

# safeguarding vulnerable adults / safeguarding adults with care and support needs policy

## policy

We recognize at Sutton Vineyard Church, (hereafter known as SVC) that we need to provide a safe and caring environment for vulnerable adults. All people have the right to protection and redress under the law in accordance with their human rights as outlined in The Human Rights Act 1998. All service users who are receiving support from the church have a right to be protected from abuse. At SVC we are committed to increasing the awareness of issues of abuse and have put in place clear procedures for employees and volunteers to follow should they have concerns that abuse is or has occurred.

This policy sets out what is understood by the term abuse, it also outlines that those working with vulnerable adults should work and adhere to the policy. This policy will be reviewed annually.

## definition of vulnerable adult / adult in need of protection

An adult is someone over the age of 18 (unless specific legislation states otherwise). The Universal Declaration of Human Rights (1948), the European Convention on Human Rights, the Human Rights Act 1998 and the UN Convention on the Rights of Persons with Disabilities (2008) all state that adults should be free from abuse.

It follows that some adults because of circumstance or particular vulnerability or risk may be in need of protection. Vulnerable adults are also known as 'adults at risk'. Throughout this manual we will use the terms vulnerable adults and adults at risk interchangeably.

'No secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse' - Department of Health and Home Office (March 2000) states a vulnerable person is someone:

'who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or

herself, or unable to protect him or herself against significant harm or exploitation’.

### definitions of adult abuse

The following information relates to the Safeguarding of Adults as defined in the Care Act 2014, Chapter 14. Safeguarding, this replaces the previous guidelines produced in ‘No Secrets’ (Department of Health 2000)

The legislation is relevant across England and Wales but on occasions applies only to local authorities in England.

The Safeguarding duties apply to an adult who;

- has need for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- 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

Organisations should always promote the adult’s wellbeing in their safeguarding arrangements. People have complex lives and being safe is only one of the things they want for themselves. Professionals should work with the adult to establish what being safe means to them and how that can be best achieved. Professional and other staff should not be advocating ‘safety’ measures that do not take account of individual well - being, as defined in Section 1 of the Care Act 2014.

<http://www.legislation.gov.uk/ukpga/2014/23/section/1/enacted>

This section considers the different types and patterns of abuse and neglect and the different circumstances in which they may take place. This is not intended to be an exhaustive list but an illustrative guide as to the sort of behaviour which could give rise to a safeguarding concern.

- **Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- **Domestic violence** – including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence.

- **Sexual abuse** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- **Psychological abuse** – including 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 of services or supportive networks.
- **Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude. 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.
- **Discriminatory abuse** – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
- **Organisational abuse** – including neglect and poor care 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.
- **Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Self - neglect** – this covers a wide range of behaviour neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding.

Incidents of abuse may be one - off or multiple, and affect one person or more.

## signs of possible abuse in adults

### Physical abuse

- History of unexplained falls, fractures, bruises, burns, minor injuries.
- Signs of under or over use of medication and/or medical problems left unattended.

### Domestic violence

- Unexplained injuries or 'excuses' for marks or scars
- Controlling and/or threatening relationship including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence and Female Genital Mutilation .
- Age range extended to 16yrs.

### Sexual abuse

- Pregnancy in a woman who is unable to consent to sexual intercourse
- Unexplained change in behaviour or sexually explicit behaviour
- Torn, stained or bloody underwear and/or unusual difficulty in walking or sitting
- Infections or sexually transmitted disease s
- Full or partial disclosures or hints of sexual abuse
- Self harming

### Psychological abuse

- Alteration in psychological state eg . withdrawn, agitated, anxious, tearful
- Intimidated or subdued in the presence of a carer
- Fearful, flinching or frightened of making choices or expressing wishes
- Unexplained paranoia

### Financial or material abuse

- Disparity between assets and living conditions

- Unexplained withdrawals from accounts or disappearance of financial documents
- Sudden inability to pay bills
- Carers or professionals fail to account for expenses incurred on a person's behalf
- Recent changes of deeds or title to property

### **Modern slavery**

- Physical appearance; unkempt, inappropriate clothing, malnourished
- Movement monitored, rarely alone, travel early or late at night to facilitate working hours.
- Few personal possessions or ID documents.
- Fear of seeking help or trusting people.

### **Discriminatory abuse**

- Inappropriate remarks, comments or lack of respect
- Poor quality or avoidance care

### **Organisational abuse**

- No confidence in complaints procedures for staff or service users.
- Neglectful or poor professional practice.

### **Neglect and acts of omission**

- Deteriorating despite apparent care
- Poor home conditions, clothing or care and support.
- Lack of medication or medical intervention

### **Self - neglect**

- Hoarding inside or outside a property
- Neglecting personal hygiene or medical needs

Incidents of abuse may be one - off or multiple, and affect one person or more.

### determining who may be causing the abuse

The person who is responsible for the abuse is very often well known to the person abused and could be:

- A paid carer or volunteer
- A health worker, social care or other worker
- A relative, friend or neighbour
- Another service user
- An occasional visitor or someone who is providing a service

### how to stop abuse

Abuse can come to someone's attention by:

- Directly witnessing an act or an incident where a vulnerable service user has been abused.
- By being told that abuse has occurred, either by the person who has been subject to the abuse, or another person.
- By seeing evidence or signs of abuse.

However you may become aware of abuse, it is imperative that you follow the following guidelines. Any concerns regarding abuse should be reported at the earliest opportunity.

In the instance of a disclosure of abuse being made, respond by:

- Remaining calm and not showing shock or disbelief
- Listening carefully to what is being said
- Not asking detailed or probing questions
- Demonstrating a sympathetic approach by acknowledging regret and concern that what has been reported has happened
- Confirming that the information will be treated seriously
- Giving information about the steps that will be taken
- Advising who you will be reporting to and that information will only be shared with others on a need to know basis

- Informing them that they will receive feedback as to the result of the concerns they have raised and from whom
- Giving the person contact details so that they can report any further issues or ask any questions that may arise

Do not:

- Clean up, touch the victim or any object if possible, unless emergency first aid is necessary
- Make any contact with the abuser
- Remain in any situation that is unsafe
- Question the person further
- Stop anyone who is telling you freely about significant events
- Be judgmental (e.g. “why did you not run away?”)
- Promise not to tell anyone else about the problem
- Pass on the information to anyone except those who need to know
- Make any promise you cannot keep

#### take action:

- Any person who is concerned about the possible or actual abuse of a vulnerable adult must share this with one of the following:

Hannah Miles – Safeguarding Coordinator  
Ben Webb– Safeguarding Coordinator  
Bev Clark – Safeguarding Coordinator

- The Safeguarding Coordinator will make contact with Health and Community Services on:

Telephone: 0208 770 5000

Email: [contactcentre@sutton.gov.uk](mailto:contactcentre@sutton.gov.uk)

Contact should be made within one working day.

- If the abuse is also a crime, call the police. The police can be contacted in an emergency by dialing 999.

### Making a referral:

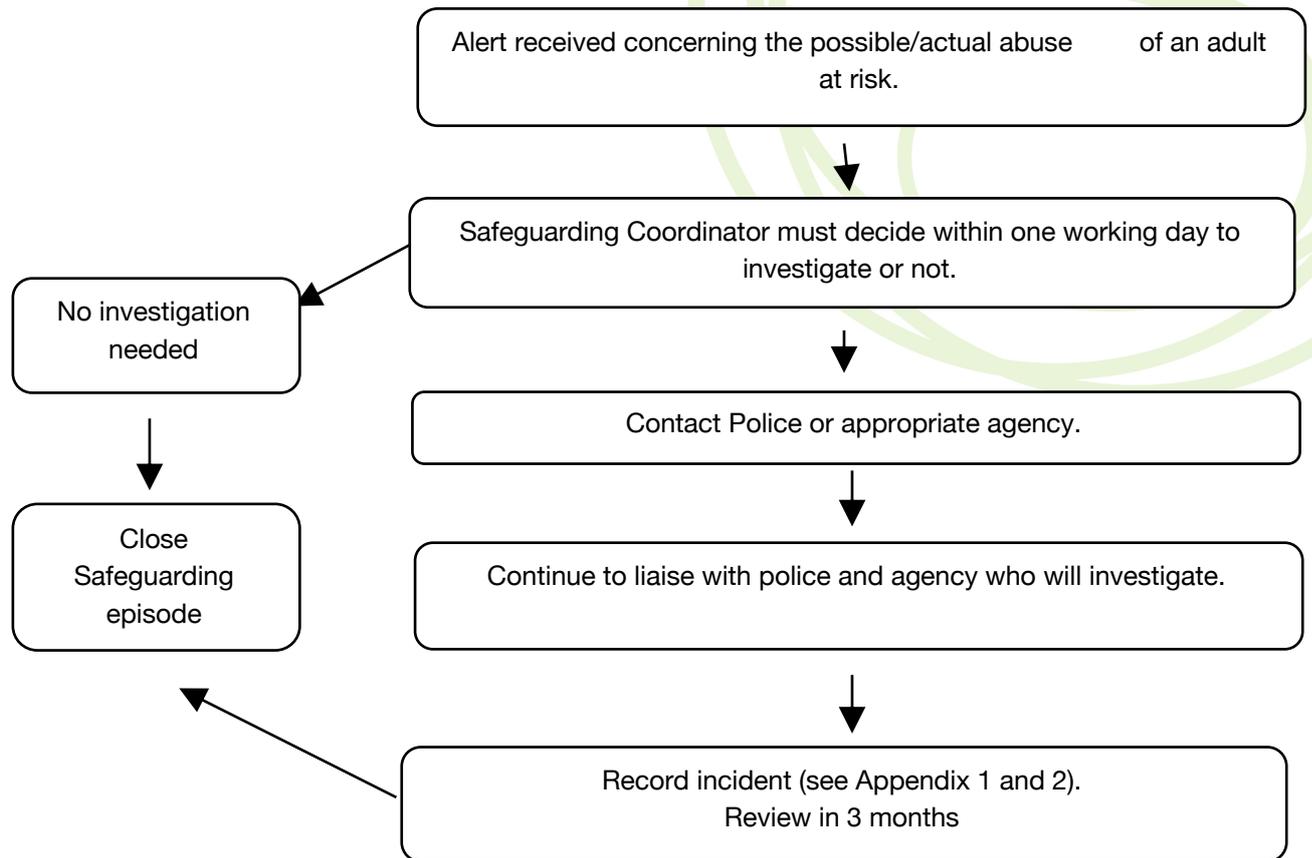
The Safeguarding Coordinator or Deputy Safeguarding Coordinator will make contact with the Health and Community Services. The Sutton safeguarding Adults Board (SSAB) is a multi-agency partnership and was established to promote, inform and support multi agency safeguarding adults work. Members include:

- Sutton Council Adult Social Care team, Commissioning team and Public Health team
- Victim Support
- London Fire Brigade
- An elected member from the Adult Social Services and Health Committee (Sutton Council)
- The Royal Marsden Cancer Charity
- Sutton Housing Partnership
- Sutton Centre for the Voluntary Sector
- Metropolitan Police
- Local Safeguarding Childrens Board
- Epsom and St Helier University Hospitals

Before making a referral to the relevant Adult Social Services, consider the immediate health/welfare needs of the alleged victim or anyone else who may be affected and consider whether emergency services are required.

Keep detailed records, separating fact from opinion, direct evidence from hearsay.

## summary chart for investigating teams



## decision NOT to make a referral

If, after assessing all the information available, it is decided that there is no allegation of abuse, you do not need to make a referral to the relevant Adult Social Services. You should, however, still fully document the decision (see Appendix 1 and 2).

Any decision not to refer does not mean that the incident should be left or that other actions do not need to take place. Consideration still needs to be given to the needs of the vulnerable adult and to any other actions such as the complaints process, training needs, disciplinary or regulatory actions if appropriate.

## confidentiality

There are certain circumstances in which it will be necessary to share confidential information.

- Information should only be shared when it is in the best interests of the service users and on a need to know basis.
- It is important that from the outset of the support relationship, colleagues do not promise service users absolute confidentiality. As soon as the support commences, colleagues must outline that information may be shared with third parties if there is a concern of abuse.

## pastoral care

### supporting those affected by abuse

The Trustees and Pastoral Staff are committed to offering pastoral care, working with statutory agencies as appropriate, and support to all those who have been affected by abuse who have contact with or are part of Sutton Vineyard.

Sutton Vineyard Church offers alongside statutory agency help additional pastoral care through Small Groups, Personal Prayer Teams, Marriage Course, Pre Marriage Course, Parenting Courses, SOZO etc. which all help support parents in developing life skills for raising their families in line with Statutory Child Protection Policies. Vulnerable adults that have been affected by physical, emotional or sexual abuse are immediately referred to outside agencies through the Safeguarding Coordinators.

### working with offenders

When someone attending Sutton Vineyard is known to have abused children, or is known to be a risk to vulnerable adults the Leadership will supervise the individual concerned and offer pastoral care, but in its safeguarding commitment to the protection of children and vulnerable adults, set boundaries for that person which they will be expected to keep.

See 'Working with Offenders' policy for more details.

## practice guidelines

When working with children and vulnerable adults we wish to operate and promote good working practice. This will enable workers to run activities safely, develop good relationships and minimise the risk of false accusation.

As well as a general code of conduct for workers we also have specific good practice guidelines for every activity we are involved in and these are attached/will be developed.

## guidelines for members of sutton vineyard church visiting members of the community

**Sutton Vineyard Church will not be accountable for individuals meeting independently after establishing a relationship at an event held at the church.**

**Objective:** To ensure the safety of those in the community and church members. This ensures that the church members can share the love of God by reaching out appropriately.

### Guidelines:

- Ministry leaders of events such as Lighthouse, Wendy House will be made aware of this policy and will be responsible for giving volunteers a copy or advising to read on line.
- Regular contact/feedback is to be kept by the ministry leader and the visitor. If there is any concern that the relationship is an abuse of power, the ministry leader needs to inform the Safeguarding Coordinator immediately. Where possible, meet in an open public place such as a restaurant or coffee shop
- If visiting the home... of someone not in the church please go in two's.
- Under no circumstances visit a member of the opposite sex.

## effective listening

Ensure the physical environment is welcoming, giving opportunity for the child or vulnerable adult to talk in private but making sure others are aware the conversation is taking place.

- It is especially important to allow time and space for the person to talk
- Above everything else listen without interrupting
- Be attentive and look at them whilst they are speaking
- Show acceptance of what they say (however unlikely the story may sound) by reflecting back words or short phrases they have used
- Try to remain calm, even if on the inside you are feeling something different
- Be honest and don't make promises you can't keep regarding confidentiality
- If they decide not to tell you after all, accept their decision but let them know that you are always ready to listen.
- Use language that is age appropriate and, for those with disabilities, ensure there is someone available who understands sign language, Braille etc.

## helpful responses

- You have done the right thing in telling
- I am glad you have told me
- I will try to help you

## don't say

- Why didn't you tell anyone before?
- I can't believe it!
- Are you sure this is true?
- Why? How? When? Who? Where?
- I am shocked, don't tell anyone else

## concluding

- Again, reassure the child /adult that they were right to tell you and show acceptance
- Let the child know what you are going to do next and that you will let them know what happens (you might have to consider referring to Social Services or the Police to prevent a child or young person returning home if you consider them to be seriously at risk of further abuse) See Appendix.
- Contact the coordinator or contact an agency such as CCPAS for advice or go directly to Social Services / Police / NSPCC
- Consider your own feelings and seek pastoral support if needed

## arrangements for supervision of group / activities

- Treat all vulnerable adults with respect and dignity befitting their age; watch language, tone of voice and ensure physical contact is appropriate.
- Do not let vulnerable adults involve you in excessive attention seeking, especially if that is overtly sexual or physical in nature.
- Do not engage in any of the following:
  - Invading the privacy of vulnerable adults when toileting or changing
  - Making sexually suggestive comments about or to a vulnerable adult even in 'fun.'
  - Inappropriate and intrusive touching of any sort.
  - Any scapegoating, ridiculing or rejecting of a vulnerable adult.
  - As far as possible do not enter into a situation where you are alone with a vulnerable adult. Make sure other adults are about. Take a vulnerable adult out for coffee rather than sitting alone together where your actions cannot be seen.
  - Do not meet a vulnerable adult at your home alone.

- Where confidentiality is important e.g. counselling or a person is being seen on their own, then ensure that others know the interview is taking place and that someone else is around in the building.
- A one to one form must be filled out after meeting a vulnerable adult.
- Make sure another adult is present if a vulnerable adult needs special attention
- Ensure that arrangements for transporting vulnerable adults are with the knowledge of the team / leadership. If at all possible do not carry vulnerable adults in your car on their own.
- Leaders should record all unusual events, this should then be given to the safeguarding coordinator or deputy coordinator.
- Various first aid kits are held around the building, please see notices in the rooms for locations. There should be one qualified first aider at every event run by the church or an appointed person.

## appendix 1

### sutton vineyard policy statement on safeguarding

#### protection of children and adults with/without care and support needs

The following statement was agreed by the Trustees on....

- Sutton Vineyard in all its ministries is committed to providing a safe and trusted environment for everyone who comes into contact with the church, including children and adults with care and support needs, and ensuring their well-being.
- We prioritise safeguarding, recognising that we all have a responsibility to help prevent the physical, sexual, psychological, financial and discriminatory abuse and neglect of children and adults and to report any such abuse that we discover or suspect.
- We recognise the personal dignity and rights of both children and adults with care and support needs and will ensure that all our policies and procedures reflect this.
- We believe all adults with care and support needs and children should enjoy appropriate access to the life and ministries of Sutton Vineyard where safe to do so.
- We undertake to exercise proper care in the selection and appointment of those who will work with children and adults with care and support needs.
- We believe everyone should be valued and feel safe. We want to make sure that all children and adults with care and support needs involved in the life of Sutton Vineyard know this and are empowered to tell us if they are suffering harm.

#### We are committed to:

- Following statutory guidelines in relation to safeguarding children and adults with care and support needs and Sutton Vineyard will ensure that as a place of worship/organisation all workers (paid and unpaid) will work within the agreed procedure of our safeguarding policy.
- Implementing the requirements of the Equality Act 2010 and all other relevant legislation.
- Supporting, resourcing and training those who undertake this work.

- Ensuring that we are keeping up to date with national and local developments relating to safeguarding by working in partnership with CCPAS and other organisations.
- Encouraging everyone to embrace and abide by the safeguarding policy and procedures.
- Supporting all those involved in the life of Sutton Vineyard affected by abuse.
- Children's Social Care Services has the lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a child. Adult Social Care Services has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about an adult with care and support needs.
- Where an allegation suggests that a criminal offence may have been committed, the police should be contacted as a matter of urgency.
- Safeguarding is everyone's responsibility.

We will review this statement and our policy annually.

If you have any concerns for a child or an adult with care and support needs speak to one of the ministry pastors or the Safeguarding Coordinator identified on information available at Sutton Vineyard.

A copy of the safeguarding policy can be made available by emailing our Safeguarding Co-ordinator, Hannah Miles.

appendix 2

reporting a concern

Name of Worker(s) .....

Date and time of incident .....

Name of vulnerable adult(s) involved .....

Details of what happened (please complete this as close to word for word as possible, continue on the back and use another sheet if necessary)

What action did you take?

Signed Date and Time

Please give this form to a Safeguarding Coordinator as soon as possible



appendix 3

one to one form

Date and time of meeting .....

Location of meeting .....

Name of worker .....

Name of vulnerable (adult/s) .....

Description of conversation

Follow up including date, time and location, if known.

## Useful contacts



**Sutton Council Social Services**  
020 8770 5000 - option 3 and then option 2



**Sutton Police**  
101 or 999 (in an emergency)



**Care Quality Commission**  
03000 616161

**Action on Elder Abuse (Elder abuse response helpline)**  
Freephone 080 8808 8141

**Advocacy for All**  
020 8669 0500

**Age UK (Sutton)**  
020 8770 4090

**Alzheimer's Society (Sutton)**  
020 8770 1875

**Ann Craft Trust (for people with learning difficulties)**  
0115 9515400

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