



## 4. Policy

**4.1** Everybody has the right to live a life that is free from harm and abuse. The College of St. Barnabas recognises that safeguarding adults at risk of abuse or neglect is everybody's business. The College of St. Barnabas aims to ensure that all adults at risk of abuse or neglect are enabled to live and work, be cared for and supported in an environment free from abuse, harassment, violence or aggression.

The safeguarding policies and procedures of The College of St. Barnabas will dovetail with the Tandridge multi-agency policy and procedures, which we understand take precedence over those of The College of St. Barnabas. The College of St. Barnabas will ensure that the Tandridge policies and procedures are reflected within its own policy and procedure and that this is shared with all staff and is accessible and available for staff to follow.

**4.2** We aim to provide services that will be appropriate to the adult at risk and not discriminate because of disability, age, gender, sexual orientation, race, religion, culture, or lifestyle. We will make every effort to enable Residents to express their wishes and make their own decisions to the best of their ability, recognising that such self-determination may well involve risk.

We will work with Residents and others involved in their care, to ensure they receive the support and protection they may require; that they are listened to and treated with respect (including their property, possessions and personal information) and that they are treated with compassion and dignity.

**4.3** The College of St. Barnabas will follow the six principles as set out in guidance to the Care Act 2014 and this will inform practice with all Residents:

- | **Empowerment** – People being supported and encouraged to make their own decisions and informed consent
- | **Prevention** – It is better to take action before harm occurs
- | **Proportionality** – The least intrusive response appropriate to the risk presented
- | **Protection** – Support and representation for those in greatest need
- | **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
- | **Accountability** – Accountability and transparency in delivering safeguarding

**4.4** The College of St. Barnabas understands the importance of working collaboratively to ensure that:

- | The needs and interests of adults at risk are always respected and upheld
- | The human rights of adults at risk are respected and upheld
- | A proportionate, timely, professional and ethical response is made to any adult at risk who may be experiencing abuse
- | All decisions and actions are taken in line with the Mental Capacity Act 2005
- | Each adult at risk maintains:
  - | Choice and control
  - | Safety
  - | Health
  - | Quality of life
  - | Dignity and respect

**4.5** Our robust governance processes will make sure that staff working for and on behalf of The College of St. Barnabas recognise and respond to the main forms of abuse which are set out in the Care Act 2014 Statutory Guidance Chapter 14, which is not an exhaustive list but an illustration as to the sort of behaviour that could give rise to a safeguarding concern:

- | Physical abuse
- | Domestic violence
- | Sexual abuse
- | Psychological abuse
- | Financial or material abuse
- | Modern slavery
- | Discriminatory abuse



- | Organisational abuse
- | Neglect and acts of omission
- | Self-neglect

**4.6** The College of St. Barnabas is committed to the principles of 'Making Safeguarding Personal' and aims to ensure that safeguarding is person-led and focused on the outcomes that Residents want to achieve. We will engage Residents in a conversation about how best to respond to their safeguarding situation in a timely way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

#### **4.7 Registered Manager's Responsibilities**

- | Promote a culture at The College of St. Barnabas in which safeguarding is openly discussed and support is provided for those raising concerns, i.e. through the support of safeguarding champions
- | To establish the facts about the circumstances giving rise for concern
- | To identify sources and level of risk
- | To ensure that information is recorded and that the Tandridge Adult Safeguarding Team is contacted to inform them of the concern or harm
- | If a Resident is at immediate risk of harm, the Registered Manager will contact the Police. The CQC will also be informed
- | In all cases of alleged harm, there will be early consultation between Mrs Suzan Joy Jack, Tandridge and the Police to determine whether or not a joint investigation is required. We understand that it may also be necessary to advise the relevant Power of Attorney, if there is one appointed. In dealing with incidents of potential harm, people have rights which must be respected and which may need to be balanced against each other
- | The wishes of the person harmed will be taken into account whenever possible. This may result in no legal action
- | Documentation of any incidents of harm in the Resident's file and using body maps to record any injuries
- | Follow Tandridge policy guidelines where applicable
- | Report any incidents of abuse to the relevant parties
- | Work with multi-agencies
- | Advise and support staff
- | Ensure staff are trained to enhance knowledge
- | Actively promote the "Whistleblowing" policies

#### **4.8 The Care Worker's Responsibilities**

- | To be able to recognise and report incidences of harm
- | To report concerns of harm or poor practice that may lead to harm
- | To remain up to date with training
- | To follow the policy and procedures
- | To know how and when to use the Whistleblowing procedures
- | To understand the Mental Capacity Act and how to apply it in practice

#### **4.9 General Principles**

- | We will have robust recruiting and safer staffing policies in place to make sure that our staff are fit to work with adults at risk and are compliant with national, safe recruitment and employment practices, including the requirements of the Disclosure and Barring Service
- | A named safeguarding lead will be in place who is responsible for embedding safeguarding practices and improving practice in line with national and local developments. At The College of St. Barnabas, this person is Derek Chandler
- | Any staff member who knows or believes that harm is occurring will report it to their line manager as quickly as possible, or if they feel they cannot follow the regular reporting procedure, they must use the Whistleblowing process



- | The College of St. Barnabas will work collaboratively with other agencies, including liaison in relation to the investigation of allegations and will ensure its procedures dovetail with the Tandridge multi-agency procedures
- | The College of St. Barnabas will use incident reporting, root cause analysis, lessons learned and auditing to determine themes to improve care practice
- | We will have a learning and development strategy which specifically addresses adult safeguarding. We will provide training on the identification and reporting of harm, as well as training on the required standards in relation to procedures and processes should something need to be reported
- | The College of St. Barnabas recognises its responsibilities in relation to confidentiality and will share information appropriately
- | We will have zero tolerance to harm
- | We will work in partnership with other agencies to ensure that concerns or allegations of abuse are appropriately referred for investigation to the most appropriate agency
- | We will ensure that any action that is taken is assessed, proportionate and reflective of the risk presented to the people who use the services
- | We will report any incidents in line with our regulatory requirements
- | The College of St. Barnabas will adhere to the Code of Conduct for Care Workers
- | There is a clear, well-publicised Whistleblowing Policy and Procedure in place that staff know how to use

#### **4.10 Prevention - Providing information to support Residents**

- | The College of St. Barnabas will support Residents by providing accessible, easy to understand information on what abuse is and what signs to look out for. This will include Residents' rights and how to get help and support if they need it through the Care Plan process. We will comply with the Accessible Information Standards
- | All Residents will receive a copy of the Service User Guide, have access to the Complaints, Suggestions and Compliments Policy and Procedure and be given information on how to escalate any concerns to the Commissioner, CQC, advocacy or Local Government and Social Care Ombudsman should they not be satisfied with the approach taken by The College of St. Barnabas

#### **4.11 Prevention - Raising awareness**

- | Staff will need to be trained and understand the different patterns and behaviours of abuse as detailed in the Care Act [Chapter 14](#) and The College of St. Barnabas will ensure that it is able to respond appropriately
- | The College of St. Barnabas will ensure that all staff are trained on the Whistleblowing Policy and Procedure
- | During induction training, all employees will complete the ["Understanding Abuse" workbook](#), as part of the Care Certificate