



SAFEGUARDING POLICY

Aims & purpose of Policy

Adopt a Grandparent has a commitment for the promotion of Equality & Diversity for all our employees and volunteers.

We aim to ensure that the culture and environment is one where individuals are treated with respect and dignity and solely on the basis of their ability.

Adopt a Grandparent is committed to ensuring that all volunteers and employees should never experience abuse of any kind.

All users of the programme are expected to read, understand and follow the Safeguarding Policy.

The policy sets out how we deal with issues of abuse.

Adult safeguarding processes aim to protect and support adults with care and support needs who are experiencing or are at risk from abuse and neglect. Adult safeguarding work for Adopt a Grandparent takes place in the context of:

The Care Act 2014: This sets out the duties and powers in law around adult safeguarding issues. It says the local authority is the lead agency on responding to adult safeguarding concerns and that Safeguarding Adults Boards (SAB) have the strategic lead for their area

The Care and Support Statutory Guidance: This gives detail about what must and should be done in relation to adult safeguarding issues. As it is statutory guidance, it must be followed unless you have good reason not to

The charity is committed to the aims of adult safeguarding to:

- prevent harm to adults with care and support needs*
- promote an approach that concentrates on improving life for the adults concerned*
- raise public awareness so that communities as a whole, alongside professionals, play their part in preventing abuse and neglect*
- identifying and responding to abuse and neglect*
- provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult*



- *address what has caused the abuse or neglect*
- *learning lessons and making improvements where things have gone wrong*

To achieve these aims we will:

Ensure that people using our programme, and where relevant their relatives and their friends, have access to information about how to report concerns or allegations of abuse.

Ensure that all trustees, employees and volunteers have access to and are familiar with this safeguarding adult policy and procedure and their responsibilities within it.

- *Valuing, listen to and respect our vulnerable*
- *Have in place risk assessments, protection policies and a code of conduct for Directors and volunteers*
- *Recruit volunteers safely, ensuring all necessary checks are made*
- *Share information about safeguarding policies and good practice with Directors and volunteers*
- *Share information about concerns with agencies that need to know and involving as appropriate*
- *Providing effective management for volunteers through supervision, support and training*
- *Review policy and good practice annually*

Safeguarding risks and protection

1. *Our volunteers do not enter any care service, and only interact with vulnerable adults under the supervision of a caregiver*
2. *Under 18's will only interact with vulnerable adults under the supervision of a nominated guardian*
3. *Adopt a Grandparent involves volunteers "grandchildren" and elderly care home residents "grandparents" to create a virtual befriending initiative, promoting intergenerational relationships to develop lasting connections*

These bring their own specific safeguarding and protection risks which include, but are not limited to; inappropriate verbal contact between the volunteer or school children, the care home residents and employees; the inappropriate manipulation of personal, or private information disclosed confidentially between residents and volunteers; unauthorised sharing of images or personal information; inappropriate use of visual connection via video calls

Adopt a Grandparent is led by Shaleeza Hasham, who has worked in the social care sector for more than 10 years. She has an enhanced DBS check and appropriate training. We are confident that Shaleeza has the experience to uphold this safeguarding programme.

Adopt a Grandparent has made the decision to have a Safeguarding Consultant to increase support. This is in place to address the very unlikely situation that a complaint is made in relation to the Adopt a Grandparent operations team, and will ensure all members of the programme feel comfortable in making a complaint.



The appointed safeguarding consultant is Paul Adams. A former police officer, Paul has spent much of his career ensuring the Safeguarding of adults. Now retired, Paul operates several charities and businesses. One such company, Say SO, has been appointed to support and ensure the safeguarding of users of the programme.

Our complaints procedure is as follows: the email may either send an email to info@adotagrandparent.org.uk or by reporting a concern directly to Sy So here: <https://www.say-so.co.uk/reporting-concern/>

Adopt a Grandparent requires all volunteers over the age of 18 and from the UK to have had a DBS check and to review and sign our Volunteer Policy before enrolling in our programme.

Code of conduct

All directors and volunteers involved with Adopt a Grandparent must:

- Treat all programme users with respect
- Ensure concerns or allegations of abuse are always taken seriously.
- Ensure the Mental Capacity Act is used to make decisions on behalf of those adults at risk who are unable to make particular decisions for themselves.
- Ensure all staff receive training in relation to safeguarding adults at a level relevant to their role.
- Ensure there is a named lead person to promote adult safeguarding awareness and practice within the charity
- Provide an example of good conduct you wish others to follow
- Ensure that, there is at least one adult or caregiver present during virtual calls between children, young people and vulnerable people or at least that you are within sight or hearing of the call
- Respect children, young people and vulnerable people's right to personal privacy and encourage clients/participants/attendees to feel comfortable and safe enough to point out attitudes or behaviour they do not like
- Recognise that special caution is required when you are discussing sensitive issues with children, young people and vulnerable people
- Operate within the organisations principles and guidance and any specific procedures
- Challenge unacceptable behaviour and report all allegations or suspicions of abuse

You must not:

- Give specific advice, guidance and support to vulnerable adults



- *Have inappropriate physical or verbal contact with children or young or vulnerable people.*
- *Allow yourself to be drawn into inappropriate behaviour or make suggestive or derogatory remarks or gestures*

Definitions

Who does Safeguarding Adults apply too?

The definition of adults that adult safeguarding processes may apply to is set out in section 42 of the Care Act 2014. They are people who:

- are aged 18 years or more, and
- have needs for care and support (whether or not these are currently being met),
- are experiencing, or are at risk of, abuse or neglect, and
- as a result of those needs are unable to protect themselves against the abuse or neglect or the risk of it.

This definition therefore includes all of the people who receive a service from the company. It is recognised, though, that some people will be able to protect themselves and therefore each situation needs to be looked at on its own merits.

A person with care and support needs may be the person creating the risk of abuse or neglect that another is facing. In some instances, the abuse or neglect may be unintentional. However, the need to take action under adult safeguarding procedures is no less important. There may be different actions required, however, the primary focus must still be how to safeguard the adult.

Values and Principles

No staff member or volunteer should ever assume that another person will report a concern. If a person has concerns about the safety or wellbeing of a person, they must report this to Adopt a Grandparent or Say So. If a staff member or volunteer is concerned that the concern has not been reviewed or taken seriously, they must ensure that this is escalated to the Board of Trustees.

In deciding whether to report a concern, an individual must not second guess the outcome of an enquiry. If a member of staff or volunteer feels their concerns have not been listened to, then they can refer to the company's whistle-blowing procedure.

If any manager feels that it would be unsafe for them to manage a safeguarding concern, for example due to



conflict of interest or complex relationships, this must be escalated for discussion with the Board of Trustees.

Making Safeguarding Personal

The following principals are to ensure that the person is at the centre of the safeguarding process and that an outcomes-based approach is used:

- **Empowerment:** People must have the opportunity to express what they would like as an outcome to the enquiry. This may be as simple as for the incident not to happen again.
- **Protection:** We must help people to raise concerns and to protect them from recrimination.
- **Prevention:** We must take steps to effectively identify and respond to signs of abuse and take steps before harm or further harm occurs. We will ensure that staff & volunteers receive appropriate training, guidance and support to identify and report concerns when things are not right.
- **Proportionality:** We must ensure that interventions are as least restrictive as possible and do not hinder a person's right to take risks.
- **Partnership:** We will work in partnership with each other and with other organisations to protect people from abuse or harm
- **Accountability:** We must ensure that every person is aware of their responsibilities in the context of safeguarding and that people are accountable for their actions or inactions.
- **Independence:** All people using services will have as much control as possible over their lives whilst being safeguarded against unreasonable risks.
- **Confidentiality:** All people engaging with the programme will know that information about them is managed appropriately and there is a clear understanding of confidentiality and its limits among staff.
- **Privacy:** All people engaging with the programme will be free from unnecessary intrusion into their affairs; and there will be a balance between the individual's own safety and the safety of others.
- **Safety:** All people engaging with the programme will feel safe, and live without fear of violence, neglect or abuse in any form

To ensure the above principals are maintained, we work together and with other organisations to ensure that the services we provide are safe. We ensure that abuse is recognised and responded to in a timely, sensitive and effective manner whenever it occurs or is suspected to have occurred to ensure that we uphold our duty of care responsibilities.



The Use of Language

The use of language in the context of safeguarding is important to ensure an open and transparent culture. It is essential to recognise that the aim of safeguarding principals is to support learning where things go wrong, to share experiences and to ensure that people are protected. Safeguarding work must never be used to create a culture of fear, to apportion blame or as a threat.

Definitions

Abuse is the violation of an individual's human and civil rights by any other person(s) or organisation. Abuse may consist of a single act or repeated acts.

Safeguarding is the act of protecting a person from harm or abuse or potential harm or abuse.

Section 42 refers to Section 42 of the Care Act 2014 which sets out the duty of the Local Authority to undertake enquiries or cause enquiries to be made about safeguarding concerns that have been raised.

Safeguarding Children

Whilst the charity does not provide services for those under the age of 18, it is recognised that there may be occasions whereby children may volunteer for the programme.

It is expected that all children are supervised by a responsible adult at all times during their interactions and are at no time left unattended.

In the event of any concern raised or suspected regarding a child volunteering for the programme, this is to be reported to the person in charge immediately. Concerns are to be reported to the Police or through the appropriate channels as outlined by the local Safeguarding Children's Board.

Acts constituting a criminal offence

At times, people may be subjected to abuse which also constitutes a criminal offence such as rough handling (physical assault) or theft (financial abuse). In these cases, the concern, allegation or incident must be reported to the Police in the first instance. A safeguarding referral will still need to be made.

With consent from the Police, safeguarding enquiries, Police investigations and HR investigations can run concurrently so long as the enquiry and HR investigation will not hinder a police investigation.

It must be noted that any person working within our services convicted of a criminal offence which could pose a risk to people using our services will result in a referral being made to the DBS Barring Service.



Types of abuse

The following are types and examples of abuse. Abuse is not limited to the examples given and professional judgement and curiosity must be used when considering safeguarding concerns. Peer discussions are a useful tool when determining abuse.

- Physical abuse includes hitting, slapping, pushing, kicking, misuse of medication, unlawful or inappropriate restraint, or inappropriate physical sanctions.
- Domestic abuse is “an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse... by someone who is or has been an intimate partner or family member regardless of gender or sexuality” (Home Office, 2013). Domestic violence and abuse may include psychological, physical, sexual, financial, emotional abuse; as well as so called ‘honour’ based violence, forced marriage and female genital mutilation.
- Sexual abuse includes rape and sexual assault or sexual acts to which the adult at risk has not consented or could not consent or was pressured into consenting.
- Psychological abuse includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal from services or supportive networks.
- Financial and material abuse includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- Modern slavery includes human trafficking, forced labour and domestic servitude. Traffickers and slave masters use the means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhuman treatment.
- Neglect and acts of omission include ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- Discriminatory abuse includes abuse based on a person’s race, sex, disability, faith, sexual orientation, or age; other forms of harassment, slurs or similar treatment or hate crime/hate incident.
- Organisational abuse includes neglect and poor practice within an institution or specific care setting such as a hospital or care home for example, or in relation to care provided in one’s own home. This may range from one-off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- Self-neglect covers a wide range of behaviours, such as neglecting to care for one’s personal hygiene, health or surroundings and includes behaviours such as hoarding. A safeguarding response in relation to self-neglect may be appropriate where:
 - a person is declining assistance in relation to their care and support needs, and
 - the impact of their decision, has or is likely to have a substantial impact on their overall individual wellbeing.



Identifying people who may cause harm

We recognise that harm or abuse may be committed by any person who is involved in a service and includes but is not limited to:

- People working within services
- Suppliers
- Tradespeople/ contractors
- Volunteers working in the service
- Visiting health and social care practitioners
- People's friends and relatives
- Informal carers
- Neighbours
- People who have contact with people using services while they are temporarily beyond the confines of the service, such as when in hospital or attending appointments or social activities
- Other people using services

What to do if abuse or neglect is suspected

- The obligation of our safeguarding system will be to retain the respect and safety of those involved in the Adopt a Grandparent scheme, including participant 'grandparents' and volunteer 'adoptees'.
- Where needed, immediate action will be taken to identify and address any area of risk.
- If any person suspects abuse has occurred, we must act immediately to protect the person and deal with the victim's needs.
- It must be reported to the person in charge at the time, who must escalate as soon as possible to the manager as soon as the person has been made safe from immediate further harm or danger.
- The person in charge will then assess whether a crime has been committed and, if so, will contact the police.
- The person's next of kin or representative will be informed by the person in charge.
- A risk assessment needs to be completed alongside a review of the current care plan to ensure that all prevention is in place. This may include referral for specialist advice or equipment. The incident or occurrence will be fully recorded, ensuring clear and accurate details.
- A referral will then be made to the MASH (Multi-Agency Safeguarding Hub) team, which will include details of what happened, what action has been taken and who has been informed.
- A CQC notification will be completed using the appropriate unique reference number.



What is an adult Safeguarding Enquiry?

Section 42 of the Care Act 2014 says that when the tests are met (an adult who is experiencing or at risk of abuse or neglect which they cannot protect themselves from because of their care and support needs) there **must** be an adult safeguarding enquiry. The objectives of an adult safeguarding enquiry are to:

- Establish facts.
- Ascertain the adult's views and wishes.
- Assess the needs of the adult for protection, support and redress and how they might be met.
- Protect from the abuse and neglect, in accordance with the wishes of the adult.
- Make decisions as to what follow-up action should be taken with regard to the person or organisation responsible for the abuse or neglect.
- Enable the adult to achieve resolution and recovery.

The Care Act does not specify what an enquiry will consist of, nor does it create any powers for carrying out an adult safeguarding enquiry. An adult safeguarding enquiry is simply the collection of whatever actions using existing powers, duties and processes is needed to meet the purposes. The benefit of putting the matter into an adult safeguarding framework is:

- To ensure there is proper recognition of the abuse and neglect issue.
- To help the multi-agency response to the concern do the best at involving the right organisations and people, sharing information between them, having a shared understanding of the risks and how to respond to them, and to minimise duplication of effort.
- To give a focus on ensuring the care and support needs of the person are taken account of.

Responsibilities and Accountabilities

All staff and volunteers have responsibility to:

- Create a high-quality service that keeps people safe from harm.
- Make it their priority to protect and safeguard those whose circumstances make them vulnerable.
- Not engage in any form of abuse towards people using the services.
- Report any behaviour or incident they witness which is or may be abuse or neglect.
- Co-operate in every possible way in any investigations/enquiries into alleged abuse or neglect.
- Participate in training relating to abuse and protection, as well as on reporting and recording concerns.
- Engage with reflective supervisions to review and consider areas of learning.



- Ensure that they support a culture of learning.
- Not engage in and report any concerns of gossiping/ bullying where things do go wrong.
- Support colleagues in their learning and understanding.
- Support people using the services to be confident in raising concerns.
- Seek to achieve meaningful improvement in people's circumstances through a personalised approach that enables safeguarding on every level.
- Treat all volunteers and grandparents with care and support their needs.
- Respect the dignity, privacy and culture of all parties.

The safeguarding of grandparents and adoptees is everyone's responsibility and we have clear policies and procedures that reflect that.

Managers have a responsibility to:

- Encourage and maintain a culture and ethos for the service that takes steps to prevent abuse and is open to learning when things go wrong.
- Provide training for staff and attend training with regards to abuse or neglect and protection of people using services and children.
- Ensuring that factual and up to date information is displayed using accessible formats.
- Report any suspicions of or actual abuse in accordance with legislative and statutory guidance without delay.
- Be open, honest and transparent with regards to safeguarding concerns.
- Ensure compliance with Duty of Candour.
- Collaborate with all other relevant agencies in the prevention of abuse and improving the protection of people using services.
- Engage with reflective supervision to review and consider areas of learning.
- Not engage in and report any concerns of gossiping/ bullying where things do go wrong.
- Support colleagues in their learning and understanding.
- Support people using services to be confident to raise concerns.
- Ensure that staff members are not made to feel 'blamed' where things go wrong.
- Act according to policies and procedures at all times.
- Speak up if they have any worries or concerns in relation to a safeguarding concern, including where they may be concerned about confirmation bias or impaired professional judgement.



The organisation is responsible for:

- Recognising the values, individuality and diversity of all parties involved.
- Providing support, compassion, respect and dignity at all times.
- Creating and helping to maintain meaningful intergenerational relationships.
- Supporting all volunteers and grandparents in the safeguarding process, providing them with all necessary information.
- Fostering an open communication structure within the organisation so that people using services and stakeholders feel able to discuss their concerns with staff and managers.
- Ensuring that all stakeholders and people using services know who they can contact for advice and action if they become aware or suspect that abuse is taking place.
- Operating governance systems of leadership and quality assurance to identify areas of concern.
- Ensuring that appropriate training is provided to all staff working within the organisation.
- Making available information which can be displayed in the service using accessible forms.
- Ensuring policies and procedures are updated and circulated in line with changing guidance.
- Taking appropriate, decisive and robust action where instances of abuse are covered up or not reported.
- Overseeing safeguarding work carried out by the organisation .
- Completing referrals to the DBS where relevant (see DBS referrals policy).
- Ensuring that where learning is identified from S42 enquiries, the recommendations are achieved and embedded within the service and where appropriate introduced across all services to prevent similar occurrences.
- Having strict procedures in place that are continuously monitored and reviewed