

College of St Barnabas Safeguarding Policy 2024 - 2025

The College defines safeguarding as the actions taken to keep Residents, staff and volunteers safe from harm and neglect. We understand the importance of working together in partnership to make sure that individual Residents, staff and volunteers are safe through a collective and proactive approach to safeguarding. We have zero tolerance to harm.

Employees of The College understand that our Residents can be extremely vulnerable to abuse and neglect, especially if they have care and support needs. Abuse is a violation of an individual's human or civil rights by any other person. It is where someone does something to another person, or to themselves, which puts them at risk of harm and impacts on their health and wellbeing. Abuse can have a damaging effect on the health and wellbeing of Residents; these effects may be experienced in the short and long term and sometimes can be lifelong.

The signs of abuse are not always obvious, and a victim of abuse may not tell anyone what is happening to them - sometimes they may not even be aware they are being abused.

Robust management processes ensure that staff working for, and on behalf of, The College recognise and respond to the main forms of abuse which are set out in the Care Act 2014 Statutory Guidance Chapter 14. This is not an exhaustive list, but shows the sort of behaviour that could give rise to a safeguarding concern:

- Physical abuse
- Domestic violence and abuse
- Sexual abuse
- Psychological abuse
- Financial or material abuse
- Modern slavery and human trafficking
- Discriminatory abuse
- Organisational abuse
- Neglect and acts of omission - failure to act
- Self-neglect
- Emotional and psychological abuse
- Cyber bullying
- Mate crime

Common signs and symptoms of abuse include:

- Unexplained changes in behaviour or personality - such as aggression, anger, hostility or hyperactivity
- Becoming withdrawn
- Seeming anxious, depressed or unusual fears, or a sudden loss of self-confidence
- Withdrawal from friends or usual activities
- Poor social skills and few friends
- Poor bond or relationship with close family members
- Running away or going missing
- Sleep problems and nightmares
- Exploitation

Everybody has the right to live a life that is free from harm and abuse. The College recognises that safeguarding adults at risk of abuse or neglect is everybody's business. We aim 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 will dovetail with the Tandridge multi-agency policy and procedures, which we understand take precedence over those of The College.

The College aims 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. It 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.

The College 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.

A chaperone is always present when a vulnerable adult needs treatment and missed healthcare appointments must be monitored to consider signs of abuse or neglect. These must be followed up with the healthcare provider and information shared in the best interests and safety of the Resident.

The College will follow the six principles set out in guidance to the Care Act 2014 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

The College 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 and a proportionate, timely, professional and ethical response is made to any adult at risk who may be experiencing abuse. The College will ensure decisions and actions are taken in line with the Mental Capacity Act 2005 and that adults at risk maintain:

- Choice and control, Safety, Health, Quality of life and Dignity and respect

The College aims to ensure that safeguarding is person-led and focused on the outcomes that Residents want to achieve. It will engage Residents in a conversation about how best to respond to their safeguarding situation in a way that enhances choice and control as well as improving quality of life, wellbeing and safety.

The investigating Senior Manager's Responsibilities.

The investigating Senior Manager will establish the facts about the circumstances giving rise for concern and identify the sources and level of risk. Where the incident involves Residents, staff or volunteers in the Care Wing the investigating Senior Manager will be the Registered Manager. If Residents, staff or volunteers are at immediate risk of harm, the Senior Manager may contact the Police.

They will ensure that information is recorded and that where required the Tandridge Adult Safeguarding Team and CQC are contacted to inform them of the concern or harm.

In all cases of alleged harm, there will be early consultation between the Senior Manager, Tandridge and the Police to determine whether or not a joint investigation is required. The College understands 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

They should document any incidents of harm in the Resident's file and use body maps to record any injuries

Staff members' responsibilities

Staff members at the College will receive ongoing training and be able to recognise and report incidences of harm and to report concerns of harm or poor practice that may lead to harm.

They will understand how to follow the College's policy and procedures and know how and when to use the Whistleblowing procedures.

General Principles

We will have robust recruiting 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 this person is Amy Stolton.

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 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 will use incident reporting, lessons learned and auditing to improve care practice. We will have training which specifically addresses adult safeguarding. We will provide training on the identification and reporting of harm, as well as training for key staff on the required standards in relation to procedures and processes should something need to be reported.

The College recognises its responsibilities in relation to confidentiality and will share information appropriately

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

Prevention - Providing information to support Residents

The College of St. Barnabas will support Residents, staff and volunteers 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 support if they need it.

All Residents, staff and volunteers have access to the College Complaints Policy and Procedure and are given information on how to escalate any concerns to the Local Government and Social Care Ombudsman and CQC should they not be satisfied with the approach taken by the College

Prevention - Raising awareness

Staff will be trained and understand the different patterns and behaviours of abuse as detailed in the Care Act Chapter 14, and The College will ensure that all staff are trained on the Whistleblowing Policy and Procedure