

Policy: Safeguarding adults at risk

Updated April 2024

Introduction

Ready4Home is fully committed to the principle that living a life free from harm and abuse is a fundamental right of everyone. We are committed to working in partnership with others to protect those at risk, while supporting those at risk to make their own choices.

Adult safeguarding means protecting a person's right to live in safety, free from abuse and neglect. This policy, with its associated procedures, is to be followed in all cases where a member of staff believes that an adult at risk has been or may have been abused or neglected. An adult at risk is a person aged 18 years or over who is, or may be, in need of community or health care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

The abuse of these adults can occur in any setting, domestic, institutional or public, and the abuser can be anyone including a family member, friend, neighbour, partner, carer, stranger, member of staff, another service user, etc.

Under the Care Act 2014 each local authority must make enquiries, or ensure others do so, if it believes an adult is being, or is at risk of being, abused or neglected. Ready4Home has a responsibility, working alongside partner local authorities as appropriate, to ensure that adults at risk are appropriately safeguarded, that staff at all levels are appropriately trained and that clear and accurate records are kept of all action taken.

Six key principles underpin all adult safety work

The statutory guidance to the Care Act defines these principles, from the perspective of the adult at risk, as follows:

- **Empowerment.** "I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens."
- **Prevention.** "I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help".
- **Proportionality.** "I am sure that the professionals will work for my best interests, as I see them and they will only get involved as much as needed".
- **Protection.** "I get help and support to report abuse. I get help to take part in the safeguarding process to the extent which I want to and to which I am able".

- **Partnership.** “I know that staff treat any personal and sensitive information confidentially, only sharing what is helpful and necessary. I am confident that the professionals will work together to get the best result for me”.

- **Accountability.** “I understand the role of everyone involved in my life”.

Ready4Home staff will abide by these principles whilst carrying out their safeguarding responsibilities.

A practical approach to policy implementation

An accessible policy

Ready4Home provides all clients with information that makes it clear that any kind of abuse is unacceptable and that Ready4Home staff will work closely with that person and other agencies to ensure they feel safe. Ready4Home provide information about safeguarding via local teams, on our website and in individual client handbooks. We also regularly remind clients of their right to feel safe via our newsletter, Expressions.

Staff training

All staff are required to read and demonstrate understanding of Ready4Home’s Safeguarding Policy within their first few weeks of employment and to attend an in-house Safeguarding course within their first 12 months. In addition, all staff are shown a video in the course of Ready4Home’s Induction Day, highlighting that Safeguarding is everyone’s business and sharing a case study of financial abuse.

More experienced staff will attend events organised by local authority partners to ensure familiarity with local multi-agency procedures and to ensure that all staff have the level of training and understanding required for their role.

Staff support

All staff receive regular support and supervision from their manager, both day-to-day and through formal supervision meetings and any safeguarding concerns will be proactively addressed.

Clear internal procedures

There are clear procedures for staff, which are reviewed regularly to ensure that they are up-to-date and incorporate best practice.

Accountability

Strategic accountability for safeguarding rests with the Director of Client Strategy & Delivery. Operational accountability at a local level rests with the Supported Housing/Project Manager, who is responsible for liaising with key senior practitioners in the local authority in respect of safeguarding issues and ensuring that all support staff understand their safeguarding responsibilities and have appropriate support. They, in turn, will receive practical guidance, supervision and support from the Area Manager

Multi-agency working

Staff will work in close collaboration with local authorities and other agencies to ensure that adults at risk are safeguarded. Collaboration will take place at a practitioner level and at a managerial level as appropriate. Moreover Area Managers will participate in multi-agency forums at a strategic level to ensure appropriate links are maintained with the Safeguarding Adults Board.

Consent

Issues of mental capacity and the ability of clients to make informed choices about their own safety are central to decisions and actions in safeguarding adults. Staff intervention needs to take into account the ability of the client to make informed choices about the way they want to live and the risks they want to take. All decisions taken by Ready4Home staff in the Safeguarding Adults process must comply with the Mental Capacity Act 2005.

Monitoring and review

The Safeguarding Policies and Procedures will be regularly reviewed in the light of experience to ensure they reflect best practice and legislation and that any learning is effectively captured.