Safeguarding Policy

Introduction

#techmums makes a positive contribution to a strong and safe community and recognises the right of every individual to stay safe. In the process of regular activities, #techmums' employees regularly come into contact with potentially vulnerable adults; this policy seeks to ensure that #techmums undertakes its responsibilities with regard to protection of vulnerable adults and will respond to concerns appropriately. The policy establishes a framework to support paid and unpaid staff in their practices and clarifies the organisation's expectations. All staff and volunteers are expected to follow this policy.

The key objectives of this policy are for all employees and volunteers of #techmums to:

- have an overview of adult safeguarding
- be clear about their responsibility to safeguard adults
- ensure the necessary actions are taken where an adult with care and support needs is deemed to be at risk

Under the Human Rights Act 1998, everyone has the right to live free from abuse and neglect.
https://www.equalityhumanrights.com/en/human-rights/human-rights-act

#techmums will not tolerate the abuse of adults in the organisation and staff and volunteers should be made aware of how this policy can be accessed.

Designated Safeguarding Officer

#techmums has an appointed individual who is responsible for dealing with any Safeguarding Adults concerns. The Designated Safeguarding Officer(s) for Safeguarding Adults within #techmums is:

Name	
Telephone Number	
Email	

The roles and responsibilities of the named person(s) are:

- to ensure that all staff including volunteers and trustees are aware of what they should do and who they should go to if they have concerns that a vulnerable adult may be experiencing, or has experienced abuse or neglect.
- to ensure that concerns are acted on, clearly recorded and referred to an Adult Social Care Direct team or to the allocated social worker/care manager where necessary.
- to follow up any referrals and ensure the issues have been addressed.
- consider any recommendations from the Safeguarding Adults process
- to reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest.
- to ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.

If appropriate staff or volunteers will be given support and afforded protection if necessary under the Public Interest Disclosure Act 1998: they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and it's outcome

Safeguarding Log

All allegations/concerns should be recorded in the Safeguarding Log. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate.

Document Name	
Drive Location	
Direct Link	

Preventing Abuse

#techmums will not tolerate the abuse of adults in any of its forms and is committed to safeguarding adults with care and support needs from harm.

All adults should be able to live free from fear and harm. But some may find it hard to get the help and support they need to stop abuse.

An adult may be unable to protect themselves from harm or exploitation due to many reasons, including their mental or physical incapacity, sensory loss or physical or learning disabilities.

#techmums adheres to following the six key principles that underpin safeguarding work (See Care Act guidance)

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

Responsibilities

All staff (paid or unpaid) have responsibility to follow the guidance laid out in this policy and related policies, and to pass on any welfare concerns using the required procedures.

#techmums recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action in cases of adult abuse is never easy.

All staff, management, trustees and volunteers at #techmums are expected to report any concerns to the named person for safeguarding. If the allegation is against one of #techmums' members, volunteers, trustees or directors, seek advice from #techmums' Designated Safeguarding Officer.

The Designated Safeguarding Officer should be responsible for providing acknowledgement of the referral and brief feedback to the person raising the original concern. Feedback should be given in a way that will not make the situation worse or breach the Data Protection Act. If the police are involved, they should be consulted prior to giving feedback to the referrer to ensure any criminal investigation is not affected.

How to respond if you receive an allegation

- Reassure the person concerned
- Listen to what they are saying
- Record what you have been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Don't start to investigate or ask detailed or probing questions
- Don't promise to keep it a secret

Priorities if you witness abuse or abuse has just taken place

- To call an ambulance if required
- To call the police if a crime has been committed
- To preserve evidence
- To keep yourself, staff, volunteers and service users safe
- To inform the Designated Safeguarding Officer in your organisation
- To record what happened in the #techmums' Safeguarding

All situations of abuse or alleged abuse will be discussed with the Designated Safeguarding Officer.

Recognising the Signs and Symptoms of Abuse

What are the types of safeguarding adults abuse?

The Care and Support statutory guidance sets out the 10 main types of abuse:

- Physical abuse
- Neglect
- Sexual abuse
- Psychological
- Financial abuse
- Discriminatory
- Organisational
- Domestic violence
- Modern Slavery
- Self-neglect

However, you should keep an open mind about what constitutes abuse or neglect as it can take many forms and the circumstances of the individual case should always be considered.

What are the possible signs of abuse?

Abuse and neglect can be difficult to spot. You should be alert to the following possible signs of abuse and neglect:

- Depression, self-harm or suicide attempts
- Fear or anxiety
- The person has an injury that is difficult to explain (such as bruises, finger marks, 'non-accidental' injury, neck, shoulders, chest and arms)
- The person is experiencing insomnia
- The person seems frightened, or frightened of physical contact
- The person is withdrawn, changes in behaviour

You should ask the person if you are unsure about their well-being as there may be other explanations to the above presentation.

Who abuses and neglects adults?

Abuse can happen anywhere, even in somebody's own home. Most often abuse takes place by others who are in a position of trust and power. It can take place whether an adult lives alone or with others. Anyone can carry out abuse or neglect, including:

- partners;
- other family members;
- neighbours;
- friends;
- local residents;
- paid staff or professionals; and
- volunteers and strangers

Confidentiality

#techmums is committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know.

All allegations/concerns should be recorded in the Safeguarding Log. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate. The information that is recorded will be kept secure and will comply with data protection.

#techmums expects all staff, volunteers, trustees to maintain confidentiality at all times. In line with Data Protection law #techmums does not share information if not required. It should however be noted that information should be shared with authorities if an adult is deemed to be at risk of immediate harm.

Communications, Training & Support

#techmums ensures that all staff and volunteers receive basic awareness training on safeguarding adults as they may come across adults with care and support needs who may be at risk of abuse.

Those adults may report things of concern to staff or volunteers who should be equipped with the basic knowledge around safeguarding adults and be confident to identify that abuse is taking place and action is required.

All staff and volunteers should be clear about the core values of #techmums and commitment to safeguarding adults.
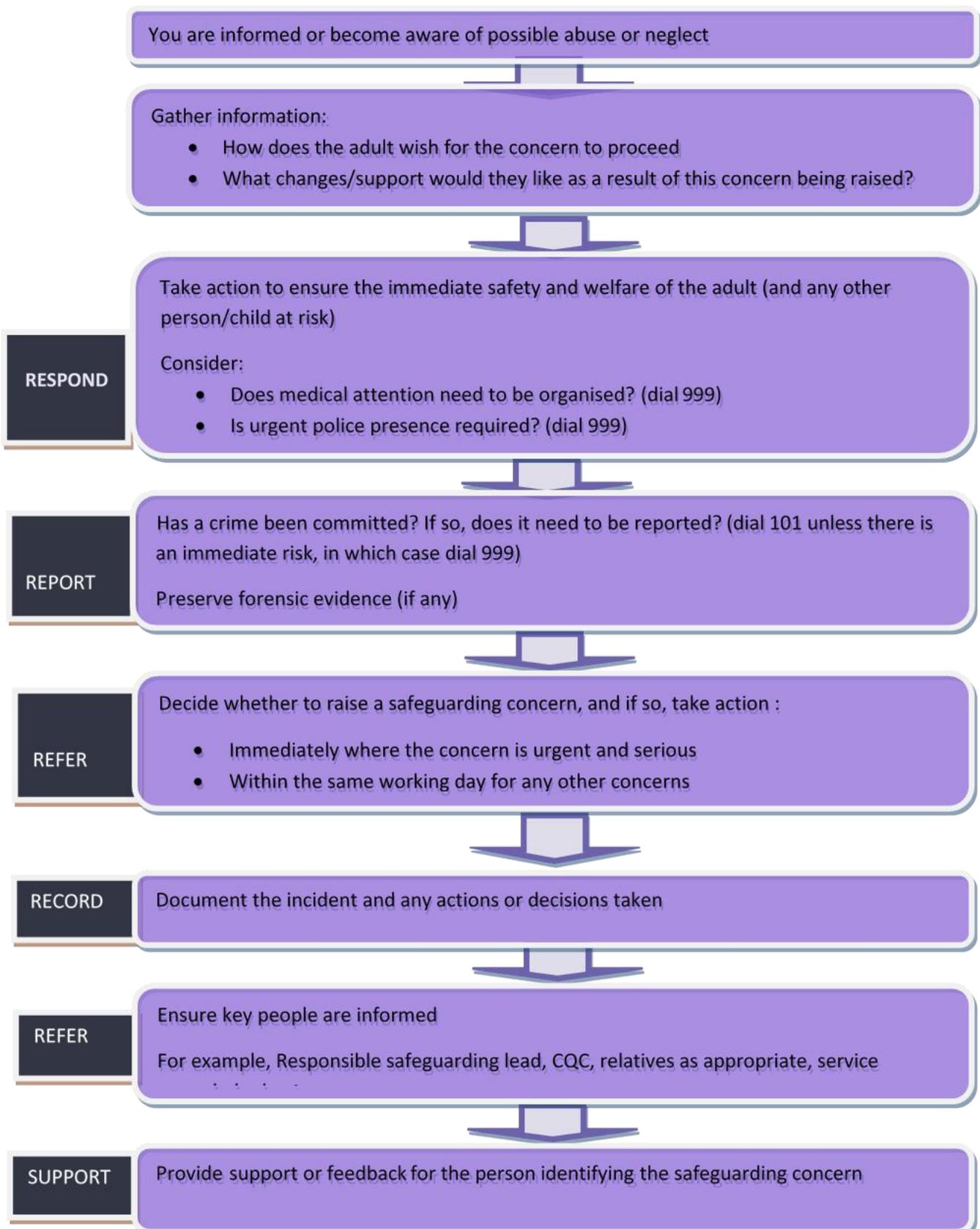
Professional Boundaries

Professional boundaries are what define the limits of a relationship between a support worker and a client. They are a set of standards we agree to uphold that allows this necessary and often close relationship to exist while ensuring the correct detachment is kept in place.

#techmums expects staff to protect the professional integrity of themselves and the organisation. Examples of behaviours which should be considered include:

- Use of abusive language & inappropriate behaviour / language
- Use of punishment or chastisement
- Passing on service users' personal contact details
- Degree of accessibility to service users (e.g. not providing personal contact details)
- Taking family members to a client's home
- Selling to or buying items from a service user
- Accepting responsibility for any valuables on behalf of a client
- Accepting money as a gift/ Borrowing money from or lending money to service users
- Accepting gifts/ rewards or hospitality from organisation as an inducement for either doing/ not doing something in their official capacity
- Cautious or avoidance of personal contact with clients

If the professional boundaries and/or policies are breached this could result in disciplinary procedures or enactment of the allegation management procedures

Raising A Safeguarding Concern

You are informed or become aware of possible abuse or neglect

Gather information:
- How does the adult wish for the concern to proceed
- What changes/support would they like as a result of this concern being raised?

RESPOND

Take action to ensure the immediate safety and welfare of the adult (and any other person/child at risk)

Consider:
- Does medical attention need to be organised? (dial 999)
- Is urgent police presence required? (dial 999)

REPORT

Has a crime been committed? If so, does it need to be reported? (dial 101 unless there is an immediate risk, in which case dial 999)

Preserve forensic evidence (if any)

REFER

Decide whether to raise a safeguarding concern, and if so, take action :
- Immediately where the concern is urgent and serious
- Within the same working day for any other concerns

RECORD

Document the incident and any actions or decisions taken

REFER

Ensure key people are informed

For example, Responsible safeguarding lead, CQC, relatives as appropriate, service

SUPPORT

Provide support or feedback for the person identifying the safeguarding concern