

# Safeguarding Adults Policy and Procedure

# Safeguarding Adults Policy and Procedure

<b>Policy Lead</b>	Registered Manager
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<b>Signed:</b>	Samantha Norgate

## Introduction

The aim of this policy is to ensure that all care workers of Banquo Limited understand their responsibilities in relation to safeguarding. To achieve this, it is essential that all care workers are fully aware of what constitutes abuse, as well as the potential indicators that abuse may be occurring.

Care workers must also be fully aware of how to report concerns, recognise the importance of doing so immediately and understand the procedures through which to do this. This policy provides the information care workers will require to fulfil their duties and obligations in respect to safeguarding adult.

All care workers are expected to raise any concerns regarding the possibility of abuse at the earliest opportunity. Banquo Limited encourages and fosters a culture of open and honest enquiry regarding any concerns and care workers should feel supported in being able to share their concerns.

## Policy Statement

Banquo Limited has a legal responsibility to prevent adults from abuse, harm, or neglect (including self-neglect) and to act positively to report concerns.

Banquo Limited will take all reasonable steps to prevent harm, to protect people and to respond appropriately when harm does occur.

As a part of our commitment, Banquo Limited will:

- Prevent and stop abuse or neglect wherever possible.
- Protect, maintain, and uphold the human rights of vulnerable adults at risk.
- Eliminate discrimination.
- Take steps to deal with suspected abuse, bullying or exploitation of any kind whenever or wherever it may be found.
- Provide support, training, and protection for everyone.

We will seek to safeguard vulnerable adults by:

- Valuing them, listening to and respecting them.
- Ensure that everyone that works with us, for us or on our behalf is familiar with this policy and procedures and has access to the documents.
- Monitor the implementation of this policy and procedures and take any steps that are required to improve our practices.
- Ensure that effective procedures are in place for responding to complaints, concerns, and allegations of suspected or actual abuse.
- Ensure that there are appropriate risk assessments in place.
- Sharing information about protection and good practice with vulnerable adults, and staff
- Sharing information about concerns with agencies who need to know and involving the vulnerable adult appropriately.
- Ensure safe recruitment procedures including id checks, references and DBS checks are followed for every position we recruit to.
- Providing effective management for staff through supervision, support and training.

Banquo Limited is committed to safeguarding vulnerable adults from harm and protecting their rights. We believe that every individual, regardless of age or ability, deserves to live a life free from abuse, neglect, and exploitation.

We will adhere to all relevant laws and regulations related to safeguarding vulnerable adults, including but not limited to the Care Act 2014, Mental Capacity Act 2005, and Safeguarding Adults Board policies. We will also provide appropriate training and support to all staff members to ensure they are equipped to recognise and respond to signs of abuse or neglect.

Banquo Limited will take immediate action to report any concerns of abuse or neglect to the appropriate authorities, and will work closely with social services, healthcare professionals, and other agencies to ensure the safety and well-being of vulnerable adults under our care.

We are committed to promoting a culture of openness, transparency, and accountability when it comes to safeguarding vulnerable adults, and will work tirelessly to create an environment where they feel empowered to speak out and seek help if they are experiencing abuse or mistreatment.

We will ensure that all staff members receive appropriate training on safeguarding vulnerable adults, to enable them to recognize signs of abuse or neglect and respond effectively. We will also provide clear guidance and procedures for reporting any concerns or incidents of abuse.

Banquo Limited will work in partnership with relevant agencies, including social services, healthcare providers, and safeguarding bodies, to investigate and address any instances of abuse or neglect. We will support victims of abuse to access appropriate help and services and will ensure that perpetrators are held accountable for their actions.

We will promote a culture of awareness and transparency regarding safeguarding vulnerable adults and will actively encourage open communication and reporting of concerns. We will also respect the rights, autonomy, and dignity of vulnerable adults, and ensure that their best interests are always at the forefront of our decision-making.

By upholding this policy, Banquo Limited affirms its commitment to safeguarding vulnerable adults protecting the rights and dignity of vulnerable adults and providing them with the respect, care, and support they deserve by upholding their rights to live a life free from harm and abuse.

## **Purpose**

This policy sets out the key principles that all staff members should be complying with to safeguarding adults at risk of harm or abuse. All staff carrying out the business of Banquo Limited need to be aware of the integrated agenda to support vulnerable adults at risk, in particular those in need of protection. Banquo Limited commits to providing line management support and opportunities for learning and development, to ensure that care workers have the skills they need to perform their duties and to succeed in their role. The purpose of this policy and its related statements is to provide a structure for the delivery of high quality, safe care in accordance with legislation. This policy must be followed by all team members and by others involved in delivering or supporting our Service Users.

In developing this policy, Banquo Limited recognises that safeguarding adults at risk is a shared responsibility, with the need for effective joint working between agencies and professionals that have different roles and expertise.

## **Scope**

This policy and the procedures apply to all care workers, including workers and independent sub-contractors for Banquo Limited.

Banquo Limited are required to have a Safeguarding Lead responsible for guiding and supporting care workers when dealing with the safeguarding of adults.

## **Roles And Responsibilities**

All staff and volunteers must report any suspicions of abuse to the appropriate person without delay. Suspicions of abuse must not be ignored.

Individuals communicate in a range of different ways. It may not be possible for them to inform staff that they are being abused. Staff should carefully observe changes in behaviour and changes in health as potential indicators of abuse.

Banquo Limited staff will promote inclusion and engagement. Staff will empower individuals with appropriate information about safeguarding.

## **All staff**

- Will respond to safeguarding concerns that are reported to them.

- Including non-operational staff must attend training on safeguarding as part of their induction and ongoing as a refresher via e-learning or face to face.
- Will familiarise themselves with Local Safeguarding Procedures.
- Should not assume that someone else will pass on information which they think may be critical to the safety and wellbeing of the adult.
- Who have concerns about the individual's welfare and believes they are suffering or likely to suffer abuse or neglect, then they should share the information with their line manager, local authority and or the police if they believe or suspect that a crime has been committed.
- Will inform their line manager if they receive any convictions, cautions, or are bound over, which may change their status.

### **The Director/Nominated Individual**

- Will monitor and evaluate safeguarding practice in Banquo Limited.
- Will receive safeguarding reports on reviews of safeguarding systems.
- Will support and promote better learning and safeguarding practice.
- Will make recommendations for areas for development of safeguarding.

### **The Registered Manager and Service Leaders– “Designated Person”**

- Will have a sound knowledge of local and inter-agency safeguarding procedures.
- Will monitor safeguarding incidents in their areas and ensure that staff are appropriately supported.
- Will ensure that initial induction into services includes discussion of this procedure.
- Will ensure that staff attend appropriate safeguarding training.
- Will ensure that staff understand and follow this procedure.
- Will ensure that action is taken when safeguarding concerns are reported.
- Will follow both internal and external reporting procedures.
- Will keep accurate records.
- Will ensure that staff can access local contact details for reporting safeguarding concerns.
- A form that can be used is included in the guidance that accompanies this procedure.
- Will investigate safeguarding incidents in accordance with the instructions of Additur external agencies.
- Will be responsible for inputting, updating, and maintaining safeguarding records electronically.

### **Care Staff**

- Will respond to safeguarding concerns by following this procedure and the guidance that accompanies this procedure.

- Will report concerns to a line manager/on call manager/or other appropriate person.
- Will complete accurate notes if they are informed of a safeguarding incident.
- Will undertake training and ask managers if they are unsure about safeguarding procedures.
- Will inform their line manager if they receive any convictions, cautions, or are bound over, which may change their status.

Individuals, their families/carers, Banquo Limited staff and other professionals are encouraged to be observant and report safeguarding concerns. Banquo Limited emphasises the importance of prevention as a way of supporting individuals to keep themselves safe and to assess and manage risk.

At Banquo Limited, the person designated to take responsibility for safeguarding adults is the Registered Manager, Samantha Norgate, who is available to all staff for advice and guidance. The Safeguarding Lead will also take lead on reporting to the local authority of where the vulnerable adult lives.

Everyone in the organisation has responsibilities in relation to safeguarding, as set out in this policy.

## Who to Contact

Banquo Limited operates within multiple local authority jurisdictions. If a staff suspects a potential safeguarding issue has been committed against an adult, it is their responsibility to liaise with the local authority Safeguarding Team/Safeguarding Lead immediately.

**The Safeguarding Lead for Banquo Limited is the Registered Manager – Samantha Norgate**

Contact details for the safeguarding team can be found below:

**Web link - [Safeguarding Adults Board | Islington Council](#)**

**Telephone Number: [020 7527 2299](#) Out of Hours: [020 7527 2299](#)**

## Adults At Risk

Safeguarding Adults means:

- Protecting the rights of adults to live in safety, free from abuse and neglect.
- Working together to prevent and stop both the risks and experience of abuse or neglect.
- Making sure that the adult's wellbeing is promoted including, keeping them at the centre of any decision and taking full account of their views, wishes, feelings and beliefs.
- Recognising that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances and therefore, of any potential risks to their safety or wellbeing.

## **'3-Stage Test'**

Under section 42 of The Care Act 2014, safeguarding duties apply to an adult who meets the following three stage test:

1. Has needs for care and support (whether or not the local authority is meeting any of those needs).
2. Is experiencing, or at risk of, abuse or neglect.
3. 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.

An adult who meets these criteria is referred to as “an adult at risk”. Safeguarding duties also apply to family carers experiencing intentional or unintentional harm from the adult they are supporting or from professionals and organisations that they are in contact with.

## **Overview of Decision-Making Tool**

The below sets out action to take depending on the abuse concerned:

**Report:** If the adult/s have been seriously harmed or at risk of serious harm because of actions, or omissions, deliberate or unintentional of others, then report as a safeguarding concern to the local authority named within this policy. If there is indication that a criminal act has occurred, and the matter is urgent, contact the Police.

**Consult:** Moderate risk and or moderate care and support needs. Concerns at this point may be reportable and must be considered on a case by case basis. The adult's views must be considered. Advice should be sought from the Safeguarding Lead or the Local Authority Safeguarding Team.

**Resolve:** Low risk or care and support needs where all actions to prevent abuse or protect an adult from abuse are recorded. The adult's needs are met through local support services accessed via appropriate referral routes. A level of concern that can be resolved through care management, complaints, staff training, case reviews, quality processes or contract management.

## **Procedures**

As a part of our commitment, Banquo Limited will adhere to the 6 key principles of safeguarding outlined in the Care Act 2014:

- Empowerment.
- Prevention.
- Proportionality.
- Protection.
- Partnership.
- Accountability.

## **Empowerment**

Empowerment is the principle that adults should be in control of their lives and consent is needed for decisions and actions designed to protect them.

The purpose of safeguarding is to enable people to live a life free from abuse and neglect. It is, therefore, vital that if an individual has mental capacity and is able to make their own decisions that they maintain control of their life and that professionals support their decision-making throughout the process. This includes:

- Working towards the outcomes the individual wants.
- Listening to the individual and ensuring their voice is heard.
- Taking actions with an individual's consent, unless there is a clear justification for acting contrary to their wishes, such as for reasons of public interest or a lack of mental capacity.
- Ensuring the individual receives support to participate in all decisions about them (e.g., with the support of friends/family/advocacy, personal assistants, translators etc.) and due regard is given to issues of accessibility and equality and diversity.
- Enabling individuals to make informed decisions (e.g., sharing assessments of risk, sharing information on available support options to reduce those risks, and providing support to weigh up risks and solutions).
- Respecting the choices and decisions that individuals make.
- Allowing individuals to change their mind if their views or circumstances change or simply if they just change their mind.

In the event that an individual is without the mental capacity to make a particular decision for themselves, a Best Interests Meeting should take place and a decision should be made in the best interest of the individual and within the framework of the Mental Capacity Act 2005 and Code of Practice. The individual should continue to be fully involved in the decision-making process and any decisions made must recognise their wishes, feelings, beliefs, and values and ensure that they are appropriately represented.

## **Protection**

Safeguarding Adults procedures provide a framework by which adults can be supported to safeguard themselves from abuse, or are supported and protected, where they are unable, for reasons of mental capacity, to make decisions about their own safety.

Assessments of mental capacity and best interest decisions, in relation to those without mental capacity, must always be within the legal framework of the Mental Capacity Act 2005 and Code of Practice. Protection encompasses every person's duty of care and/or moral responsibility to act upon suspicions of abuse, within the context of this procedure, and ensure that adults at risk as citizens receive the protection afforded them in law.

## **Prevention**

Prevention of abuse is the primary goal, and members of the public, agencies, service providers, individual employees or volunteers and communities all have a role in preventing



abuse from occurring. Prevention involves promoting awareness and understanding and supporting people to safeguard themselves from the risk of abuse. This includes helping people to identify and make informed decisions about risks and develop forward plans that keep them safe.

Prevention also refers to the actions of organisations to ensure they have systems in place that minimise the risk of abuse. Prevention is associated with a broad range of responsibilities and initiatives, each associated with making safeguarding adults a core responsibility within the context of providing high quality services.

## **Proportionality**

The principle of proportionality relates to the responsibility to ensure that responses to safeguarding concerns are proportional to assessed risk and the nature of the allegation/concern. Proportionate decisions need to consider the principles of empowerment and protection.

This principle of proportionality is also encompassed within the Mental Capacity Act 2005; where an individual lacks mental capacity to make a particular decision, decisions must be made in the individual's 'best interests'. This includes the responsibility to consider if the outcomes can be achieved in a way that is 'less restrictive of the person's rights and freedoms.

## **Partnership**

Partnership means working together to prevent and respond effectively to incidents or concerns of abuse, to support the adult at risk in making informed decisions about identified risks of harm and helping them to access sources of support that keep them safe.

Partnership also includes working with relatives, friends, unpaid carers, or other representatives, such as advocates as partners, as appropriate, to achieve positive outcomes for the adult at risk. Partnership also means working cooperatively with other agencies to prevent, investigate and end abuse. Statutory, private, voluntary and specialist or mainstream services and their representatives should be considered partners within this procedure.

## **Accountability**

The principle of accountability involves transparency and decision making that can be accounted for. This involves each individual and organisation fulfilling their duty of care, making informed defensible decisions, with clear lines of accountability. It involves companies, employees (and volunteers) understanding what is expected of them, recognising, and acting upon their responsibilities to each other, and accepting collective responsibility for safeguarding arrangements.

To meet our commitment, Banquo Limited will:

- Ensure that everyone that works with us, for us or on our behalf is familiar with this policy and has access to the required documents.

- Monitor the implementation of this policy and take any steps that are required to improve our practices.
- Ensure that effective procedures are in place for responding to complaints, concerns, and allegations of suspected or actual abuse.
- Ensure that there are appropriate risk assessments in place.
- Ensure safe recruitment procedures including id checks, references and DBS checks are followed for every position we recruit.
- All employees that work for Banquo Limited now or in the future, in any capacity, will be trained to level 1 and Level 2 in safeguarding, and the Safeguarding Lead being trained to level 3.

## **Types Of Abuse**

Abuse is the violation of an individual's human and civil rights. Abuse can be self-inflicted or inflicted by another person or persons. In the context of safeguarding, it is used to refer to any knowing, intentional, or negligent act by another that causes harm or a serious risk of harm to another. The Care Act recognises ten categories of abuse experienced by adults as follows, although it is important to also recognise that cyber bullying, forced marriage, mate crime and radicalisation can also apply to adults:

### **Physical Abuse**

Use of physical force or mistreatment of one person by another, which may or may not result in actual physical injury; physical injuries which have no satisfactory explanation or where there is a definite knowledge or reasonable suspicion that the injury was inflicted with intent, or through lack of care, by the person having custody, charge, or care of that person. This could include:

- Hitting.
- Slapping.
- Pushing.
- Rough Handling.
- Exposure to heat or cold temperatures.
- Forced feeding.
- Denial of treatment.
- Restraint.
- Misuse of medication.
- Not being assisted to the toilet when needing to go.
- Or other inappropriate sanctions.

Possible indicators of physical abuse include:

- History of unexplained falls or minor injuries.
- Unexplained bruising in well protected areas, on the soft parts of the body or clustered as from repeated striking.
- Unexplained burns in an unusual location or of an unusual type.
- Unexplained fractures to any part of the body that may be at various stages in the healing process.

- Unexplained lacerations or abrasions.
- Slap, kick, pinch, or finger marks.
- Injuries/bruises found at different stages of healing or such that it is difficult to suggest an accidental cause.
- Injury shape similar to an object.
- Untreated medical problems.
- Weight loss due to malnutrition or dehydration; complaints of hunger.
- Appearing to be over medicated.

### **Sexual Abuse**

Any behaviour which is unwanted or takes place without consent or understanding. Sexual abuse can take many forms and may include:

- Non-contact sexual activity.
- Pornographic photography.
- Indecent exposure.
- Stalking.
- Grooming.
- Harassment.
- Unwanted teasing or innuendo.
- Unwanted touching.
- Penetration of the human body with fingers, penis, or objects.

Possible indicators of sexual abuse could include:

- A change in usual behaviour for no apparent or obvious reason.
- Sudden onset of confusion, wetting or soiling.
- Withdrawal, choosing to spend the majority of time alone.
- Overt sexual behaviour/language by the vulnerable person.
- Self-inflicted injury.
- Disturbed sleep pattern and poor concentration.
- Difficulty in walking or sitting.
- Torn, stained and/or bloody underclothes.
- Love bites.
- Pain or itching, bruising, or bleeding in the genital area.
- Sexually transmitted urinary tract/vaginal infections.
- Bruising to the thighs and upper arms.
- Frequent infections.
- Severe upset or agitation when being bathed/dressed/undressed medically.

### **Psychological/Emotional Abuse**

Psychological or emotional abuse is behaviour that is psychologically harmful or inflicts mental distress.

- Threats.
- Bribes.

- Coercion
- Ridicule.
- Humiliation.
- Provoking fear.
- Intimidation.
- Negating choices, wishes or self-esteem.
- Causing isolation or overdependence.

Possible indicators of psychological or emotional abuse include:

- Ambivalence about a carer.
- Fearfulness expressed in the eyes; avoids looking at the carer, flinching on approach.
- Deference.
- Overtly affectionate behaviour to alleged perpetrator.
- Insomnia/sleep deprivation or need for excessive sleep.
- Change in appetite.
- Unusual weight gain/loss.
- Tearfulness.
- Unexplained paranoia.
- Low self-esteem
- Excessive fears.
- Confusion.
- Agitation.

### **Financial Abuse**

Actual or attempted theft fraud or burglary. Misappropriation or misuse of money, property, benefits, material goods or other asset transactions which the person did not or could not consent to or which were invalidated by intimidation coercion or deception – this could include:

- Withdrawal of benefits.
- Wills.
- Property inheritance.
- Withholding of money due to the person.
- Exploitation.
- Embezzlement.

Possible indicators of financial abuse include:

- Unexplained or sudden inability to pay bills.
- Unexplained or sudden withdrawal of money from accounts.
- Individual lacks belongings or services, which they can clearly afford.
- Lack of receptiveness to any necessary assistance requiring expenditure when finances are not a problem (although the natural thriftiness of some people should be borne in mind).
- Extraordinary interest by family members and other people in the vulnerable person's assets.

- Power of Attorney obtained when the vulnerable adult is not able to understand the purpose of the document they are signing.
- Recent change of deeds or title of property.
- Carer only asks questions about the individual's financial affairs and does not appear to be concerned about the physical or emotional care of the person.
- The person who manages the financial affairs is evasive or uncooperative.
- A reluctance or refusal to take up care assessed as being needed.
- A high level of expenditure without evidence of the individual benefiting.
- The purchase of items which the individual does not require.
- Personal items going missing from the home.
- Unreasonable and/or inappropriate gifts.

### **Institutional/Organisational Abuse**

Organisational or institutionalised abuse can occur in any organisation when the routines in use force individuals to sacrifice their own needs, wishes or preferred lifestyle to the needs of the institution or service provider.

Abuse may be a source or risk from an individual or by a group of employees embroiled in the accepted custom, subculture and practice of the institution or service. It involves the collective failure of an organisation to provide safe appropriate services and includes failure to ensure necessary preventative or protective measures are in place. Possible indicators of institutional or organisational abuse include:

- May be reflected in an enforced schedule of activities.
- Limiting of personal freedom.
- Control of personal finances.
- A lack of adequate clothing.
- Poor personal hygiene.
- A lack of stimulating activities.
- A low quality diet.
- Anything which treats the individual as not being entitled to a 'NORMAL' life.

Institutions may include residential and nursing homes, hospitals, day centres, sheltered housing schemes and group or supported housing projects. It should be noted that all organisations and services, whatever their setting, can have institutional practices which can cause harm to vulnerable adults.

The distinction between abuse in institutions and poor care standards is not easily made and judgements about whether an event or situation is abusive should be made with advice from appropriate professionals and regulatory bodies.

### **Neglect**

Can be both physical and emotional. Neglect occurs when a person deliberately withholds or fails to provide, appropriate and adequate care and support which is required by another person. It may be through a lack of knowledge or awareness, or through failure to take reasonable action given the information and facts available to them at the time.

Neglect of a Duty of Care or the breakdown of a care package may also give rise to safeguarding issues, for example where a care provider is unable/unwilling to meet the assessed needs. Possible indicators of neglect include:

- Poor condition of accommodation.
- Inadequate heating and/or lighting.
- Poor physical condition of person (e.g., ulcers, pressure sores etc.).
- Individual's clothing in poor condition (e.g., unclean, wet, etc.).
- Malnutrition.
- Failure to give prescribed medication or appropriate medical care.
- Failure to ensure appropriate privacy and dignity.
- Inconsistent or reluctant contact with health and social agencies.
- Refusal of access to callers/visitors.

### **Wilful Neglect And Ill-Treatment**

Wilful neglect means the deliberate failure to do something that was a duty, often with an element of recklessness. It does not require any proof of any particular harm or distress or proof of the risk of harm.

Ill-treatment involves deliberate conduct which ill-treats a person who lacks mental capacity to make the relevant decisions, whether or not it causes any harm to them. Ill-treatment also involves a guilty mind, with the abuser having an appreciation that he or she was inexcusably or recklessly ill-treating the person.

***Most indicators of the other types of abuse may also indicate wilful neglect or ill-treatment so these two offences should always be considered with each allegation.***

### **Self-Neglect**

Self-neglect is failing to care for one's personal hygiene, health, or surroundings in such a way that causes, or is likely to cause significant physical, mental, or emotional harm or substantial damage to or loss of assets. Self-neglect differs from the other forms of abuse because it does not involve a perpetrator. Self-neglect can happen as a result of an individual's choice of lifestyle, or the person may have a mental health condition, such as depression, poor physical health, cognitive difficulties, or misuse substances. Possible indicators of self-neglect include:

- Living in grossly unsanitary conditions that could endanger health and wellbeing.
- Grossly inadequate self-grooming or personal care.
- Inappropriate or inadequate clothing.
- Maintaining an untreated illness, disease or injury or lacking eyeglasses, dentures, hearing aids etc.
- Being malnourished or dehydrated to such an extent that, without intervention, the individual's physical or mental health is likely to be severely impaired.
- Creating hazardous living conditions that will likely cause serious harm to the individual or others or cause substantial damage to or loss of assets, such as severe hoarding, improper wiring, infestation and lack of indoor plumbing or heating.

- Managing one's assets in a manner that is likely to cause substantial damage to or loss of assets.

### **Domestic Abuse**

Domestic abuse is the abuse of one person within an intimate or family relationship. It can be the repeated, random, or habitual use of intimidation to control, coerce or threaten a person. The abuse can encompass, but is not limited to physical, emotional, psychological, financial, sexual, honour-based violence, female genital mutilation or forced marriage.

Domestic abuse can also involve the abuse of a person at risk. Safeguarding procedures only apply in this instance where the person:

- Has needs for care and support.
- Is experiencing, or at risk of abuse or neglect.
- As a result of those care and support needs is unable to protect themselves from abuse or neglect or the risk of abuse or neglect.
- Possible indicators of domestic abuse include intense or irrational jealousy or possessiveness expressed by the partner or reported by the person at risk.
- Reluctance to speak or disagree in the presence of their partner.
- Often accompanied by an "overprotective" partner, preventing professionals obtaining the accurate picture of what is happening.
- History of depression, anxiety, self-harm, or suicide attempts.
- History of alcohol or drug abuse.
- Appearance of low self-esteem.

### **Honour-Based Violence**

Honour Based Violence (HBV) is a crime of incident which has or may have been committed to protect or defend the honour of a family or community. It is a collection of practices used to control behaviour within families or other social groups, to protect perceived cultural and religious beliefs and/or honour. Such violence can occur when a relative has shamed their family and/or community by breaking their honour code. Possible indicators of honour-based violence include:

- Seeming under the control and influence of others and relying on others to communicate on their behalf.
- Often accompanied by an "overprotective" partner or family member, preventing professionals obtaining the accurate picture of what is happening.
- Reluctance to speak or disagree in the presence of their partner or family member.
- Isolation from the community.
- History of depression, anxiety, self-harm, or suicide attempts.
- History of alcohol or drug abuse.
- Appearance of low self-esteem.

## **Female Genital-Mutilation**

Female Genital Mutilation (FGM) is sometimes referred to as female circumcision. It refers to procedures that intentionally alter or cause injury to the female genital organs for non-medical reasons. This practice is illegal in the UK. Possible indicators of Female Genital-Mutilation include:

- Genital scarring.
- Frequent urinary tract or pelvic infection.
- Difficulty in passing urine.
- Impaired sexual function.
- Complications in pregnancy and/or childbirth.
- Post-Traumatic Stress Disorder, flash backs or anxiety.

## **Modern Slavery**

Modern Slavery encompasses human trafficking, domestic servitude and forced labour. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive, and force individuals into a life of abuse, servitude, and inhumane treatment. Possible indicators of Modern Slavery include:

- Marked isolation from the community.
- Seeming under the control and influence of others and relying on others to communicate on their behalf.
- Restricted freedom of movement.
- Unusual travel times.
- Unfamiliarity with the local neighbourhood.
- Signs of other forms of abuse, such as looking malnourished, unkempt, or withdrawn.
- Few or no personal effects.
- No identification documents.
- Fear of Law Enforcement.

## **Discriminatory Abuse And Hate Crime**

Discriminatory abuse is abuse targeted at a perceived vulnerability or on the basis of prejudice including racism or sexism, or based on a person's impairment, origin, colour, disability, age, illness, sexual orientation, or gender.

Hate Crime can be one-off or multiple criminal offences that are perceived, by the person at risk or any other person, to be motivated by hostility or prejudice based on a person's vulnerability or perceived vulnerability. They can manifest as the other types of abuse, including physical, sexual, financial, neglect and psychological abuse. Examples can include:

- Hate mail.
- Verbal or physical abuse.
- Criminal damage to property.
- Target of distraction burglary, bogus officials, or unrequested building/household services.



Possible indicators of discriminatory abuse and/or hate crime are the same as those outlined above for other types of abuse.

### **Mate Crime**

Mate Crime is the premeditated exploitation, abuse, or theft from people with a Learning Disability, by those they consider as their friends. However, it also applies to older adults, for example, those with a mental health problem or sensory impairment.

It can encompass other types of abuse, such as physical, psychological, sexual, or financial. Examples can include being physically harmed for the amusement of others, having benefits or food stolen or being coerced into crime or prostitution. Possible indicators of mate crime include:

- As with indicators for other types of abuse (e.g., physical, sexual, psychological, or financial).
- Subservient behaviour and constant seeking approval of so called “friends”.

### **Radicalisation**

Radicalisation is the process by which a person comes to support terrorism and forms of extremism leading to terrorism. Radicalisation is not officially classed as a type of abuse, however, it is important to include it to raise awareness.

Key vulnerabilities such as Learning Disabilities, Mental Health problems or autism can increase an individual’s susceptibility towards radicalisation and to be influenced by extremism (Home Office, 2011). Possible indicators of radicalisation include:

- Changing style of dress or personal appearance to fit in with a group.
- Day to day behaviour increasingly centred around an extremist ideology, group, or cause.
- Attempts to recruit others to the group/cause/ideology.
- Condoning or supporting violence towards others.
- Plotting or conspiring with others.
- Using insulting or derogatory names or labels for another group.
- Expressing attitudes that justify offending on behalf of the group, cause, or ideology.

### **Radicalisation And The Prevent Strategy**

Under Section 26 of the Counter-Terrorism Security Act 2015, healthcare professionals have a duty to have ‘due regard to the need to prevent people from being drawn into terrorism’. The Prevent strategy aims to reduce the threat of terrorism by preventing people from becoming terrorists or supporting terrorism and has three strategic objectives:

- Respond to the ideological challenge of terrorism and the threat we face from those who promote it
- Prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support

- Work with sectors and institutions where there are risks of radicalisation that we need to address.

Banquo Limited will ensure that all employees understand and can comply with this duty through the implementation of mandatory prevention of radicalisation training. Employees will be expected to demonstrate:

- That they know what measures are available to prevent people from becoming drawn into terrorism.
- How to challenge the extremist ideology associated with terrorism.
- How to understand obtain support for individuals who may be being exploited by radicalising influences.

As a part of this strategy employees are also responsible for being:

- Aware of their professional responsibilities in relation to the safeguarding of adults.
- Familiar with Banquo Limited protocols, policies, and procedures.
- Aware of who to contact to discuss any safeguarding concerns.
- Aware of the processes and support available following raising a concern.
- Aware of the current patient practice for confidentiality (***See the Confidentiality Policy and Procedure for further information***).

Changes to an individual's behaviour indicative of potential radicalisation should be assessed for their reliability and significance by considering any:

- Parental/family reports of unusual changes in behaviour, friendships or actions and requests for assistance.
- Service users/ employees accessing extremist material online.
- Use of extremist or hate terms to exclude others or incite violence.

If employees are concerned that an at-risk individual is being exploited, they should raise their concern with the Registered Manager and/or the Safeguarding Lead who will then consider referral to the relevant Local Authority or Regional Prevent Coordinator. Factors that can contribute toward an individual's vulnerability and subsequent risk of radicalisation include:

- Identity crisis: radicalisers can exploit adolescents/at-risk adults who may feel uncomfortable with their place in society and disconnected from their family and/or heritage by providing a sense of purpose or feelings of belonging.
- Personal crisis: can result in a sense of isolation, making an individual vulnerable to radicalisation.
- Personal circumstances: individuals who feel their aspirations are likely to be undermined may translate into a generalised rejection of civic life and an adoption of violence as a symbolic act.
- Criminality: where an at-risk individual becomes involved in a group that engages in criminal activity are more likely to be drawn into terrorist related activity.
- Grievances: the following may play an important part in the early indoctrination of at-risk individuals:
  - A misconception and/or rejection of UK foreign policy.
  - Distrust of western media reporting.

- Perceptions that UK government policy is discriminatory (e.g., counter-terrorist legislation).

Other factors:

- Ideology and politics.
- Provocation and anger (grievance).
- Need for protection.
- Seeking excitement and action.
- Fascination with violence, weapons, and uniforms.
- Youth rebellion.
- Seeking family and father substitutes.
- Seeking friends and community.
- Seeking status and identity.

## **If You Suspect An Adult Is At Risk Of Abuse**

Where an individual believed to be at risk of abuse is encountered or if an individual discloses or discusses potential abuse with you, it should be recognised that the individual may be describing abuse, albeit not explicitly. You must stay calm and show empathy, reassuring them that the information is being treated seriously. Following the identification of a safeguarding concern, employees are responsible for:

- Assessing the situation and determining whether emergency intervention is required.
- Ensuring the safety and wellbeing of the individual.
- Establishing the individual's views and wishes on the safeguarding issue.
- Maintaining evidence and clear documentation.
- Reporting the incident(s)/risk(s) to the safeguarding lead.
- Remaining calm and not showing any shock or disbelief.
- Listening carefully and with understanding, by acknowledging regret and concern over what has happened.
- Informing the individual that information will be shared and why.

Staff might suspect abuse if they recognise some of the potential indicators of abuse in the guidance, or if they see someone behaving in a way that raises their suspicions. Alternatively, a family member, staff member, friend or member of the public might tell them that they are concerned about abuse, or an individual might communicate concerns about abuse or their safety to them.

***As a Banquo Limited employee, you have an obligation to report to the police if a criminal act has occurred where there has been sexual, financial, and physical abuse. Prior to this you should discuss this with your line manager unless there is a risk of immediate danger to the individual.***

As a non- Banquo Limited employee if they are aware or suspect abuse, they need to determine the individual has capacity and support them to make a decision to report the abuse. If the individual lacks capacity they should report the abuse to the police.

**When safeguarding has been made by an adult, or there are observed safeguarding concerns, the following actions must be taken:**

**Ensure the individual's immediate safety and medical needs are met.**

- **If you are told about a suspicion, listen carefully to what is being said.** Do not make any assumptions or accusations. Take what is being said seriously. Find out the basics of what happened, but do not investigate the matter.
- **Do not ask leading questions.** A leading question is a question which contains part of the answer, for example, "the man hurt you on Tuesday, didn't he?" It is more appropriate to ask open questions, such as "can you tell me about what happened", or "can you give me more detail?"
- **Make a clear note of what was said.** You can include diagrams if it would help to explain what happened. Write the date on the note and sign it.
- **Do not guarantee confidentiality.** This is because when there are safeguarding problems, it is not always possible to keep everything confidential. You can assure the person that you will only share information with people if they need to know about it.

**You must tell someone.** This should be your line manager, on-call, or a senior manager. If the allegation is about your line manager, you should report the matter to the director.

The **police** are to be contacted:

- In an emergency (immediately); or
  - If a crime has been committed, after a discussion with a senior person.
1. Refer the adult to the contract and the fact that you will have to tell Banquo Limited Safeguarding Lead. It is good practice to explain your concerns to the vulnerable adult and carers, informing them of your intention to refer and seek their consent, being open and honest from the start, results in better outcomes. Do not however, discuss your concerns with the carer where:
    - The discussion might put the service users at greater risk;
    - The discussion would impede police investigation or social work enquiry;
    - Sexual abuse by family members, or organized or multiple abuse is suspected;
    - Fabricated or induced illness is suspected;
    - Service users or carers are being violent or abusive and discussion would place you or others at risk;
    - It is not possible to contact service users or carers without causing undue delay in making the referral.
  2. Before making a safeguarding referral, the staff member should ensure the Service users fits the statutory criteria for an adult at risk (as defined under the 3-Stage) and assess their mental capacity to consent to the referral (***See Banquo Limited's Mental Capacity Act Policy and Procedure for further information***).

3. Immediately, the member of staff must make a note of the disclosure or concerns, using the exact words of the adult where possible (if this needs to be paraphrased, this must be made clear on the form).
4. Immediately after this, the member of staff should notify their Safeguarding Lead. If the Safeguarding Lead is not available, they must go directly to the director or the senior in charge.
5. The member of staff or Safeguarding Lead must then input the information onto Banquo Limited safeguarding form which could be found under the safeguarding section on the patient's file. A The safeguarding form must be completed and discussed with the Safeguarding Lead as soon as possible on the same day as the disclosure or concern coming to Banquo Limited's attention. Staff should ensure that they speak to Safeguarding Lead that day by phone. A copy of this form should then be saved on SharePoint.
6. In some circumstances, some local authorities may require us to input this onto their own database instead of our system or, where this is not possible, the member of staff must send the downloaded copy via encrypted email requesting a mark read receipt. In the absence of the Safeguarding Lead the staff must inform the director or senior management in charge and input the concern onto the recording system for them to see. You must then contact the director by telephone or email to inform them of the concern.
7. Inform relevant statutory authorities where appropriate (including the Local Safeguarding Adults Board, Social Worker, the Police, CQC etc.), as soon as possible and no longer than 24 hours or the next working day. The Safeguarding Lead should contact the appropriate Adult Safeguarding Team for where the adult's lives and in accordance with their local safeguarding guidance. The Safeguarding Lead should ask to make a safeguarding adult alert.
8. The Local Authority (or the Police) will provide instructions about whether the matter should be investigated.
9. The next of kin, carer, family, or advocate should usually be informed within a reasonable time (**usually 24 hours**) following an initial investigation and in an appropriate manner unless:
  - The abused person has capacity and makes the informed choice not to inform them;  
or
  - They are implicated in the concern.
10. The safeguarding Lead will then inform CQC by sending a notification to inform them a safeguarding alert has been raised within five working days.
11. The Safeguarding Lead must update the system of progress and maintain an oversight of the case. They should also report on the progress of the case via supervision.
12. When the Safeguarding Lead are satisfied that sufficient actions to safeguard adult have been completed, either by Banquo Limited or external agencies, the concern on the system can be changed from being an 'Open' case to an 'closed' case.

## Mental Capacity Act

An individual of capacity has the right to refuse consent, in this situation the risk of doing so must be fully explained. If there is a concern over the individual's mental capacity, an assessment should be performed in line with the guidelines of the Mental Capacity Act 2005 and the Mental Capacity Policy. If the adult has the mental capacity to make informed decisions about their safety and they do not want any action to be taken, this does not prevent the sharing of information with relevant professionals and external agencies. As a Banquo Limited employee, you have a responsibility to still report and share information.

This is to enable professionals to assess the risk of harm and to be confident that the adult is not being unduly influenced, coerced, or intimidated and is aware of all the options.

This will also enable professionals to check the safety and validity of decisions made. It is good practice to inform the individual and this action is being taken unless doing so would increase the risk of harm.

## Safeguarding Recorded On System

Accurate record keeping is essential part of the accountability process of safeguarding adults. All safeguarding concerns are put onto Banquo Limited system, cases will be monitored on a regular basis by Banquo Limited Safeguarding Lead, who also provide regular reports to the board of directors. All safeguarding cases will be classified as either 'Agreed Action Taken' or 'Open'. Banquo Limited's Safeguarding Lead will be required to monitor open safeguarding cases on the system, and report on actions taken and the progress of each case. This monitoring and overview is important to ensure that cases do not drift, and that risks to vulnerable adult are managed effectively.

## Information Sharing And Confidentiality

Information sharing between organisations is essential to safeguard adults at risk of abuse, neglect and exploitation. In this context 'organisations' mean not only statutory organisations but also voluntary and independent sector organisations, housing authorities, the police and Crown Prosecution Service, and organisations which provide advocacy and support.

Decisions about what information is shared and with whom will be taken on a case-by-case basis by the Safeguarding Lead in consultation with the Data Protection Officer in line with Banquo Limited's Confidentiality and Information Governance Policy and Procedure.

Banquo Limited will follow The 'Seven Golden Rules' of information sharing are set out in the government guidance, *Information* This guidance is applicable to all professionals charged with the responsibility of sharing information, including in safeguarding adult's scenarios.

1. **The Data Protection Act is not a barrier to sharing information** but provides a framework to ensure personal information about living persons is shared appropriately.
2. **Be open and honest** with the person/family from the outset about why, what, how and with whom information will be shared and seek their agreement, unless it is unsafe or inappropriate to do so.

3. **Seek advice** if you have any doubt, without disclosing the identity of the person if possible.
4. **Share with consent where appropriate** and where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent, if, in your judgment, that lack of consent can be overridden by the public interest. You will need to base your judgment on the facts of the case.
5. **Consider safety and well-being**, base your information sharing decisions on considerations of the safety and well-being of the person and others who may be affected by their actions.
6. **Necessary, proportionate, relevant, accurate, timely and secure**, ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those people who need to have it, is accurate and up to date, is shared in a timely fashion and is shared securely.
7. **Keep a record of your concerns, the reasons for them and decisions** whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

***Please also refer to the “Confidentiality and Information Sharing” policy which gives further details about these requirements.***

## **Notifications**

The Safeguarding Lead is responsible for notifying the CQC, as soon as reasonably possible, of abuse or allegations of abuse concerning a person using the service if any of the following applies:

- The person is affected by abuse.
- They are affected by alleged abuse.
- The person is an abuser.
- They are an alleged abuser.

Not all referrals made to the local authority need to be notified to CQC. Banquo Limited is only required to notify CQC of safeguarding incidents where the allegation of abuse is linked to Banquo Limited’s provision of care.

## **Safer Recruitment Practices**

The Safeguarding Policy and Procedure must also safeguard adults from harm from those placed in positions of trust. At Banquo Limited the following steps are taken:

- No direct work with vulnerable adults can begin without receipt of two satisfactory references.
- An enhanced DBS check is carried out for all Banquo Limited staff who work directly with vulnerable adults and will be updated on a three yearly basis or on a ‘live’ basis for those registered with the DBS update service. Overseas checks will also be undertaken for any

person who has lived abroad in the last 7 years, which will include police checks / letters of good conduct.

- Safeguarding Induction Training is delivered to all staff who work directly with vulnerable adults. Staff who do not work directly with vulnerable adults must also complete safeguarding training within their first 3 months of employment with the Prospero Health and Social in-house trainer.
- Banquo Limited provides supervision for clinical staff on the day their clinical work takes place.
- Banquo Limited provides supervision for clinical staff, either weekly or fortnightly dependant on their role. ***(Please see Banquo Limited Supervision Policy and Procedure)***.
- The relationship between the staff of Banquo Limited and adults who receives the service must be restricted to the professional forum, where services are delivered in accordance with regulated bodies such as the Health and Social Care Act 2008.
- If a member of Banquo Limited has concerns regarding the conduct of any member of staff, they have a duty to follow this procedure and report to the registered manager.

## **Care Workers Conduct**

Banquo Limited will not tolerate any care workers, worker or other person engaged to support or provide services to, or on our behalf to have:

- Behaved in a way that has harmed, or may harm, an at-risk adult.
- Possibly committed a criminal offence against, or related to, an at-risk adult.
- Behaved towards an at-risk adult in a manner that may indicate they are unsuitable to work in a position of trust.

Any care workers identified to behave in such a way as to indicate one or more of the above statements, either within their work or because of actions within their personal life, may be subject to disciplinary action. Identification of such incidents can come from various different sources. Banquo Limited will take prompt action to investigate any allegations made and will take any actions necessary to protect individuals and those that work with us, for us, and on our behalf.

Resultant actions can/may include care workers being suspended and possibly dismissed. All allegations will be reported to the CQC without delay, as is required. Where the allegation is made against a healthcare professional we will liaise with and report to the relevant professional body.

Additionally, Banquo Limited has a duty to refer care workers(s) to the Disclosure and Barring Service (DBS) if they have:

- a) Satisfied the harm test, i.e., that Banquo Limited believes that the care workers(s) may:
  - Harm a child or vulnerable adult.
  - Cause a child or vulnerable adult to be harmed.
  - Put a child or vulnerable adult at risk of harm.



- Attempt to harm a child or vulnerable adult or incite another to harm a child or vulnerable adult.

b) Received a caution or conviction for a relevant offence.

A relevant offence for the purposes of referrals to DBS is an automatic inclusion offence as set out in the Safeguarding Vulnerable Groups Act 2006 (Prescribed Criteria and Miscellaneous Provisions) Regulations 2009 and the Safeguarding Vulnerable Groups.

If the above conditions have been met and the Safeguarding Lead will conclude that the investigation conducted shows that the care workers(s) concerned has a case to answer, a referral must be referred to DBS.

## **Whistleblowing**

If staff are concerned of a wrongdoing or that appropriate action has not been taken to deal with a safeguarding concern, then this is when whistleblowing should take place. This is sometimes referred to as 'making a disclosure' or 'blowing the whistle'. The wrongdoing will typically (although not necessarily) be something you have witnessed at work.

***Please see Banquo Limited's Whistleblowing Policy and Procedure for further information.***

## **Managing Allegations Against Staff**

As an organisation caring and treating vulnerable adults, Banquo Limited has a duty to ensure that where an allegation against a member of staff been substantiated, steps are taken to investigate the allegation and prevent other vulnerable adults being harmed. Banquo Limited equally has a wider duty to ensure that the necessary authorities are informed of concerns about situations where a member of staff has harmed a vulnerable adult, placed a vulnerable adult at risk of harm, or is unsuitable to work with vulnerable adults. Banquo Limited therefore takes responsibility for making the required referrals, to external regulatory bodies such as but not limited to the Disclosure and Barring Service (DBS), Care Quality Commission (CQC). Banquo Limited will contact the Local Adult Safeguarding Team immediately to establish whether the adult safeguarding team, or Banquo Limited will carry out the investigation. If it is decided that Banquo Limited will carry out an investigation, we will liaise closely with the Adult Safeguarding Team.

## **Lessons Learnt**

Banquo Limited Director will have briefing with staff to help improve the communication of lessons being learned from safeguarding reviews, which ensures the learning is being shared widely and more rapidly so that it can impact positively on future case management.

The lessons learned briefings have been structured to provide a summary overview of the story of the adult, what we learned and advice for staff. It should be noted, all briefings are totally anonymised to protect the identity of the individuals. These briefing will be held every

time a safeguarding case has been dealt with and closed on the system. Keeping this commitment means continually learning and improving the process in order to meet new challenges as they arise. Our commitment to continuous improvement will be reflected in our Adult Safeguarding audit report.

## Training

All care workers associated with and third parties working or volunteering with Banquo Limited will be required to undertake an induction that includes mandatory training on the safeguarding of Adult (level 1 and level 2 for all staff and level 3 for the Safeguarding Lead) as well as the Prevent Strategy for Radicalisation.

## Safeguarding Training

### Level 1 Safeguarding Adult (All staff at Banquo Limited):

#### Units Covered:

- **Unit 1 - Introduction to Safeguarding Adults:** The first unit of the safeguarding adults level 1 course will provide the fundamental knowledge needed to understand what safeguarding is and why it is important.
- **Unit 2 - The Risk Factors for Abuse:** In this unit definitions of the different types of harm will be clarified and the factors that increase the risk of them being inflicted upon an individual will be discussed.
- **Unit 3 - Types and Signs of Abuse:** This unit will explore the ten types of abuse you may encounter and the indicators they are taking place. Including physical abuse, domestic abuse, sexual abuse, psychological abuse, financial abuse, etc.
- **Unit 4 - Responding, Reporting and Recording:** In the final unit of the safeguarding adults level 1 course you will explore your responsibilities to an individual when you may suspect harm or if they disclose harm.

### Level 2 Safeguarding Adult (All staff at Banquo Limited):

#### Units Covered:

- **Unit 1 - Legislation:** The first unit will look at the legislations that is in place to ensure that everyone who is considered to be vulnerable is treated in a way that is equal, lawful, and ethical.
- **Unit 2 - Types of Abuse:** This unit will look at the different forms of abuse that an adult may be exposed to due to their vulnerability and why some adults may be more vulnerable than others.
- **Unit 3 - Mental Capacity:** This unit will look at how some vulnerable adults might be incapable of making their own decisions safely and effectively. It will give examples of people that may lack their own capacity and how to assess this.

- **Unit 4 - Disclosures and how to respond to them:** In this unit we will explore what employees are required to do when abuse is alleged or suspected. We will also look at the different types of disclosure and how to respond to these.
- **Unit 5 - Safer Recruitment:** In the final unit it will look at how to respond to allegations against staff in a work setting and what policies and procedures should be in place to protect staff and vulnerable adults.

### **Level 3 Safeguarding Adult (Clinical Staff and Safeguarding Lead at Banquo Limited):**

#### **Units Covered:**

- **Unit 1 - Role of The Lead:** This unit explains the role of the Safeguarding Lead and ways of preventing abuse, including the six principles of safeguarding, empowering adults and creating and implementing Safeguarding Policy and Procedure.
- **Unit 2 - Safer Recruitment:** This unit covers the importance of safer recruitment practices, including staff responsibilities and creating safer recruitment policy statements. It also outlines the different kinds of regulated activity with adults and the appropriate level of DBS check required for those who carry out such duties.
- **Unit 3 - Identifying Abuse:** This unit defines abuse and outlines risk factors for abuse, as well as how to identify types of abuse and the potential consequences of it.
- **Unit 4 - Responding to Disclosures:** This unit covers how to respond to disclosures and make referrals appropriately, as well as potential next steps and outcomes. It outlines how to respond to allegations about staff, Whistleblowing Policy and Procedure and conducting disciplinary procedures.
- **Unit 5 - Multi-Agency Working:** This unit explains multi-agency working and the principles of appropriate information sharing, including for those who lack mental capacity. It also looks at assisted decision making and the role of the Deprivation of Liberty Safeguards and Liberty Protection Safeguards.
- **Unit 6 - Supporting Adults:** This unit explains how to provide help and support for adults who have experienced abuse, both as adults or as children, as well as victims of crime. It also outlines further resources available for victims of abuse and those supporting them.

Staff are not restricted to the minimum level of training identified as appropriate for their role. Banquo Limited may choose to offer a higher level of safeguarding training for some or all staff. This will then need to be updated at least every 2 years.

The Safeguarding Lead will undertake refresher training biannually.

#### **Monitoring**

The Safeguarding Lead will monitor and undertake, where applicable:

- Training undertaken and renewal dates.
- Numbers of safeguarding referrals made to local authority and CQC.

- Lessons learned and changes effected because of safeguarding issues.
- Regular reviews, supervisions and audits around safeguarding incidents.

This information gathered will support Banquo Limited to facilitate continuous improvement by providing Banquo Limited with feedback and insight into our safeguarding practices

We are committed to regularly reviewing our Policies and Procedures. This policy is reviewed by Banquo Limited's Safeguarding Lead on an annual basis or sooner if there is a change in legislation or there is applicable learning from a critical incident.

## Legislation And Guidance

### Care Act 2014

The Care Act 2014 outlines the legal duties and responsibilities of local authorities in England in relation to safeguarding vulnerable adults. It places a duty on local authorities to investigate and take action in cases where adults are at risk or experiencing abuse or neglect.

#### ***Key provisions of the Care Act 2014 related to safeguarding vulnerable adults include:***

Local authorities must establish a Safeguarding Adults Board in their area to oversee and coordinate safeguarding activities, including prevention, protection, and support for adults at risk of abuse or neglect.

Local authorities have a duty to make inquiries and, where necessary, carry out safeguarding interventions in response to concerns about the safety and well-being of vulnerable adults. This includes conducting assessments and developing safeguarding plans to address risks and provide support to the individual.

The Care Act 2014 defines a "vulnerable adult" as a person who is aged 18 or over and at risk of abuse or neglect due to their care and support needs, mental or physical health condition, or other factors that make them unable to protect themselves.

The Act emphasizes the importance of empowering and involving the adult at risk in safeguarding decisions, respecting their wishes and preferences, and promoting their well-being and independence.

Overall, the Care Act 2014 places a strong emphasis on safeguarding vulnerable adults, ensuring that local authorities have clear responsibilities to protect adults at risk and provide them with the support they need to live safely and with dignity.

Care Quality Commission:

[https://www.cqc.org.uk/sites/default/files/20150710\\_CQC\\_New\\_Safeguarding\\_Statement.pdf](https://www.cqc.org.uk/sites/default/files/20150710_CQC_New_Safeguarding_Statement.pdf)

Equality Act 2010

Gov.uk: [www.gov.uk/government/publications/safeguarding-adults-the-role-of-health-services](http://www.gov.uk/government/publications/safeguarding-adults-the-role-of-health-services)

Home Office: Revised Prevent duty guidance: for England and Wales 2019:

<https://www.gov.uk/government/publications/prevent-duty-guidance/revised-prevent-duty-guidance-for-england-and-wales>

Mental Capacity Act 2005

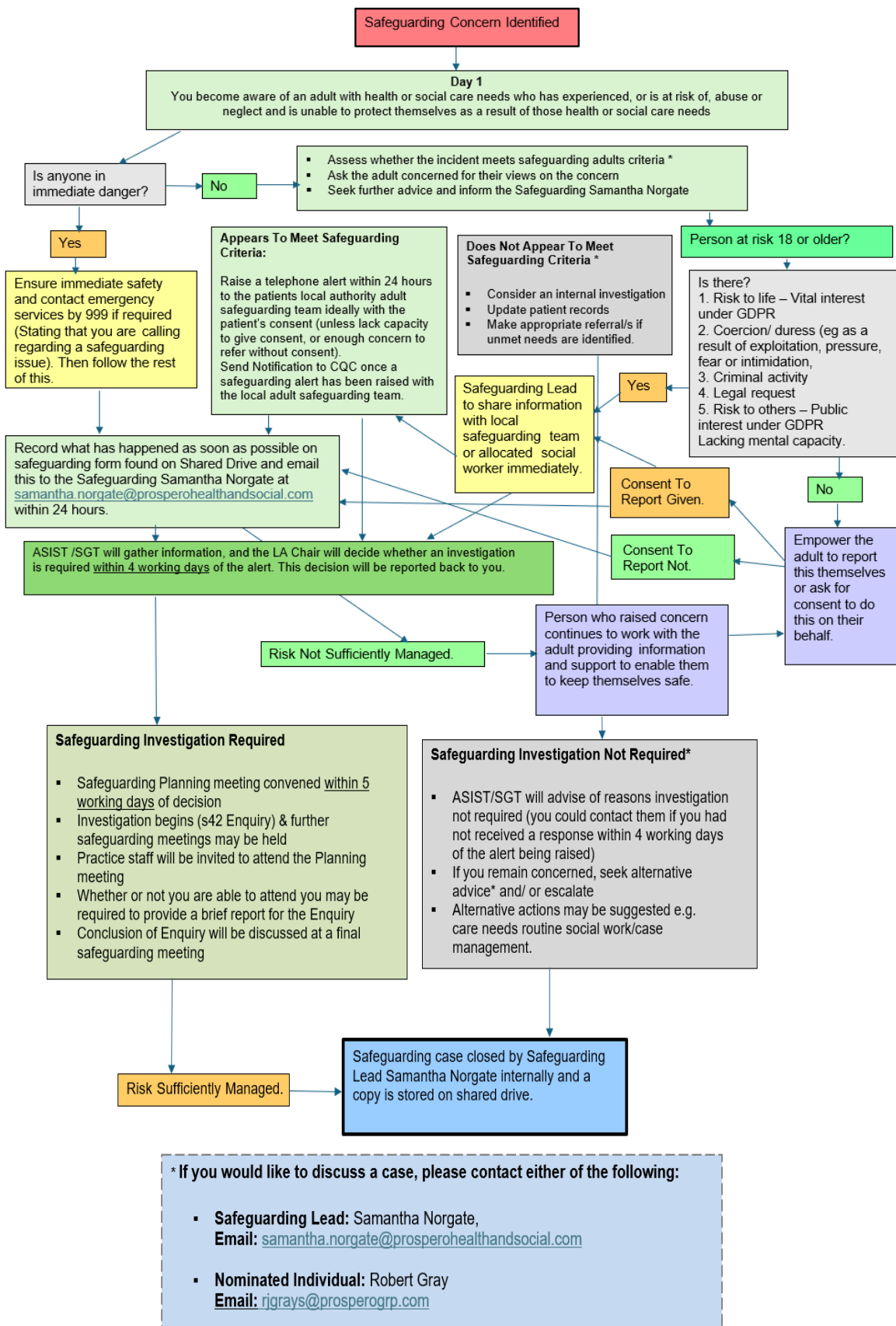
Modern Slavery Act 2015

NICE Guidance: <https://www.nice.org.uk/guidance/health-and-social-care-delivery/safeguarding>

Public Interest Disclosure Act 1998

Social Care Institute for Excellence: <https://www.scie.org.uk/care-providers/coronavirus-covid-19/safeguarding-adults>

# Appendix 1 – Safeguarding Adults Flow Chart



## Appendix 2 Raising a Safeguarding Adult Concern Checklist:

This checklist is to assist you to have the right information when you are raising a safeguarding adult concern. We know that it is often a stressful conversation, and you may forget vital information when you make the call. Do not worry if you do not have all the information below. Concerns will always be considered when some of this information is not available.

Name of Alerter (You can remain anonymous)	
Contact details of Alerter	
Relationship to Victim	
Organisation of Alerter	
Name (of adult at risk)	
Address of Adult	
Address, if different, of place of alleged abuse	
Contact details of adult at risk	
Details of Category of Vulnerability (Older, frail, Mental Health, Learning Difficulties etc.)	
Date of Birth or Age	
Gender	
Ethnicity	
Religion	
Capacity and understanding	
Communication needs (sensory loss, language, other)	
Name of Alleged Perpetrator	
Address of Alleged Perpetrator	
Date of Birth of Alleged Perpetrator	
Details of Referral - You need to consider the following so that the person taking the referral decision can gain adequate information	
Nature of abuse/incident	

When did it happen?	
Where did it happen?	
Was anyone else involved?	
Was the incident witnessed?	
Have you had previous concerns regarding this person? If so, what?	
Does the adult at risk of abuse or neglect know you are making this referral?	
What does the person want to happen?	
Have you done anything to assist the adult at risk at this time? (What actions have been taken?)	



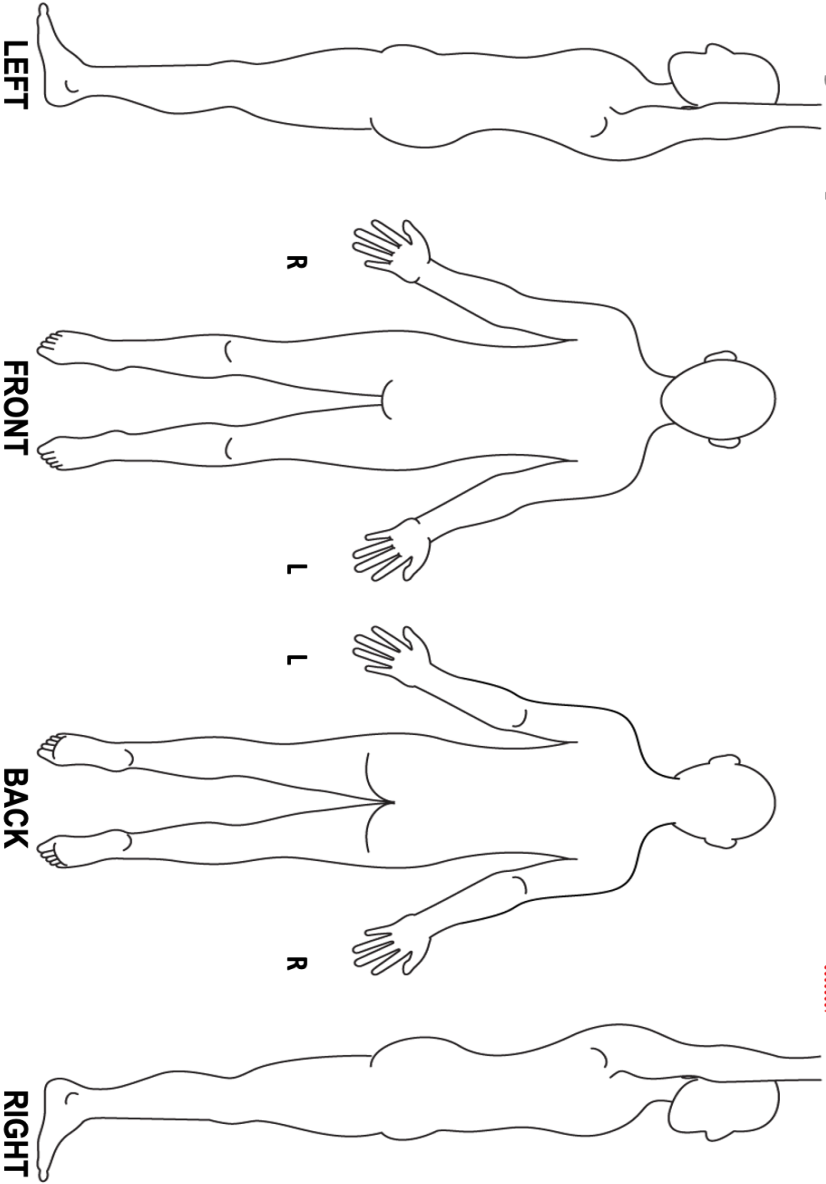
# Appendix 3: Body Map

## Body Map

Name of Adult at Risk:

DoB:

- Guidance Notes**
- Record all visible marks
  - Appearance, size & extent are important
  - Note exact location
  - Clearly mark:
    - ✓ Bruising
    - ✓ Redness
    - ✓ Abrasion
    - ✓ Scratch
    - ✓ Laceration
    - ✓ Rash
    - ✓ Dry skin
    - ✓ Pressure sore
  - NB: Record colouring of bruises



Comments (if any):

All information contained within this document is strictly confidential. It should not be used for any purpose other than the safeguarding or care of the adult(s) concerned.