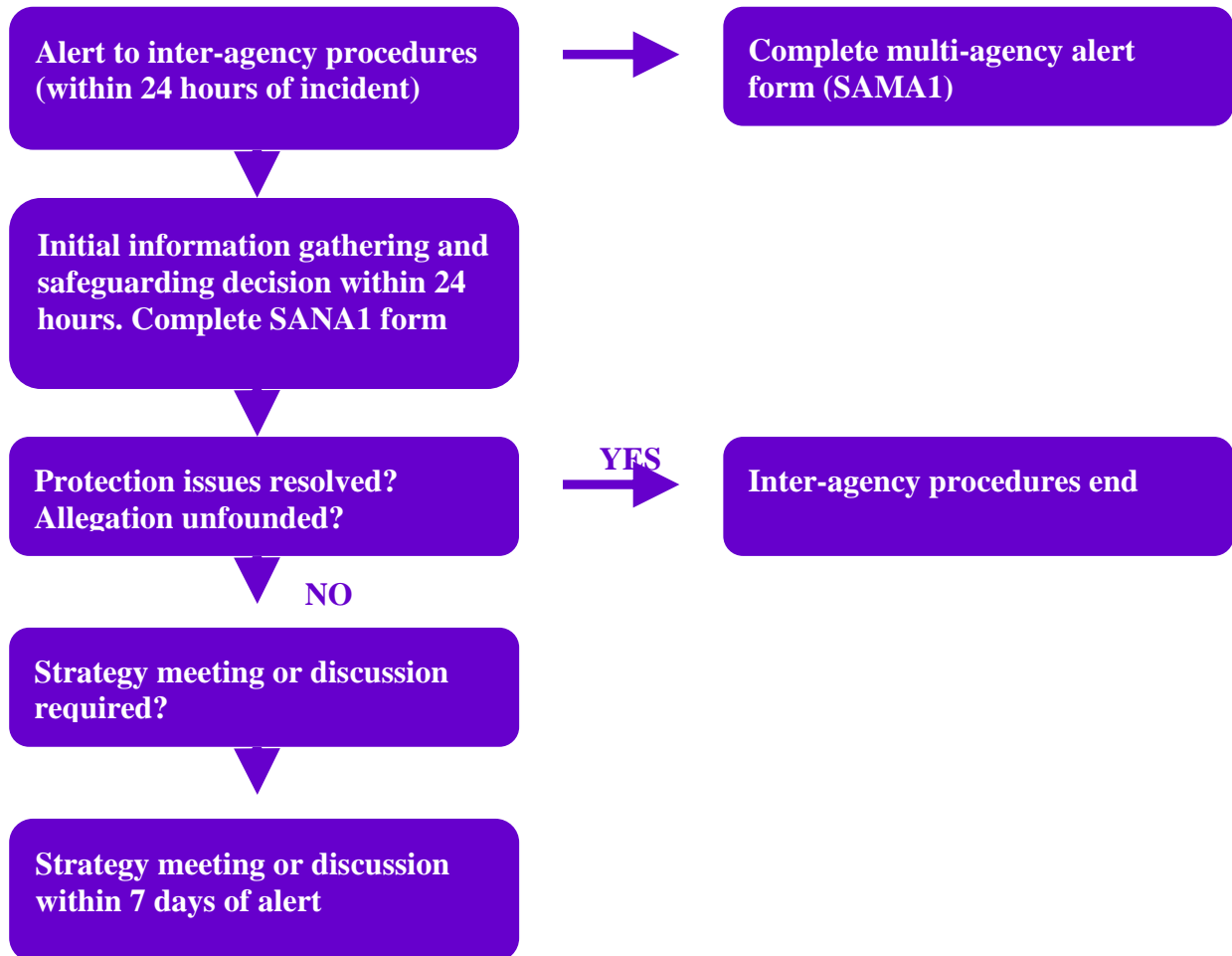
| | |
|--|---|
| Has an initial assessment been made to determine further potential risk to the victim? Yes/No | What actions have been taken to reduce the potential for further abuse? |
| Are there any risks to others? Yes/No (Vulnerable adults,) | Please provide details (include who this information has been shared with – e.g. Adult’s Social Care, Police): |
| Signed: | Date: Time: |
| This form must be sent to the Adult Social Care Direct team / or allocated social worker within 24 hours of the suspected or actual abuse, or as soon as possible after being made aware. This form can be emailed to contact@essex.gov.uk This must be accompanied a phone call to the Adult Social Care Direct Team 0345 606 1212 | |

This is a confidential document and should be stored securely according to your own organisation’s procedures. It is your responsibility to ensure that this is done.

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| Decision by Safeguarding Manager (Adult Services Directorate Only) Safeguarding Alert Yes / No If No – please give reasons for decision |
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Appendix 2

Decision and strategy stage



Strategy and Protection Plan Stage

