



Safeguarding Adults Policy

Manchester Deaf Centre

Policy No. 1

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1. Policy statement

Manchester Deaf Centre offers a wide range of adult services throughout the organisation.

Manchester Deaf Centre will not tolerate abuse of any kind and is committed to the safeguarding of adults accessing, engaging, or working within its services.

This policy outlines the steps Manchester Deaf Centre will take to safeguard adults with care and support needs. This policy clearly identifies the role and responsibility of the organisation when working with other professional bodies in the promotion of adult welfare and safety.

Manchester Deaf Centre will ensure that safe and effective working practises are in place. A person-centred approach will drive these practises and ensure that adults in need of safeguarding are informed and included at every stage of the decision-making process.

The policy's intended aim is to guide staff and volunteers to better understand their role and responsibilities when safeguarding adults. All staff and volunteers are expected to follow this policy. The key objectives of the policy are for all employees and volunteers 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>

Copies of this policy are available within Manchester Deaf Centre. Employees and volunteers should be made aware of how and where it can be accessed.

Note: Manchester Deaf Centre has a separate policy which sets out the steps it will take to ensure safeguarding of children and young people. Please see policy number 2 *Safeguarding Children Policy*.

2. What is Safeguarding adults?

Safeguarding is the protection of an individual's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop the risks / experiences of abuse and/or neglect. Due diligence is applied when promoting and protecting an individual's wellbeing, while also having regard for their views, wishes, feelings and beliefs when deciding upon any action. Recognition and sensitivity is also extended to the complex interpersonal relationships an individual may have, whereby they are ambivalent, unclear or unrealistic about their personal circumstances.

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 a mental or physical incapacity, their socioeconomic circumstances, sensory loss etc. They could be an adult who is usually

able to safeguard themselves from harm but unable to do so because of an accident, disability, frailty, addiction, or illness.

Manchester Deaf Centre adheres to the six key principles that underpin safeguarding work (See Care Act guidance):

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

Manchester Deaf Centre will not tolerate the abuse of adults and staff and volunteers should ensure that their work reflects the principles above and ensure the adult with care and support needs is involved in their decisions and informed consent is obtained. Manchester Deaf Centre should ensure that the safeguarding action agreed is the least intrusive response to the risk. Partners from the community should be involved in any safeguarding work in preventing, detecting, and reporting neglect and abuse. Manchester Deaf Centre should be transparent and accountable in delivering safeguarding actions.

3. What is Making Safeguarding Personal (MSP)?

MSP means a case should be person-led and outcome-focused. The individual should be involved in identifying how best to respond to their safeguarding situation by giving them more choice and control as well as improving quality of life, wellbeing, and safety.

Manchester Deaf Centre will ensure that adults are involved in their safeguarding arrangements and each individual is dealt with on a case by case basis. As adults may have different preferences, histories and lifestyles, the same process may not work for all.

4. Who do adult safeguarding duties apply to?

The Care Act 2014 sets out that adult safeguarding duties apply to *any* adult who:

- has care and support needs, and
- is experiencing, or is at risk of, abuse and neglect, and
- is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs.

5. Who do I go to if I am concerned?

Manchester Deaf Centre's named safeguarding leads are the Senior Managers Mark Woodall and Claire Baldwin.

All staff and volunteers should contact the Senior Managers for any concerns/queries they have regarding safeguarding adults. A log of the concern must be kept. Both Senior Managers are responsible for making decisions about notifying Social Services and considering alternative courses of action where necessary.

Manchester Deaf Centre's Senior Managers will ensure Safeguarding policies and procedures are in place and up to date, while also promoting a safe environment for staff, volunteers, and service users. The Senior Managers will ensure their safeguarding training is also up to date.

6. What should I do if I am concerned?

Staff and volunteers at Manchester Deaf Centre who have any adult safeguarding concerns should:

1. Respond

- Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention. Dial 999 for emergency services.
- Get brief details about what has happened and what the individual would like to do. However, do not probe or conduct a mini-investigation.
- Seek consent from the adult to take action and to report the concern. Consider whether the adult may lack capacity to make decisions about their own and other people's safety and wellbeing. If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this.

2. Report

- Name the person to whom staff/volunteers need to report any potential safeguarding concerns. This will usually be the organisation's designated safeguarding lead (see above).

3. Record

- Update Lamplight reporting the incident under the service users' records.
- As far as possible, records should be written contemporaneously, dated, and signed.
- Keep records about safeguarding concerns confidential and in a location where the alleged abuser will not have access. Access should not be given to any unauthorised personnel, including the sharing of passwords.

4. Refer

In making a decision whether to refer or not, the designated safeguarding lead should take into account:

- the individual's wishes and preferred outcomes.
- whether the person has mental capacity to make an informed decision about their own and others' safety.
- the safety or wellbeing of children or other adults with care and support needs.
- whether there is a person in a position of trust involved.
- whether a crime has been committed.

This should inform the decision whether to notify the following services:

- the police - if a crime has been committed and/or
- Manchester City Council (part of adult social services) for possible safeguarding enquiry.
- relevant regulatory bodies such as Care Quality Commission, Ofsted, Charities commission.
- service commissioning teams.
- family/relatives as appropriate (seek advice from adult social services).

The designated safeguarding lead should keep a record of the reasons for referring the concern, or reasons for not referring.

Incidents of abuse may be one-off or multiple and may affect one or more people. Staff and volunteers should look beyond single incidents to identify patterns of harm. Accurate recording of information will also assist in recognising any patterns.

As soon as Adult Social Services become involved, a 4-stage safeguarding adults process is followed.

7. What are your roles and responsibilities?

All staff, management, trustees, and volunteers at Manchester Deaf Centre are expected to report any safeguarding concerns to the named lead. If the allegation is against one of Manchester Deaf Centre's staff, volunteers, trustees, or directors, seek advice from Manchester Deaf Centre's safeguarding leads. If the allegation is against the safeguarding lead, seek advice from Manchester City Council.

The designated safeguarding adults lead 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.

The local authority will decide on who will lead on a safeguarding enquiry should it progress to that stage. The named organisation should not conduct its own safeguarding enquiry unless instructed to do so by the local authority.

8. Complaints procedure

Manchester Deaf Centre promotes transparency and honesty when things go wrong. All staff and volunteers should be open and honest with service users and other relevant persons when things go wrong.

If a staff member or volunteer, or any other member of the organisation is unhappy about a safeguarding outcome, they can address this through the Manchester Deaf Centre's Complaints Policy – which should be made readily available.

Manchester Deaf Centre is committed to ensuring that staff and volunteers who, in good faith whistle-blow, are protected from reprisals and victimisation.

The Mental Capacity Act 2005 is to be used when making decisions on behalf of adults with care and support needs, who are unable to make some decisions for themselves.

Refer to the Mental Capacity Act Code of Practice:

<https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice>.

You will need to involve an advocate if the person lacks capacity to make decisions about the safeguarding concern.

9. Why is it important to take action?

It may be difficult for adults with care and support needs to protect themselves and to report abuse. They rely on you to help them.

10. Confidentiality and information sharing

Manchester Deaf Centre expects all staff, volunteers, and trustees to always maintain confidentiality. In line with Data Protection law, Manchester Deaf Centre will not share information unless required to do so.

Staff and volunteers should ensure that the adult with care and support needs is involved.

It should however be noted that information should be shared with authorities if an adult is deemed to be at risk of immediate harm. Sharing the right information, at the right time, with the right people can make all the difference to preventing harm. For further guidance on information sharing and safeguarding see: <https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp>

11. Recruitment and selection

Manchester Deaf Centre is committed to safe employment. Safe recruitment practices, such as Disclosure and Barring checks reduce the risk of exposing adults with care and support needs to people unsuitable to work with them. Refer to Manchester Deaf Centre's Recruitment through Disclosure and Barring Service policy.

12. Training, awareness raising and supervision?

Manchester Deaf Centre ensures that all staff and volunteers receive basic awareness training on safeguarding, 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 in turn should be equipped with the basic knowledge to confidently identify the appropriate support needs and any further action required. All staff and volunteers should be clear about the core values of Manchester Deaf Centre and its commitment to safeguarding adults.

It is also useful to discuss training with staff who have attended training sessions to ensure they are embedding this in practice.

Similarly, staff and volunteers may encounter concerns about the safety and wellbeing of children. For more information about children's safeguarding, refer to Manchester Deaf Centre's *Safeguarding Children Policy* (policy number 2).

13. Prevent duty

Radicalisation and extremism of adults with care and support needs is a form of emotional / psychological exploitation. Radicalisation can take place through direct personal contact, or indirectly through social media.

If staff are concerned that an adult with care and support needs is at risk of being radicalised, this should be treated as a safeguarding concern. Manchester Deaf Centre has specific policies and procedures which apply in this situation. For more information refer to policy number 21 *Prevent Duty Policy*.

For more information about Prevent duty see:

<https://www.gov.uk/government/publications/prevent-duty-guidance>

14. Online safety

As an organisation, we promote online safety for staff, service users and learners.

We work closely with our IT system provider to ensure that our internet security systems prevent access to unauthorised or extremist websites, and we carry out periodic checks to ensure the system is working.

We recognise that even though our service users and learners may not have access to our organisation's own IT system and computer equipment, they are likely to be accessing the internet via their own devices. We therefore regularly promote information and provide educational opportunities on the topic of 'staying safe online'.