



2021/22

Vulnerable Adult Policy

CLEAN SLATE POLICIES

VULNERABLE ADULT POLICY

Clean Slate should interview the member of staff/volunteer or client with a witness or representative of their choice present.

- a) The Trustees should make arrangements for interviewing the suspected victim; this should be done with a staff member, Trustee and a representative of the victim present.
- b) The purpose of the meeting is not to investigate but to establish whether there are grounds for the allegation.
- c) If it is found that further action is required, the Trustees will meet with outside agencies to discuss what further action needs to be taken.

Confidentiality

Confidentiality is crucial to all our work and relationships, Clean Slates Confidentiality policy should be strictly adhered to, except that the welfare of vulnerable adults is paramount and takes precedence over it. Do not keep concerns relating to potential abuse of a vulnerable adult to yourself.

Clean Slate is committed to ensuring the vulnerable people who use our service are not exploited or abused and that working practices minimises the risks of such abuse. If abuse is reported, or staff or volunteers feel concerned about a situation of potential abuse, the following policy and procedure should be implemented.

Staff and volunteers will be aware of and guard against possible discrimination because of assumptions about class, gender, sexuality, race, disability, religion, and age.

Definition

The term vulnerable adults refer to people of 18 and over *“who are or may be in need of community care services by reason of mental or other disability, age or illness or lack of opportunity; and who is or may be unable to take care of herself, or unable to protect herself against significant harm or exploitation”*.

Adult protection concerns the violation of an individual’s human and civil rights by another person or persons.

Abuse can include verbal, physical, financial/material, sexual, psychological, discriminatory, emotional abuse, and neglect. Abuse can take place in any setting, public or private, and can be perpetrated by anybody.

Awareness

As a paid member of staff or volunteer you are not responsible for diagnosing abuse. However, all staff and volunteers involved in the provision of service have a responsibility to be aware and alert to signs that all is not well with a vulnerable adult.

Not all concerns relate to abuse and there may well be another explanation. It is important while being vigilant to keep an open mind. If possible, you should discuss your concerns discreetly and in confidence with the Manager and seek help through supervision, if you are concerned about a client, volunteer or member of staff.

Further Action

Having raised the issue with the Project Manager you should make a confidential personal note of the circumstances and if appropriate check whether there were any witnesses present

- a) As part of the counselling process, the person will be supported by a counsellor, to feel empowered to participate in appropriate protective action being taken in conjunction with the eve project trustees and relevant agencies.
- b) The vulnerable adult should be informed that you will be discussing the matter with the trustees of the eve project. If the person who says they are being abused asks you to do nothing at all, you should inform them that whilst respecting this you must share the information with the Trustees.
- c) You assure them that you are listening and that you will tell the Trustees that they want nothing more to happen.
- d) Do not carry out an investigation yourself. This must be left to the relevant agencies. You should also inform them that the information might be passed to appropriate agencies.
- e) If physical and/or sexual abuse/assault is reported the vulnerable adult and/or their representative should be asked to report it to the police and offered support to do so.
- f) The trustees of eve will treat the matter as top priority and inform the Chair of the Board of Trustees. The Chair will seek advice urgently. This may involve discussing the situation with Social Services or with the Police. Social Services will instigate an assessment of the person's needs under the community care legislation.
- g) The manager will keep the Chair of the Board of Trustees informed in writing, of all the action taken to date.
- h) The manager will always keep the vulnerable adult informed as to action being taken.

Dealing with Disclosures

Receive	<ul style="list-style-type: none">• Always stop and listen straight away to someone who wants to tell you about incidents or suspicions of abuse.• Listen quietly and actively, giving your undivided attention.• Allow silences when needed.• Do not show shock or disbelieve but take what is said seriously.
Reassure	<ul style="list-style-type: none">• Stay calm, no judgements, empathise.• Never make a promise that you can keep what a client/user has said a secret.• Giving reassurance that only those who need to know will be told.

	<ul style="list-style-type: none"> Reassure the client/user that they were right to tell you.
React	<ul style="list-style-type: none"> React to the client/user only as far as is necessary for you to establish whether you need to refer this matter, but do not interrogate for full details. Do not ask leading questions - keep the open questions e.g. 'is there anything else you want to say?' Do not criticize the perpetrator; the client/user may have affection for him/her. Explain what you will do next - whom is being inform, keep in contact.
Record	<ul style="list-style-type: none"> If possible, make brief notes about what they are actually telling you at the time. Keep these notes, however rough they are. <i>If you are unable to make notes at the time write down what was said as soon as you can.</i> Try to record what was said by the client/user rather than your interpretation of what they are telling you. Record the date, time, place, and any noticeable nonverbal behaviour
Report	<ul style="list-style-type: none"> Report the incident to the designated teacher and do not tell any other adults what you have been told. Never attempt to carry out an investigation of suspected abuse by interviewing the client/user or any others involved. This is a highly skilled role and any attempts by yourself could affect possible criminal proceedings.
Record Keeping	<ul style="list-style-type: none"> The designated staff/trustee/volunteer for vulnerable protection are responsible for ensuring that the necessary paperwork is completed and sent to the relevant people and stored in a safe and confidential place.

Support for Staff

The member of staff reporting incidents of suspected or potential abuse may find that the vulnerable adult is terribly upset or angry. The Board of Trustees will offer support as appropriate. Other support, for example, may include counselling provided by an outside body if required or by request.

Suspected abuse by an employee or volunteer of Clean Slate

All staff should be aware of their duty to raise concerns about the attitude or actions of colleagues and appropriate advice will be sought from the LADO - 01865 815956 or Safeguarding Team where necessary.

Version	Date	Approved by
1.0	02/02/2021	Nadia Brown - Project Manager