



Safeguarding Adults Policy and Procedure

Aims and Purpose

Turtle CYP is committed to safeguarding all adults that come into contact with our organisation. We believe that all adults have an equal right to protection from abuse, regardless of their age, race, religion, ability, gender, language, background or sexual identity. Turtle CYP abides by the legal duties conferred by the Care Act 2014 to operate in a way which safeguards adults with care and support needs and promotes and protects their right to live safe lives, which are free from abuse and/or neglect. This policy is also informed by the *Making Safeguarding Personal Guide 2014*.

We enable all our staff and those who work with us to make informed and confident decisions regarding adult safeguarding. We expect everyone (staff, board, volunteers and anyone working on behalf of the organisation) to have read, understood and adhere to this policy.

All staff are in a position of trust and have a general responsibility to observe and apply this duty to safeguard. This means that staff must:

- a) Act and be seen to act in the best interest of the adult at risk
- b) Avoid any contact which may lead any reasonable person to question their motivation and intentions
- c) Take responsibility for their own actions and behaviour
- d) Understand the specific responsibilities which are part of their employment or role
- e) Be aware that sanctions will be applied if these provisions are breached. These may include legal proceedings if required.

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This Safeguarding policy statement is displayed throughout our organisation. The designated Turtle CYP lead will have the responsibility to make sure that all staff, trustees, volunteers and service users are made aware of the full Safeguarding policy and procedures.

1) Risk assessments

- a) All members of staff should make themselves aware of the risk assessments and controls for their specific project, activity and / or property.
- b) Relevant managers are responsible for reviewing risk assessments at least every six months.

2) Confidentiality

Turtle CYP staff members will share information with the Local Authority and other relevant agencies in those circumstances whereby there is reason to believe that an adult with care and support needs is experiencing or at risk of abuse or neglect. In most cases this should be done with the knowledge and consent of the service user. Exceptions to this would include:

- Where to do so may place the adult or staff members at increased risk of harm;
- Where to do so would prejudice the prevention, detection or prosecution of a serious crime;
- Where to do so would lead to unjustified delay in progressing enquires;
- Where the service user lacks capacity to give informed consent.

3) Recruitment of Staff, Volunteers and Trustees

- a) The organisation’s managers will ensure that people working with adults at risk are safe to do so. Two references will be taken up for new staff and volunteers. The Manager will ensure that they have an up-to-date enhanced Disclosure Barring Service (DBS) check.
- b) All trustees and senior managers will be required to sign an Automatic Disqualification declaration prior to appointment and annually in January, to comply with changes by the Charity Commission from August 2018.
- c) As part of their induction new recruits are, as are all staff, required to familiarise themselves with this Safeguarding Policy and associated procedures, and to complete the Safeguarding Checklist.

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4) Professional boundaries

- a) Staff need to be aware of their personal / professional boundaries when working with adults at risk.
- b) Staff should not establish social contact with adults at risk, outside of their professional role. Should an adult at risk attempt to initiate social contact, for example through social media, the relevant staff member must report this approach to their line manager or the Turtle CYP Safeguarding Lead.
- c) Staff should seek to minimise physical contact with adults at risk.
- d) Should a staff member form, or attempt to form, a sexual relationship with an adult at risk, this would be considered an act of gross misconduct and the relevant staff member would be subject to Turtle CYP Disciplinary Policy.

5) Safe Environment

- a) All staff must act on their shared responsibility to provide a safe environment for working with adults at risk. The room used for the interaction should either be visible from the outside, or the door should be left open.
- b) Staff must follow the procedures for reporting and acting on incidents where adults at risk have been harmed or their safety has been jeopardised. Parents / carers of children or young people affected by incidents should normally be contacted as soon as possible.

6) Who is an adult at risk:

The adult safeguarding duties under the Care Act 2014 apply to an adult, aged 18 or over, who:

- has needs 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.

7) Types of abuse - the following forms of abuse are outlined under the Care Act 2014:

- a) **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,

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property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

- b) **Physical abuse** - including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- c) **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.
- d) **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.
- e) **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
- f) **Organisational abuse** - including neglect or poor care practice within an organisation or specific care setting, such as a hospital or care home. It can also be in relation to care provided in your 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.
- g) **Discriminatory abuse** - including forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion.
- h) **Self neglect** - this covers a wide range of behaviour such as neglecting to care for your personal hygiene, health or surroundings and includes behaviour such as hoarding.
- i) **Domestic abuse** - including psychological, physical, sexual, financial, emotional, or so-called 'honour' based violence.
- j) **Modern slavery** - encompasses slavery, human trafficking, forced labour and domestic servitude. Trafficking 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.

8) Who abuses?

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

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- i) relatives and family members
 - ii) professional staff
 - iii) paid care workers
 - iv) volunteers
 - v) other service users
 - vi) neighbours
 - vii) friends and associates
 - viii) strangers
- k) There can be abuse in any relationship, often occurring where the person abusing is in a more powerful position than the person being abused.
 - l) The abuser may be more able than the person being abused, or the abused person may be dependent on the abuser in some way.
 - m) The abuser might be another person eligible for community care services, such as another resident in a care home or an adult with learning disabilities caring for an elderly and/or frail parent.
- 2) In any formal caring situation the person providing care is in a position of trust, which entails a power imbalance between the member of staff, paid carer or volunteer and the person in receipt of the service.

9) Where does abuse take place?

- a) Abuse can take place at any location, including in the individual's own home, in the home of a friend or family member, in a public place, or in a care setting such as a hospital, residential/nursing home or day service.
- b) Abuse is more likely to take place and continue in settings where people are isolated. Isolation is not just about the physical location, but also about whether there is any outside monitoring or other people/agencies involved.
- c) It can also be to do with people being unable to communicate their feelings, needs and express choices because of lack of opportunity, lack of access to equipment, lack of information or not being listened to. Isolation can occur equally in peoples own homes or in regulated services.

10) How might we notice abuse?

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Turtle CYP understands that concerns about or evidence of abuse can come to us through:

- i) A direct disclosure by the adult at risk.
- ii) A complaint or expression of concern by another member of staff, a volunteer, another service user, a carer, a member of the public or relative.
- iii) An observation of the behaviour of the adult at risk by the volunteer, member of staff or carer.

11)What do to if you have a concern?

- a) If an adult at risk is in immediate danger, dial 999 and ask for police assistance.
- b) Staff raising safeguarding adults concerns at Turtle CYP may be service users, members of the public and staff/volunteers who may discover or have information disclosed about alleged abuse.
- c) Staff raising safeguarding adults should liaise with the designated lead for Safeguarding at Turtle CYP and they will support the staff member to raise a Safeguarding Adults Concern with South Gloucestershire Council Customer Services Desk 01454 868007.

12)What to do as a staff member raising a safeguarding adults concern if you suspect abuse has happened or is likely to happen:

- i) listen to the person and record carefully what has happened or has been said
- ii) make sure the person is safe and the risk of further abuse is prevented – call for emergency help on 999 if necessary
- iii) keep any evidence safe – ensure that it is not contaminated

13)Managing allegations against staff, volunteers or trustees

- a) Turtle CYP has a dual responsibility when responding to an allegation made against a member of staff, volunteer or trustee firstly, to the adult at risk, and, secondly, to the staff member/volunteer.
- b) Turtle CYP procedures for dealing with allegations against a staff member/ volunteer or trustee which, in the case of a concern about an adult at risk, will run parallel to the process for reporting a concern about an adult at risk, except in those circumstances whereby this may prejudice any necessary Safeguarding Adults Investigation.
- c) It is Turtle CYP policy to suspend without prejudice when an allegation of abuse or harm is

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made, all members of staff, volunteers and trustees we will make sure that everyone is aware that this is our policy.

- d) Initially, all details of the incident will be recorded fully by Turtle CYP designated Safeguarding Lead who will pass it on to the Director.
- e) Turtle CYP will take the actions outlined below. It is possible that the actions outlined will occur virtually simultaneously and not necessarily sequentially.
 - i) The Director or Designated Safeguarding Lead will contact South Gloucestershire Safeguarding Adults team to consult with them and to ensure that any subsequent action taken Turtle CYP does not prejudice any further investigation
 - ii) Following the above consultation, the staff member/volunteer or trustee will be informed that an allegation has been made against him/her and will be provided with an opportunity to respond to the allegation.
 - iii) All measures taken will be in line with the Turtle CYP disciplinary procedures and this include taking protective measures, which may include suspending the staff member/volunteer or trustee and moving him or her to alternative duties.
 - iv) It should be noted that suspension in this instance is a neutral act to allow the investigation to proceed and to remove the employee/volunteer or Trustee from the possibility of any further allegation.
 - v) Where suspension is considered necessary, it will be dealt with as quickly and sensitively as possible.

14) Possible outcomes of investigations

- f) Turtle CYP understands that if the staff member/volunteer or Trustee resigns or retires at any point during the investigation process, the investigation should nevertheless be concluded, and a referral should be made to the DBS if the investigation concludes that harm or risk of harm to an adult at risk has occurred.

DBS barring helpline Telephone: 01325 953795

Employers must [refer someone to DBS](#) if they:

- sacked them because they harmed someone
- sacked them or removed them from working in [regulated activity](#) because they might have harmed someone
- were planning to sack them for either of these reasons, but they resigned first

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