**Safeguarding Policy and Procedure**

**Policy Overview**

**What is safeguarding**

Safeguarding means protecting a person’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 or child’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 people sometimes have complex interpersonal relationships and may be ambivalent, unclear, or unrealistic about their personal circumstances.

**Recognising Abuse**

Zenith Care Recruitment expects its staff to be vigilant regarding the welfare of Service Users. It provides staff training so that they can recognise the risks and signs of abuse. It acknowledges that abuse may take any of the following forms and more than one might be present in an abusive situation:

* Physical abuse
* Domestic violence
* Sexual abuse
* Psychological/emotional abuse
* Financial or material abuse
* Modern slavery
* Discriminatory abuse
* Organisational abuse
* Neglect and acts of omission
* Self-neglect
* Bullying

**Policy Statement**

This policy is written to show how Zenith Care Recruitment protects our service users from abuse or harm in line with its legal requirements and best safeguarding practice guidance. It reflects in particular:

•Regulation 13: Safeguarding Service Users from Abuse and Improper Treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

•The statutory guidance for the Care Act 2014 (Chapter 14: Safeguarding), which describes the duties and responsibilities of local authorities and its partner organisations to protect adults and children with care and support needs from abuse, neglect and other sources of harm.

This policy describes this Zenith Care Recruitment’s approach to the safeguarding of our service users from abuse or harm from the actions and behaviour of others. It should be read and used in association with a range of other policies designed to make sure that every service user is safe from abuse from any source and the risks of their coming to harm are kept to the minimum and well managed.

Zenith Care Recruitment is committed to ensuring that all of our staff coming in to contact with adults and children at risk, have undergone appropriate Enhanced Disclosure Checks before commencing work, and are recruited in line with safe and stringent employment checks.

Zenith Care Recruitment recognises that people at risk must be safeguarded from all forms of abuse wherever and however it might occur from staff responsible for their care, from within the family or others. The organisation takes every possible action to identify risks, prevent abuse and to deal with it promptly and effectively if it occurs, or is reported as occurring.

Other relevant policies, which might need to be followed in situations involving Service user abuse or harm are:

* Concerns and Complaints
* Professional Boundaries
* Safeguarding from Bullying, Harassment, Exploitation and Other forms of Social Abuse

**Aim**

The central aim of this policy is to set out for all relevant parties the:

* principles and values underlying Zenith Care Recruitment’s approach to the safeguarding of its service users
* ways in which the Zenith Care Recruitment does this
* steps taken to avoid abuse/harm taking place
* actions taken to deal with abuse/harm if it occurs

**Principles**

This policy is based on the Zenith Care Recruitment conviction that:

* Zenith Care Recruitment is firmly committed to the idea that service users must be safeguarded from all forms of abuse/harm. Zenith Care Recruitment recognises that we must always protects our service users and identify and deal with specific instances of abuse/harm if they occur.
* We aim to foster an open and trusting communication structure so that staff, service users and others feel able to discuss their concerns with someone who can take action to address their concerns. It tries to make sure that all service users know to whom they may turn for advice and action if they become aware or suspect that abuse/harm is occurring.
* Zenith Care Recruitment is always aiming for the very best quality of care and will not be satisfied with anything that falls short of this. It takes every possible action to prevent abuse/harm and to deal with it as promptly and effectively as possible if it occurs.
* The policy and accompanying procedures are produced in line with the local safeguarding adults and children authority’s guidance and procedures, and the Care Quality Commission (CQC) guidance.
* Zenith Care Recruitment recognises that service users who lack mental capacity are particularly vulnerable to abuse/harm and exploitation, but also might be the unintended perpetrators of abuse or harm to other service users (among others). It is accordingly mindful of the need to follow the principles and practice guidance that has accompanied the Mental Capacity Act 2005 in all cases.
* These apply particularly to investigations of possible abuse/harm in which it is important to seek means of ascertaining the experiences and views of any victim or indeed alleged perpetrator who might lack capacity, eg by seeking the services of independent advocates.
* Zenith Care Recruitment has a duty of care to do everything possible to prevent report and tackle abuse wherever it is encountered as service users are in a position to be abused by different people, staff and visitors in hospitals and registered care home settings, young people’s care and educational establishments or family, friends, and care staff in the individuals own home.

**General Principles**

* Zenith Care Recruitment will use incident reporting, root cause analysis, lessons learned and auditing to determine themes to improve care practice
* We will have a learning and development strategy which specifically addresses adult, Young adult and children safeguarding. We will provide training on the identification and reporting of harm, as well as training on the required standards in relation to procedures and processes should something need to be reported
* We recognises its responsibilities in relation to confidentiality and will share information appropriately
* We will have zero tolerance to harm
* We will work in partnership with other agencies to ensure that concerns or allegations of abuse are appropriately referred for investigation to the most appropriate agency
* We will ensure that any action that is taken is assessed, proportionate and reflective of the risk presented to the people who use the services
* We will report any incidents in line with our regulatory requirements
* Zenith Care Recruitment will adhere to the Code of Conduct for Support Workers
* There is a clear, well-publicised Whistleblowing Policy and Procedure in place that staff know how to use
* Our Staff are familiar with our professional boundaries procedure this includes communicating openly and clearly with the service users, for instance, staff **Not discussing a client's private health information with others**; Keeping work contact numbers separate to their personal contact numbers; Not performing additional favours for clients, outside of the scope of your role.

**Policy**

Our pre-recruitment process also ensures checks on work history, current and recent employment references and stringent identity checks.

All Staff are aware of the codes of Practice to Protect Adults and Children at risk from abuse and the local Safeguarding Contact points. Where harm to a vulnerable person is suspected, alleged or proven, appropriate action should be taken in accordance with such local codes and associated disciplinary procedures. This policy will be available for all staff, service users and prospective clients.

**Recruitment**

Zenith Care Recruitment have a robust recruiting and safer staffing policies in place to make sure that our staff are fit to work with adults and children at risk and are compliant with national, safe recruitment and employment practices, including the requirements of the Disclosure and Barring Service

A named safeguarding lead will be in place who is responsible for embedding safeguarding practices and improving practice in line with national and local developments. At Infinite Healthcare Services Ltd, this person is Registered Manager

Any staff member who knows or believes that harm is occurring will report it to their line manager as quickly as possible, or if they feel they cannot follow the regular reporting procedure, they must use the Whistleblowing process

Zenith Care Recruitment takes great care in the recruitment of staff, carries out all possible checks on recruits to ensure that they are of a high standard, and co-operates in all Government initiatives regarding the sharing of information on Support Workers who are found to be unsuitable to work with vulnerable people. All staff will undergo a full enhanced clearance DBS check and two satisfactory references prior to starting work, our references are verified through email correspondence and followed up via telephone call discussion. Our staff are actively encouraged to register with the DBS, so that we can then undertake update "status" checks on a regular (annual) basis. Where applicable, employees who do not have a "portable" type DBS clearance may be asked to undertake a full annual re-check.

**Our Guidance around Professional Boundaries:**

Zenith Care Recruitment has a communication and professional boundaries policy which specifies acceptable and permissible modes of communication, physical contact including expectations of staff around personal relationships with clients:

* Zenith Care Recruitment considers that staff need to observe professional boundaries in their relationships with service users and their relatives, friends, visitors and representatives, and that behaviour outside those boundaries should be regarded as potentially abusive and a reason for disciplinary action, staff are trained and aware that professional relationships must be distinguished from personal relationships. Zenith Care Recruitment staff are aware they should not have physical contact with clients unless they are harming themselves or others.
* Our staff are trained and aware they should not request, or respond to, any personal information from the service users, other than that which might be appropriate as part of their professional role. All communications are transparent and open to scrutiny.
* Staff are circumspect in their communications with service users so as to avoid any possible misinterpretation of their motives or any behaviour which could be construed as grooming.
* Staff are not to give their personal contact details to service users including e-mail, home or mobile telephone numbers, unless the need to do so is agreed with senior management and families/carers. Anything contrary to or outside agreed protocols may lead to disciplinary and/or criminal investigations.
* Staff are aware that even well intentioned physical contact may be misconstrued by the child, young person or adult, an observer or by anyone to whom this action is described
* Staff should never touch a service user in a way which may be considered indecent
* Our staff will be prepared to report and explain actions and accept that all physical contact be open to scrutiny
* Our staff are trained to work within Health and Safety regulations
* We are all aware of cultural or religious views about touching and always be sensitive to issues of gender
* Our staff are trained to understand that physical contact in some circumstances can be easily misinterpreted
* Zenith Care Recruitment staff clearly understand the need to maintain appropriate boundaries in their contacts with children and young people. Intimate or sexual relationships between children/young people and the staff who work with them will be regarded as a grave breach of trust.

**Please refer to Zenith Care Recruitment professional boundaries policy for further information**

**Legislation**

* Zenith Care Recruitment undertakes to work in compliance with Regulation 13: Safeguarding Service Users from Abuse and Improper Treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
* the statutory guidance for the Care Act 2014 (Chapter 14: Safeguarding), which describes the duties and responsibilities of local authorities and its partner organisations to protect adults with care and support needs from abuse, neglect and other sources of harm.

More specifically, it also reflects the local safeguarding adults’ authority policies and procedures within all of the counties and towns across England where we supply staff. Zenith Care Recruitment works in accordance with its local Safeguarding protocols and multiagency working guidelines (these should be available from the local authority's Safeguarding team. Zenith Care Recruitment will always promote the adult’s wellbeing in its safeguarding arrangements. Although we will ascertain the adult's wishes, our duty of care to all service users and our duty to promote the adult's wellbeing mean that we will have to report safeguarding concerns even if the adult does not wish us to. We will always handle this sensitively and will always ensure that the adult's wishes are also reported appropriately and inform the safeguarding process.

Zenith Care Recruitment recognises that Service Users who might lack mental capacity are particularly vulnerable to abuse and exploitations. It is accordingly mindful of the need to follow the principles and practice guidance that has accompanied the Mental Capacity Act 2005. These apply particularly to investigations of possible abuse in which it is important to seek means of ascertaining the experiences and views of any victim or indeed alleged perpetrator who might lack capacity, for example by seeking the services of independent advocates.

Zenith Care Recruitment makes all staff aware of the policy and instructs them in the specific procedures for preventing, observing and reporting suspicions or signs of abuse. In reporting possible abuse, staff are made read, follow and be fully aware of the organisations Whistle blowing Policy, complaints, reporting serious incidents, confidentiality and health and safety policies which recognises that the safety of Service Users is always their paramount concern. All Service Users and stakeholders are made aware of the organisations determination to act where it comes across abuse.

The following legislation we encourage our staff to familiarise themselves with in

• The Care Act 2014

• Care and Support Statutory Guidance - Issued under the Care Act 2014,

• Care Standards Act 2000

• Safeguarding Vulnerable Groups Act 2006

• Care Quality Commission (Registration) Regulations 2009

• Equality Act 2010

• Human Rights Act 1998

• Public Interest Disclosure Act 1998

• Mental Capacity Act 2005

• The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2015

• The Criminal Justice and Courts Act 2015 section 20-25

• Protection of Freedoms Act 2012 (links to) The Protection of Freedoms Act 2012 (Disclosure and Barring Service Transfer of Functions) Order 2012

**Keeping Records**

Zenith Care Recruitment believes that access to information and security/privacy of data is an absolute right of every individual using our service. Therefore:

Zenith Care Recruitment follow best practice and ensure that:

* Our Service user information and files being stored in locked cabinets in secure areas.
* Computer screens being positioned so that unauthorised people could not see them.
* Our Staff are not using service users’ names or personal details on the telephone and having conversations in private.
* The use of secure envelopes for moving service user information
* We ensure all records are stored securely. And our computers are passworded and files are protected

Zenith Care Recruitment also ensures that all details associated with allegations of abuse are recorded clearly and accurately. The records are kept securely and we rule on confidentiality carefully followed. Reports are made as required to the Local Safeguarding Authorities and any other safeguarding agencies involved. Where applicable, a care worker who is suspended or dismissed as a result of causing harm will also be reported necessary authority.

We comply with its legal requirement to refer care workers to the DBS – for Protection of Vulnerable Adults (Adult lists) where it has evidence that a staff member has been guilty of misconduct by harming or putting at risk a vulnerable adult (or child), during the course of their work, even if they have left the employment of the organisation.

* The welfare of the service user remains paramount.
* All service users whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/ or sexual identity have the right to be protected from harm.
* All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
* All staff working in the organisation have a responsibility to report concerns to their Line Manager. (Except in the case of suspected abuse by that manager – whereby a more senior manager would be contacted).

**Reporting Concerns of Abuse**

**In Emergency Situations**

If the situation is an emergency, i.e. with a vulnerable person in immediate danger, employees are instructed to call 999 for assistance immediately.

They should give any necessary first aid and contact appropriate emergency services if necessary. If the abuser remains present and poses a threat to any Zenith Care Recruitment staff present, as well as the victim, our employees are not expected to put themselves at risk of violence or other harm.

They should then put into action, the organisations procedures on how to respond to abusive, aggressive or violent behaviour, which forms part of the company's policies on health and safety of its staff.

**Reporting Abuse**

Any member of Zenith Care Recruitment staff who knows or believes that abuse is occurring has an obligation to report it as quickly as possible to the team leader or Manager. If the victim request that the matter should not be reported, the staff member should inform them that they have a duty to report the matter. The organisation recognises that disclosing incidents of abuse is distressful to all involved and will remain vigilant in supporting those affected.

**Procedure for Making a Disclosure / Alert**

Zenith Care Recruitment operates a 24/7 service, with an around the clock on call service facility.

In the event, a staff member has concerns of abuse, they should ensure that they are immediately reported to Registered Manager or Out of office Hours Team.

Where an allegation is to be made, Employees should in the first instance raise matters orally or in writing with their direct line manager. Staff members, may if they prefer, raise their concerns directly with the investigating officers detailed below: without any conflict of interest, who can more appropriately investigate the complaint.

1. Managing Director
2. Registered Manager
3. Safeguarding Adult team

The member of staff who receives and takes note of the Allegation, pass the information immediately necessary team leader, line manager or senior management

During Out of Hours, the line Manager should also be alerted immediately and will assess where extra support may be required.

When the Registered Manager receives a concern of suspected, imminent or actual abuse, the matter should be reported immediately to the local social services department (or relevant safeguarding team) in order that a thorough investigation is opened under the abuse procedures.

A notification form must be completed as required by law and sent to CQC within 24 hours of notification or harm of a person(s) who uses our service that has been reported to the police. Zenith Care Recruitment will take all necessary steps to co-operate fully with the police, local authority and CQC during any investigation. If the suspected abuser is a member of Zenith Care Recruitment employees, the Registered Manager will initiate appropriate steps under the disciplinary procedure of the Company and those under the specified procedures established by the safeguarding unit. Every effort should be made not to interfere with possible evidence.

Zenith Care Recruitment will inform the local authority designated officer (LADO) within 1 working day when an allegation is made and prior to any further investigation taking place.

### Referral to Children’s Services/Local Safeguarding Children Board

Alongside any internal enquiry and action, the situation should be reported without delay to the local authority children’s services department and/or Safeguarding Children /adult Board (or where in operation, Multi-Agency Safeguarding Hub (MASH)), which will carry out its own investigation under local procedures, involving other agencies as necessary. Care Quality Commission (CQC) notification procedures should also be followed where the child is a service user of the agency, which is registered with the CQC.

**Matching and referral process**

Zenith Care Recruitment have a robust risk management and referral matching process to ensure our service users are safeguarded.

Risk assessment of the young person are provided to us by Local Authority regarding risk to others and placement matching using password protected documents and encrypted e-mails etc

This will help to ensure the service user has an up to date:

* Pathway/Care Plan
* Placement Plan
* Personal Education Plan
* Health Plan

Prior to the move of a new service user, a statutory review, chaired by the child, young person or adults ’s Independent Reviewing Officer will take place and the Placement Plan and Pathway Plan (which includes the Care Plan) is reviewed and amended accordingly and a written record of the review is be placed on the child, young person or adults ’s case file. Zenith Care Recruitment will familiarise ourselves with the Care Planning, Placement and Case Review Guidance 2015 – Volume 2, the Children Act 1989 and the Planning Transition to Adulthood for Care Leavers Guidance 2010 (revised 2015) – Volume 3, the Children Act 1989. The Placement Plan will also be reviewed and amended as required (prior to or at the point of placement). As part of the placement planning process a Placement Plan is required and should be developed. The Placement Plan will also set out the level of Delegated Authority that the Zenith Care Recruitment has, which senior manager/staff can exercise the Delegated Authority and what decisions they can make.

In a circumstance where a young person is not offered a placement with our service, or does not move to the placement, referral information must be deleted, or returned immediately to Local Authority. When a client leaves placement with Zenith Care Recruitment, All the client information and case files will be returned to Local Authority and the relevant social worker/ team which holds case responsibility for the young person.

**Further Contact Points and Resources:**

**Zenith Care Recruitment Adult/Children Safeguarding Lead**

Name : Kechinyere Anyanwu

Email : kechia@zenithcarerecruitment.co.uk

Tel: 020 3865 3998, 079 3028 4872

**Barking and Dagenham Safeguarding Children’s Services and Assessment Team**

LBBD multi agency safeguarding hub:

(MASH) 020 8227 3811 or.

Ground floor, Roycraft House, 15 Linton Road, Barking IG11 8HE

Email - childrenss@lbbd.gov.uk

Assessment Team

Ground floor, Roycraft House, 15 Linton Road, Barking IG11 8HE

Email - intaketeam@lbbd.gov.uk

Tel - 020 8227 3811

**Barking and Dagenham Safeguarding Team**

Adult social care intake and access team

Tel- 020 8227 2915

Email - intaketeam@lbbd.gov.uk

Out of hours emergency social work duty team

Tel- 020 8594 8356

**Other nearby borough safeguarding team**

**Redbridge Safeguarding Children’s Services and Assessment Team**

Telephone - 020 8708 3885

Email - CPAT.referrals@redbridge.gov.uk

Out of hours emergency social work duty team

Tel- 020 8708 5897.

**Redbridge Safeguarding Adult Board and Assessment Team**

Telephone - 020 8708 7333

Email - Adults.Alert@redbridge.gov.uk

Out of hours emergency social work duty team

Tel- 020 8553 5825.

**Havening council**

**Children and young people's services Safeguarding Team**

Email- tmash@havering.gov.uk.

Telephone - 01708 432 589, 01708 433222

Emergency duty service - 01708 433999​

Havening Council advocacy service - 01708 434609

**Havering Adult Social Services Safeguarding Team**

Email- safeguarding\_adults\_team@havering.gov.uk

Telephone - 01708 433 550

Emergency duty service - 01708 433999

**Essex Council Children Social Care safeguarding team**

Assessment Team

Email: socialcaredirect@essex.gov.uk

Tel - 0345 603 7627

Emergency duty service - 0345 606 1212.

**Essex Council Adult Social Care safeguarding team**

Assessment Team

Email: socialcaredirect@essex.gov.uk

Tel - 0345 603 7630, 0345 758 5592

Emergency duty service - 0345 606 1212

**To contact the CQC:**

Care Quality Commission General enquiries for Safeguarding issues

you can CQC at their England-based National Customer Service Centre:

Telephone: 03000 616161

Fax: 03000 616171

Or write to:

CQC National Customer Service Centre

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Or you can use their online contact form to send a query to the Care Quality Commission.

**Report any concerns about a crime to the police on 101. In an emergency call 999**

**Safeguarding a positive culture**

Creating a culture of safety will assist us to embed safeguarding into everything we do. Embedding a culture of safety starts at the very top of our organisation with the senior managers pledging absolute commitment and support, including ensuring the resources are available to make it happen.

Zenith Care Recruitment safeguarding policy and procedure is built-in to all functions and it is regularly evaluated for effectiveness. Our staff and service users fully understand the arrangements that are in place to protect them and feel uninhibited about using them should the need arise.

**Safeguarding Procedural Guidance**

Abuse is defined as follows:

Abuse is a violation of an individual’s human and civil rights by another person or persons. Abuse of a person often includes behaviour that is abusive in one or more of the categories outlined on the following pages. In particular, the majority of people who are experiencing abuse of any kind will also be experiencing emotional abuse. Anyone can be an abuser.

General indicators of an abusive relationship often include the misuse of power by one person over another and are most likely to be found in situations where one person has power over another. For example, where one person is dependent on another for their physical care or due to power relationships in society, (such as, between a professional worker and a service user, a man and a woman or a person of the dominant race/culture and a person of an ethnic minority).

Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act or, it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she had not consented or cannot consent. Abuse can occur in any relationship and may result in significant harm to – or exploitation of the person subjected to it.

**Adult Financial Abuse**

You will need to establish the person at risk’s financial situation, for example, his/her pension, benefits, savings. Find out who has been responsible for handling/cashing pension, bank account and the like. Has anyone been appointed as an agent, appointee or power of attorney. Is anyone refusing to give the person his or her pension book, bankbook or similar.

If there is any doubt about the situation, contact the appropriate Benefits Agency Office immediately.

If a worker suspects that financial abuse is occurring and the person at risk is asking for help to regain possession of a Benefits Book, the social worker should ask the Benefits Agency to put a hold on the benefit and issue a new book to the person at risk.

If the person at risk is asking for someone in authority to take on his or her financial affairs, establish whether this should be someone in the local authority.

Acquire the appropriate forms, either appointee forms from the Benefits Agency or Court of Protection forms from the Court of Protection Office.

Liaise with anyone who has been involved in the person at risk’s financial affairs, such as his/her bank manager or solicitor.

**Recognising Signs of Abuse**

**Introduction**

Apart from the signs of abuse, these are by no means exhaustive.

Being alert to abuse means:

* Thinking about what you see and asking if it is acceptable practice.
* Taking seriously what you are told.
* Responding to the stresses behind requests for help or other presenting problems.
* Being alert to signals or non-verbal communication or challenging behaviour,
* And BE aware this could indicate unacceptable practice is being deliberately hidden or denied.

**Responding to Disclosure**

Many incidents of abuse only come to light because the abused person discloses the information himself or herself.

The abused person may not understand that they are being abused and so not realized the significance of what they are telling you. Some disclosures happen many years after the abuse. There may be good reasons for this, for example, the person they were afraid of has left the setting. Therefore, any delay in an individual reporting an incident should not cast doubt on its truthfulness.

When someone discloses to you, remember you are not investigating.

Do:

* Stay calm and try not to show shock.
* Listen very carefully.
* Be sympathetic.
* Be aware of the possibility that medical evidence might be needed.
* Tell the person that:
* They did a good/right thing in telling you.
* You are treating the information seriously.
* It was not their fault.
* Explain that you must tell your Supervisor/Line Manager and, with their consent, the manager will contact Social Services, Health or the Police. The manager will, in specific circumstances, contact Social Services without their consent but their wishes will be made clear throughout.
* If a referral is made but the vulnerable adult is reluctant to continue with an investigation, record this and bring this to the attention of the local authority and agency that received the referral. This will enable a discussion of how best to support and protect the vulnerable adult. However, a professional case discussion still needs to take place and should be recorded appropriately.

**Do not**:

* Press the person for more details.
* Promise to keep secrets (you can never keep this kind of information confidential).
* Pass on the information to anyone other than those with a legitimate ‘need to know’, such as your Line Manager.
* Make promises you cannot keep (such as, ‘I will never let this happen to you again’).
* Contact the alleged abuser.
* Be judgmental (for example, ‘Why didn’t you run away?’)
* Gossip about abuse.
* Stop someone when they are telling you what has happened to them, as they may never tell you again.

**Remember:**

Every time the abused person tells someone what happened they are reliving this traumatic incident.

**You must:**

* Make a note of what the person actually said, using his or her own words and phrases.
* Describe the circumstance in which the disclosure came about.
* Note the setting and anyone else who was there at the time.
* When appropriate use a body map to indicate the location of cuts, bruises and/or abrasions, noting the colour of any bruising.

**Alerting**

Protecting vulnerable adults and children is everyone’s business. Everyone could potentially be an alerter.

Alerting or raising a concern about abuse involves:

* Recognizing signs and signals of adult and child abuse.
* Responding to disclosures.
* Acting, when necessary, to protect an adult or child and preserve evidence.
* Reporting a concern, disclosure or allegation.

**Definitions**

A concern of abuse is where a person or agency suspects that a person(s) is/are being abused.

An allegation of abuse is where a person or agency states that a person(s) is/are being abused.

A disclosure of abuse is where a person(s) states that they are being abused.

**Responsibilities**

As an alerter, you are not asked to prove that information is true. You are being asked to log your concerns or disclosures made to you and then report them to local safeguarding agencies, or the police. The police have the responsibility for establishing whether or not a criminal offence has been committed.

It is the responsibility of the statutory authority to then instigate the Safeguarding process, and you will receive information about this. These procedures are written to ensure that the response to any abusive situation is at an appropriate level, co-ordinated and happens in the least intrusive way for the vulnerable adult.

**Immediate Action**

If you or a vulnerable adult or child are in a violent situation and feel in immediate Danger, call the Police on 999. If the vulnerable adult is injured, call for an Ambulance. If you suspect a serious sexual assault has happened, the Police will take over this situation. In some circumstances, the alleged abuser may also need support and possibly immediate action from safeguarding agencies to make the situation safe for both parties. In these cases, we may well need to call for support to manage these arrangements, such as another worker.

**Following any abusive incident, remember four basic rules**:

* Ensure safety – Look after the victim and keep them safe. Protect other possible vulnerable adults. If the perpetrator is also a service user, support them but also consider any possible further risk.
* Preserve forensic evidence – Preserving and Protecting Evidence.
* Contact the Registered Manager – as soon as possible and tell them what has happened. Discuss with them whether the incident, allegation or disclosure is to be reported to the Police for investigation.
* Hand write a report – of what happened in the order it happened as soon as you practically can – use anything to write the report on and keep it safe.

Where the situation does not present as an emergency but you are informing manager, who will in turn inform local safeguarding authorities or agencies, the Police, and Care Quality Commission as required, be prepared to give as much of the following information as you can:

**Information that may be required:**

* Name(s) by which the person is known, date of birth, address, language spoken and method of communication, racial origin and current whereabouts of the vulnerable adult or child.
* Your name and your involvement.
* What happened, where and when.
* Details of the alleged abuser, such as name, date of birth, address, the language spoken or method of communication, current whereabouts and his/her relationship to the person being referred.
* Whether there are any other people, including any children, who may be at risk.
* Details of other agencies involved with the vulnerable adult or child, especially GP.
* Awareness of the person being referred, carers and alleged abuser to your making this referral.
* It is also important to pass on how the abused person feels about you making this referral.
* The likely movements of the person being referred and the alleged abuser within the next 24hours.

**Note:**

Staff may not have all of this information but give all the information available when making a referral. Where possible, the opinion of the abused person should always be sought when deciding whether to inform Social Services or the Police. There may be circumstances where there is need to overrule their wishes. This would normally be the decision of your line Manager and/or the Registered Manager.

Should you suspect that your Line Manager could be involved in the abuse, contact the Police and/or safeguarding agencies directly.

You may be invited to co-operate with any investigation. This may include:

* Providing a statement.
* Attending strategy meetings and case conferences.
* Contributing towards the plans for the vulnerable adult ’s care and/or protection depending upon the level of your involvement with the individual.

**Remember**

* Do not start investigating the incident yourself.
* Do not talk to the alleged abuser about the incident if they contact you and never give them any information about the abused person, especially not the abused person’s whereabouts.
* At this stage, do not discuss what has happened with carers or relatives of the abused person.

**Should I make a safeguarding referral**

If the Registered Manager is unsure if it is appropriate to make a safeguarding referral who can he/she share their concerns with?

This can be anyone that has had training and is aware of adult safeguarding. A discussion to clarify information and the allegations may help focus what is required.

Others could be:

• Local Authority Safeguarding

**Where and how do I make a safeguarding referral:**

Zenith Care Recruitment has details of the adult safeguarding referral process in place. Maintained

by our Local Authority.

This could involve:

• Encrypted Email

• Telephone

• Website

These details will be displayed within easy access of all branch staff. Such places could be notice boards, in a safeguarding folder with the policy.

**What Happens to the Referral:**

It is vital to acknowledge the importance recognising and reporting adult abuse plays in the overall protection of both vulnerable adults and children.

Once a referral has been made to the relevant statutory authority, that Authorities or agency will send the alerter a letter of acknowledgement of their referral, which will also set out in brief an explanation of the follow-up process.

**Confidential alerters**

If your Manager or his or her Manager is the abuser or is colluding in the abuse, you may need to find someone you can trust outside your immediate service.

The client’s interest is paramount and the common law “duty of care” requires that each employee has a responsibility to:

* Draw attention to any matter they consider to be damaging to the interests of a service user, carer or colleague
* Put forward suggestions that may improve a service
* Correct any omissions
* Prevent malpractice

**Confidential alerters will always be:**

* Treated seriously
* Treated confidentially where relevant
* Treated in a fair and equitable manner
* Kept informed of action taken and its outcome

If at any stage an employee is unhappy with the way the issue has been dealt with, they can contact:

Kechinyere Anyanwu

Service Manager

Zenith Care Recruitment

119 Ivy House Road

Dagenham, Essex

RM9 5RP

Email: info@zenithcarerecruitment.co.uk

Website: www.zenithcarerecruitment.co.uk

Telephone: 020 3865 3998, 079 3028 4872

**Timescales**

Due to the varied nature of these sorts of complaints, which may involve internal Investigators and /the police, it is not possible to lay down precise timescales for such investigations. The investigating officer should ensure that the investigations are undertaken as quickly as possible without affecting the quality and depth of those investigations.

**Steps to be taken by Managers/Appointed person**

The investigating officer should follow these steps:

* Full details and clarifications of the allegation should be obtained. Including any confirmation and evidence given by the service user where appropriate.
* The local safeguarding agencies or authorities should be informed of the allegation and facts so far obtained. They will then advise on how to proceed.
* If there is an allegation against one of our staff, the investigating officer should inform the member of staff against whom the allegation is made as soon as is practically possible. The member (s) of staff will be invited to attend a formal investigatory meeting and will also be informed of their right to be accompanied by a trade union or other representative at any future interview or hearing held under the provision of these procedures.
* The employee/employees will also be flagged on our system and unable to work until cleared to do so. (unless we are advised by the Police not to discuss the matter with them)
* The allegations should be fully investigated by the safeguarding Team/Lead Kechi Anyanwu info@zenithcarerecruitment.co.uk, 020 3865 3998, 079 3028 4872.. Safeguarding may liaise with the police department, seeking assistance where appropriate of other individuals / bodies.
* The CQC may also be involved and a representative (i.e. Manager) may be asked to attend safeguarding meetings until the matter has been resolved.
* A judgment concerning the allegation and validity of the complaint will be made by the investigating officer. This judgment will be detailed in a written report containing the findings of the investigations and reasons for the Judgment.
* The complainant should be kept informed of the progress of the investigations and, if appropriate, of the final outcome. However, for reason of confidentiality it may not always be possible to
* advise complainants of the outcome of their allegations.
* If any employee is found to have committed abuse against a vulnerable adult and they have been dismissed or formally suspended.
* All documents relating to this investigation are to be held securely within the Head Office folder in the Safeguarding files, and only accessed by the Registered Manager, Quality Assurance officer and Head of Human Resources.
* Zenith Care Recruitment will inform the concerned employee about the nature of the allegation, how enquiries will be conducted and the possible outcome (e.g. disciplinary action, and dismissal or referral to the DBS or regulatory body).

The accused employee will:

* Be treated fairly and honestly and helped to understand the concerns expressed and processes involved;
* Be kept informed of the progress and outcome of any investigation and the implications for any disciplinary or related process;
* If suspended, be kept up to date about events in the workplace.
* Zenith Care Recruitment will inform local authority designated officer (LADO) within 1 working day when an allegation is made and prior to any further investigation taking place.

**Zenith Care Recruitment Safeguarding process for decision making and responsibilities**

Our Adult Safeguarding Lead (Kechi Anyanwu) info@zenithcarerecruitment.co.uk, 020 3865 3998, 079 3028 4872 will be responsible for undertaking the necessary checks and making a decision about the adult safeguarding concern.

* Adult safeguarding concern is received: Concerns reported into the Local Authority, Care Quality Commission and other professionals concerned
* Assess and address any immediate safety & protection needs within 48 hours of receiving concern, our safeguarding lead – Kechi Anyanwu info@zenithcarerecruitment.co.uk, 020 3865 3998, 079 3028 4872. ( will check actions have been taken to address immediate safety needs – e.g. medical attention, police
* Information gathering / lateral checks, our adult safeguarding lead will:

-makes checks with person/s raising the concern, internal information sources and partner agencies to provide additional background information

- makes contact with the adult/s (unless doing so would place them or others at further risk of harm, or contaminate evidence)

* Concern decision making -Concern is screened to establish if the adult –

(a) has needs for care and support

(b) is experiencing, or is at risk of abuse or neglect,

(c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it

* Consider what other advice/action or information is needed

For example:-

- Referral for a needs assessment under s9 of the Care Act

- Referral for DoLS assessment

- Referral for Mental Health Act assessment

- Referral to other risk management processes, e.g. local harm reduction processes, local service escalation processes

- Referral or signposting to other agencies or support services e.g. police, victim support, domestic abuse support services, counselling services, GP

- Written information and advice on how to keep safe, or how to raise a concern in the future

- Information about how to make a formal complaint, for example, about substandard care or treatment

- Information sharing with regulatory agencies (e.g. Care Quality Commission), local authority and commissioners to address service quality concerns

- Zenith Care Recruitment will undertake appropriate internal responses,

e.g. internal investigation, training, disciplinary process, audit & assurance activity

**Guidance on the Use of Mobile Phones and cameras**

Zenith Care Recruitment takes steps to ensure that there are effective procedures in place to protect any service users under our care from the unacceptable use of smartphones and cameras in any care setting or in any other setting whilst we are delivering care and support.

Zenith Care Recruitment employees are expected not to use any camera or phone whilst on duty and are not permitted to use their own mobile or camera phones at any time to take photographs of service users, family/friends or other staff in connection with their work.

The use of messaging platforms and groups (for example, whatsapp and similar apps) in care packages are not permitted. Zenith Care Recruitment employees must adhere to their responsibilities under GDPR (the General Data Protection Regulation) and follow the guidelines laid out in this policy, alongside other Zenith Care Recruitment policies such as:

* Confidentiality and Data Protection (GDPR) Policy
* Social Media Policy
* Understanding Professional Boundaries Policy

All staff should remain alert to the capability of mobile communication devices to record visual images and audio which could be potentially abusive or breach the confidentiality, privacy and dignity of people under our care.

Zenith Care Recruitment recognises that it is providing a social service, which, in line with its registration responsibilities, has a duty of care to make sure on the one hand that our service users are kept safe from harm and on the other that its staff are not subject to undue harassment or pressures that could impair the quality of the care and their welfare, which they provide.

Any employee who is found to be using or have used their mobile’s recording or photographic facility to record or take pictures of a service user or of other situations whilst on placement will be asked to delete these images, and may undergo disciplinary action. Should we discover illegal images have been downloaded the police will be informed and will take appropriate action.

**Zenith Care Recruitment Approach to Online safety**

The internet is an integral part of our lives, and Adult and children need to learn how to use it safely and effectively. It is our responsibility to provide guidance on how carers can help looked after the individuals who use our service. We recognise that “Children and young people need to be empowered to keep themselves safe*.*

We will try to prevent and mitigate the risks that are inherently involved with using digital technologies, platforms and services. Just like in the offline world, no amount of effort to reduce potential risks will eliminate those risks completely. We cannot make the Internet completely safe. Because of this, we must also build young adult and children’s resilience to the material to which they may be exposed so that they have the confidence and skills to navigate these new media waters more safely”. In view of this, all individuals using our service will be familiar and be in agreement with our internet safety policy

We will employ software filters to monitor and control Internet use, these filters will be placed on our service internet usage. These filters will automatically block inappropriate sites such as pornography and gambling etc

**The long-term effects of abuse and neglect can include:**

* Emotional difficulties like anger, anxiety, sadness or low self-esteem
* Mental health problems like depression, eating disorders, self-harm or suicidal thoughts
* Problems with drugs or alcohol
* Disturbing thoughts, emotions and memories
* Poor physical health
* Struggling with parenting or relationships.

It's never too late to report abuse that someone has experienced. But they don't have to report it to anyone if they don't want to. And no one should pressure or force them to do anything they don't want to.

Some people report non-recent abuse to stop the offender abusing other children. Some find that reporting gives them a sense of closure and helps them to start moving on.

**Prevention**

Another aspect of safeguarding is the Prevent duty. As part of Contest (United Kingdom's counterterrorism strategy), the aim of Prevent is to stop people from becoming terrorists or supporting terrorism. The health sector has a non-enforcement approach to Prevent and focuses on support for vulnerable individuals and health care organisations. The Prevent agenda requires healthcare organisations to work with partner organisations to contribute to the prevention of terrorism by safeguarding and protecting vulnerable individuals and making safety a shared endeavour.

In line with its general approach to the prevention of abuse or harm, Zenith Care Recruitment is committed to taking all possible steps to prevent abuse or harm of our service users by:

* setting out and making widely known the procedures for responding to suspicions or evidence of abuse or harm
* incorporating material relevant to abuse or harm into staff training at all levels
* maintaining vigilance concerning the possibility of abuse or harm of service users from others
* encouragement among staff, service users and all other stakeholders a climate of openness and awareness that makes it possible to pass on concerns about behaviour that might be abusive or that might lead to abuse or harm
* thoroughly assessing all risks to our service users from the abusive behaviour of others, including any that might arise from an individual’s lack of insight or capacity to understand the harm being done
* taking appropriate actions to minimise the risks of abuse of service users by other service users by understanding and dealing appropriately with any form of aggression or behaviour
* helping service users as far as possible to avoid or control situations or relationships that would make them vulnerable to abuse or harm.

**Three national objectives have been identified for the Prevent strategy:**

* Objective 1: respond to the ideological challenge of terrorism and the threat we face from those who promote it
* Objective 2: prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support
* Objective 3: work with sectors and institutions where there are risks of radicalisation which we need to address.

**Possible indicators**

Indicators that staff may observe or identify regarding individuals' behaviour or actions may include the following:

* Spending increasing time in the company of other suspected extremists
* Changing their style of dress or personal appearance to accord with the group
* Day-to-day behaviour becoming increasingly centred on an extremist ideology, group or cause.
* Loss of interest in other friends and activities not associated with the extremist ideology, group or cause
* Possession of materials or symbols associated with an extremist cause
* Attempts to recruit others to the group/cause
* Communications with others that suggest identification with a group, cause or ideology
* Using insulting or derogatory names for another group
* Increase in prejudice-related incidents committed by that person which may include:
* Physical or verbal assault
* Provocative behaviour
* Damage to property
* Derogatory name-calling
* Possession of prejudice-related materials
* Prejudice related ridicule or name-calling
* Inappropriate forms of address
* Refusal to co-operate
* Attempts to recruit to prejudice-related organisations
* Condoning or supporting violence towards others

A concern expressed by Zenith Care Recruitment staff that an individual may be vulnerable to radicalisation does not mean that Zenith Care Recruitment thinks the person is a terrorist. It means that Zenith Care Recruitment is concerned they are prone to being exploited by others and so the concern is a safeguarding matter. Zenith Care Recruitment staff MUST raise any concerns with the Zenith Care Recruitment Prevent Lead as soon as possible or with any of the key contacts in the organisation the Police or Crimestoppers.

**Training**

Safeguarding Training is delivered to all support workers and Employees during their Induction, and before they start work, which includes awareness of indicators of child abuse, exploitation, alerts process as well as knowing all types of abuse and how to carry out their responsibilities under this policy, and how to recognise the types of abuse and how to report it. A Training refresher is repeated on an annual basis. All Zenith Care Recruitment staff will complete training on Protecting Adults at Risk of Abuse within their first month of employment and annually afterwards. This will automatically be recorded training monitoring planner

Employees are also given a staff Handbook during their induction, which includes a list of all our Policies and supporting procedural guidance. The guidance includes underpinning information on how to recognise and report a concern about abuse or deal with a situation where abuse is occurring. Staff are also given guidance on how to deal with and report any other relevant allegations or concerns where a vulnerable person may be placed at risk of harm. Managers training is regularly updated in line with local authorities and national safeguarding policies, and Managers are encouraged to attend Local Authority courses and events.

**Zenith Care Recruitment**

**SAFEGUARDING: Suspected Abuse Assessment Prompt Form**

|  |
| --- |
| This form can be used as a structured way of assessing suspected abuse or as a set of prompts when making enquiries. |
| **Question** | **Response** | **Actions/Implications** |
| 1. Who is allegedly or evidently being abused? And in what ways? *For example, is it a single victim or are there several victims?*
 |       |       |
| 1. Who is doing the alleged or evident abusing? *For example*, *is it a single perpetrator or are there several perpetrators?*
 |       |       |
| 1. Why might the abuse be occurring? *For example, is the abuse organised or spur of the moment*?
 |       |       |
| 1. Where is the abuse occurring? *For example, is the abuse happening in or outside the home?*
 |       |       |
| 1. When is the abuse occurring? *For example, during unsupervised period? At night times in the person’s room?*
 |       |       |
| 1. What other factors seem to bear on the situation? *For example, does the alleged or vulnerability to abuse relate to lack of staff cover? To lack of staff training?*
 |       |       |
| 1. How serious and severe is the abuse? *For example, how distressed is the victim? Has it caused or is likely to cause long-term physical or emotional damage?*
 |       |       |
| 1. What are the risks to the victim of the abuse continuing? *For example, does the alleged perpetrator live near to the victim?*
 |       |       |
| 1. What is the relationship between perpetrator and victim? *For example, are* *they in a long-term relationship?*
 |       |       |
| 1. What are the physical and emotional effects on the victim? *For example, are there signs of bruising? Is the person in a distressed state?*
 |       |       |
| 1. How vulnerable is the alleged victim? *For example, is the victim easily influenced by more powerful others?*
 |       |       |
| 1. Has either victim or perpetrator any known history of being or perpetrating abuse?
 |       |       |
| 1. Which statutory agencies should be notified? *For example, police? Social Services Safeguarding Unit? CQC?*
 |       |       |
|  |
| Assessment completed by |       |  |
|  |
| Designation |       |  |
|  |
| Date of completion |       |  |
| (i) Service user/Representative |
| Signature of manager |  |  |
|  |

**Zenith Care Recruitment Policy and Procedure**

**Safeguarding Incident Log**

|  |  |  |
| --- | --- | --- |
| Service Username: |  |  |
| Name of person investigating incident/completing this form: |  |
| Name of person reporting incident(if not Service User): |  |
| Service User location/room reference: |  |
| Time and date of incident: |  |
| Precise location of incident: |  |
| Details of incident (include description of incident, as well as the names of any individuals who may have been involved, remember to take care not to lead the Service User): |

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|  |
| --- |
| Name of witness(es): |
| Details of any injuries/was medical attention required?: |
| What decision has been reached as a result of investigating the incident? |
| Name and address of witness/advocate/support for Service User during discussion/report taking |

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|  |
| --- |
| What immediate action was taken? |
| What lessons have been learned from this incident and investigation? |
| Were any outside agencies contacted? If so,who? |
| Registered Manager recommendations, including Care Plan changes: |
| What actions will be taken to prevent further incidents?: |
| Signature: |
| Print Name: |
| Title: |
| Date: |
| **Reported to Date: Management Meeting****by:** |  | Date: |  |

*One copy of this form is to be held in the service user’s personal file and one copy in the safeguarding incident file.*

**Zenith Care Recruitment Safeguarding Policy and Procedure**

***Skin Marks/Bruising Assessment Tool – To be completed where appropriate***

|  |  |
| --- | --- |
| *Service User's name:* | Admission date: |
| Examined in person?(Y/N).If No, record name and designation of person providing information: |
| *Name* | *Date of examination:* |
| *Designation:* | *Signature:* |
| *Skin Marks/Bruising Diagram* | *Area of risk/mark/bruising identified* |
| *Description of risk/mark/bruising identified* |
| *Cause identified (specify)?* |
| *Care Plan created (Yes I No).If no, why?* |
| *OR- No skin lesions apparent (tick and sign for accountability. See above if accepting 2nd hand information):* |
| *Next review interval (maximum 1 month):**Therefore next review date: (use attached review form to note, or if changes are substantial, carry out this full assessment again)* |
| *Accountability signature (person completing to print name and**sign):* | *Date of form completion:* |

*Our safeguarding policy is reviewed every three months expect otherwise.*

|  |  |
| --- | --- |
| Signed: | \_\_\_\_\_\_\_Kechi Anyanwu\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Date: | \_\_\_\_\_\_25th December 2021\_\_\_\_\_\_\_\_\_\_\_\_ |
| Policy review date: | \_\_\_\_\_18th April 2022\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |