

<b>Policy</b>	<b>Safeguarding Adults at Risk</b>
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Croydon Hearing Resource Centre (Croydon Hearing) is a registered charity no. 1081376 and a registered company no. 4015700.

Croydon Hearing is an equal opportunities employer and any discrimination or harassment on the grounds of colour, sex, race, nationality, religion, ethnic origin, sexual orientation, disability, marital status, domestic circumstances, trade union membership/non-membership, or age will not be tolerated.

## **DEFINITIONS**

“**ABUSE** is a violation of an individual’s human and civil rights by any other person or persons. It is a single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust, which causes alarm or distress.

## **TYPES OF ABUSE**

- Physical Abuse
- Sexual Abuse
- Psychological Abuse
- Financial or Material Abuse
- Neglect or Acts of Omission
- Discriminatory Abuse
- Institutional or Organisational Abuse

## **WHO IS VULNERABLE?**

A person aged 18 or over 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 themselves, or unable to protect themselves against significant harm or abuse.

## **POLICY**

- 1.0 Croydon Hearing recognises that a significant number of people are at risk of abuse. Abuse can take place anywhere, either in private or in public.
- 2.0 Croydon Hearing acknowledges that anyone is capable of perpetrating abuse.
- 3.0 In order to reduce the risk of abuse, Croydon Hearing undertakes an enhanced DBS check and requires proof of ID for all staff and volunteers who could have access to clients.

- 4.0 Croydon Hearing will provide the relevant safeguarding training (adults and children) to all staff and applicable volunteers to the necessary levels required
- 5.0 Croydon Hearing will not tolerate any form of abuse and believes that people should be able to live in an environment, which is safe from abuse.
- 6.0 Croydon Hearing believes that in all situations everyone is entitled to:
  - 6.1 Privacy
  - 6.2 Be treated with dignity
  - 6.3 Lead an independent life and be enabled to do so
  - 6.4 Choose how they lead their lives
  - 6.5 The protection of the law
  - 6.6 Have their rights upheld regardless of ethnic origin, gender, sexuality, impairment or disability, age, religious or cultural background.

**PROCEDURE** - The guidance procedure for the organisation sets out the responsibilities of all personnel.

- 1.0 There is a clear reporting line within Croydon Hearing and then on to the relevant authority (Croydon Safeguarding Adults Board) for staff to follow:
  - 1.1 Suspected/reported abuse is discussed with the safeguarding lead(s) in Croydon Hearing
  - 1.2 The safety of the alleged victim is ensured and the Police are called if a crime may have occurred
  - 1.3 Following a discussion with the safeguarding lead(s), a decision is taken, where appropriate, to make a referral to the relevant authority
- 2.0 Croydon Hearing will aim to respond actively to the situation, where abuse is suspected, in a positive and constructive way by:
  - 2.1 Caring All personnel are committed to developing a positive relationship with the individual, actively listening to their concerns and being sensitive to their needs.
  - 2.2 Effective All personnel and volunteers are fully aware of, and follow the correct procedures and are encouraged to seek further advice and guidance at every stage of the process. The

implementation of the procedures should result in prompt, timely and appropriate action.

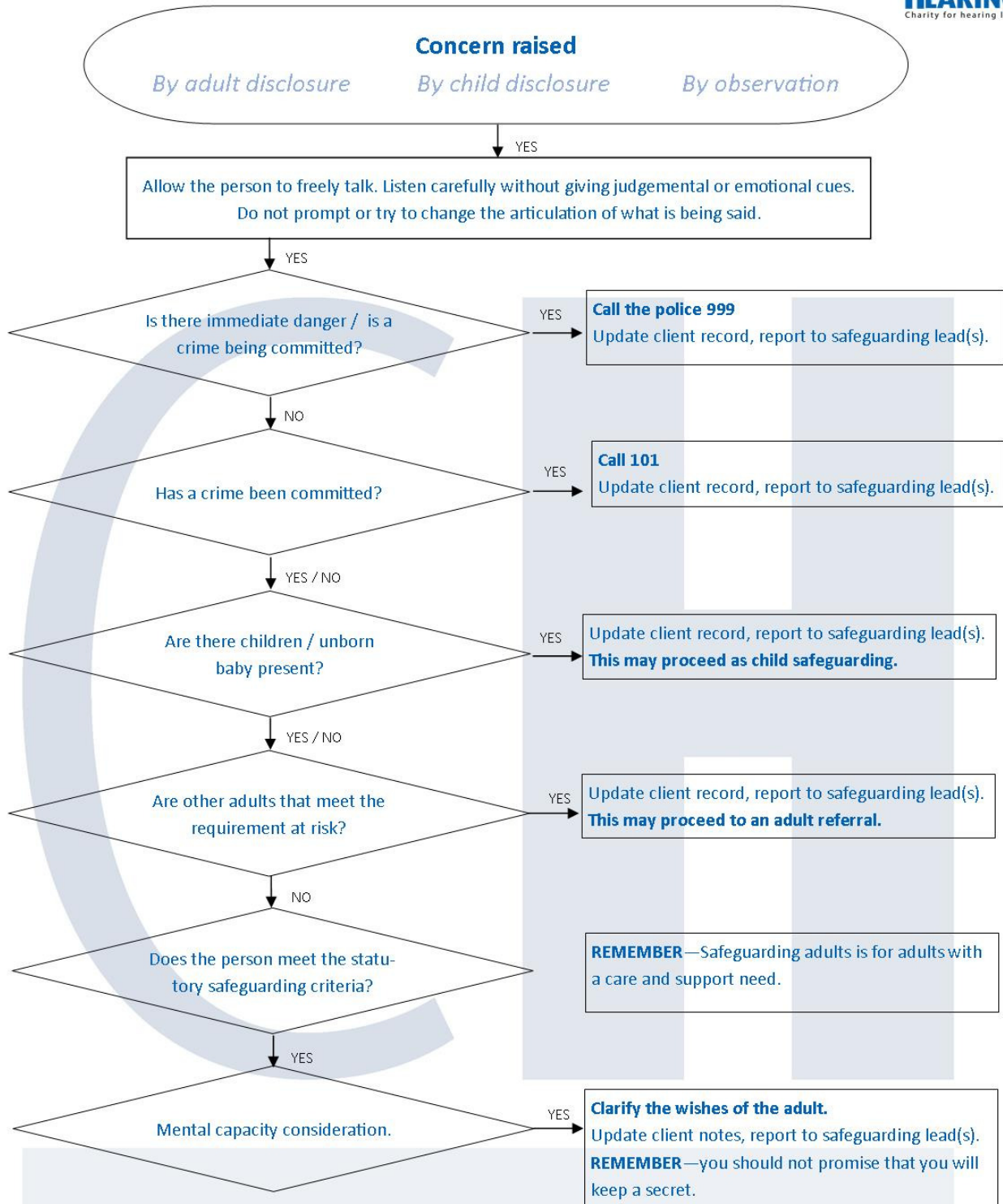
2.3 Enabling A commitment is made ensuring that the individual's wishes are respected and that the individual is given all the support and information possible to assist them in making decisions about possible action to be taken.

2.4 Influencing When working with external agencies, Croydon Hearing is well positioned to reiterate the needs and wishes of the individual and it will maintain an effective network of contacts and professional relationships to ensure that the process is handled in a co-ordinated and sensitive manner.

2.5 Innovative Croydon Hearing is open to reviewing current systems and work practices and willing to ask challenging questions, generate options for action and explore a wide range of alternatives, when working with other agencies and considering how best to deal with each situation as it arises.

3.0 In working with and for all people Croydon Hearing will ensure these individual rights and organisational values are promoted and upheld.

## 4.0 Procedure Flowchart



**SAFEGUARDING LEAD(S)** - the duty of the safeguarding lead is to enable a decision to be made, in Croydon Hearing we have two safeguarding leads to give the appropriate option to escalate in / with confidence. The safeguarding leads can seek direction from the Designated Nurse Safeguarding Adults in the event that there is uncertainty or to progress the concern.

The concern must not be discussed with colleagues. Note taking that is published on a client's record should be appropriate and relevant. In the event of a safeguarding concern separate notes may be kept securely to be used in the investigation. Mention of safeguarding concerns should only be entered into the client record by the safeguarding leads if appropriate. Please only use fact.

Safeguarding concerns may be anonymously discussed at Trustee level by the safeguarding lead(s) if there is a governance concern.

All escalated Safeguarding Concerns can be directed through Croydon Safeguarding Adults Board which could lead to a Safeguarding Adults Review (SAR).