



Psychosis Therapy Project (Community Interest Company)

SAFEGUARDING POLICY and PROCEDURE

Last updated: 28/08/2020

Introduction

Psychosis Therapy Project (CIC) is committed to providing a safe and supported environment for staff, service users and carers. The Company seeks to fully comply with the London multiagency adult safeguarding policy and procedures (2016) to safeguard adults from abuse. The Company acknowledges that this will provide greater consistency in practice across the London region.

This Policy sets out how to monitor, record and escalate any concerns that staff or service users may have or receive about the welfare and safety of service users, carers, volunteers, and staff. We believe at the Psychosis Therapy Project that safeguarding adults is everyone's responsibility.

Legal Context

1. The **Care Act (2014)** came into force in 1st April 2015 – putting adult safeguarding on a statutory footing for the first time. It focuses on client centred safeguarding, encouraging greater self-determination so people maintain independence and choice. The Care Act places legal responsibility to make safeguarding enquiries or to ensure that others do so. An enquiry should establish whether any action needs to be taken to stop or prevent abuse or neglect, and if so, by whom.
2. **Human Rights Act:** This includes the right to life, the right not to be subjected to inhuman or degrading treatment, the right not to be arbitrarily deprived of liberty and the right to respect for private and family life. Everyone has the right to live their lives free from violence, abuse, and neglect. This right is underpinned by the duty on public agencies under the Human Rights Act (1998) to intervene proportionately to protect the rights of citizens.



3. **Mental Capacity Act (2005)** is a statutory framework to empower and protect people who may lack capacity to make decisions for themselves and establishes a framework for making decisions on their behalf. This applies whether the decisions are life-changing events or everyday matters. All decisions taken in the Safeguarding Adults process must comply with the Act. For people who lack capacity, the Mental Capacity Act (2005) introduced two new criminal offences of ill treatment and wilful neglect. This can be applied to family carers, health, or social care staff in any setting, other paid or unpaid carers and also appointed attorneys or court appointed deputies.

Aim

The aim of this policy is to outline how as a member of staff or volunteer, you should alert both internal and external agencies and report what you have heard, seen, suspect or been told. This Policy is an essential resource that all staff and volunteers need to be aware of and fully understand during day to day activity.

The Aims of Adult Safeguarding are to–

1. Stop abuse or neglect wherever possible.
2. Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs.
3. Safeguard adults in a way that supports them in making choices and having control about how they want to live.
4. Promote an approach that concentrates on improving life for the adults concerned.
5. Raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect.
6. Provide information and support in accessible ways to help adults understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult.
7. Address what has caused the abuse.

Protecting adults at risk: London multi-agency policy and procedures to safeguard adults from abuse (2016).

In London, as elsewhere, the main statutory agencies – local councils, the police and NHS organisations – need to work together **both** to promote safer communities to prevent harm and abuse **and** also to deal well with suspected or actual cases of abuse. That is why they have come together to produce the document: London multi- agency adult safeguarding



policy and procedures. It is our firm belief that adults at risk are best protected when procedures between statutory and voluntary agencies are consistent across London.

Protecting Adults at Risk

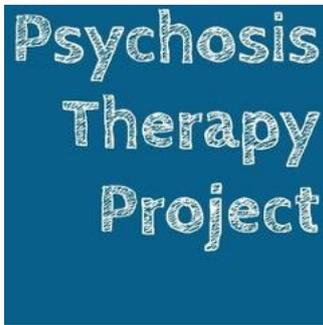
Protecting adults at risk represents the commitment of organisations in Greater London to work together to safeguard adults at risk. The procedures aim to make sure that:

1. The needs and interests of adults at risk are always respected and upheld.
2. The human rights of adults at risk are respected and upheld.
3. A proportionate, timely, professional, and ethical response is made to any adult at risk who may be experiencing abuse.
4. All decisions and actions are taken in line with the Mental Capacity Act 2005.

Summary of Adult Abuse

Abuse is a violation on an individual's human and civil rights by a person or persons. The following types of abuse that are listed are recognised within the London multi-agency policy and procedures:

1. **Physical Abuse** – This relates to any form of malpractice involving an individual's physical wellbeing. More commonly known examples include hitting or kicking a patient or adult in a care setting but can also extend to misuse of medication and inappropriate use of restraint.
2. **Emotional/Psychological Abuse** – Usually a repeated form of verbal abuse, where an individual is subjected to threats of harm, isolation or seclusion from services, harassment, or intimidation, as well as anything that alters the person's behaviour from the way they would like to live.
3. **Financial Abuse** – Where someone in a caring role misuses the finances of the individual they care for. This could be for personal gain or in a way originally intended to help the adult receiving care but using someone's money without their consent is a crime.
4. **Sexual Abuse** – If the adult in need of social care is subjected to sexual activity that they did not or could not consent to, including anything from inappropriate touching to rape, the perpetrator is guilty of sexual abuse.
5. **Organisational Abuse** – This is defined as a service, agency or care home putting its own needs before those of the service users. From imposing inflexible daily routine



to reorganising a staff rota to suit its own costs, organisational abuse can damage the service users' lives.

6. **Neglect** – Instances of a care worker ignoring the care needs of an individual and failing to provide the care services they require is neglect. Extreme cases can lead to irreparable psychological damage and even death.
7. **Discriminatory Abuse** – Refusing to acknowledge the different care needed for each individual. This could mean purposefully ignoring someone's religion, personal beliefs, dietary views or any number of personal preferences.
8. **Domestic Violence** – One of the new introductions to the list of safeguarding adults in care settings, domestic violence is now recognised as the jurisdiction of the Safeguarding Adults Boards across the country when it is committed against an adult in need of care services.
9. **Modern Slavery** – Another new category, the use of individuals working for little or no wages is now the business of the Safeguarding Adults Boards across the country. This could be perpetrated by care service employers, the adult in need to care themselves, or someone connected to that person.
10. **Self-Neglect** – A newly defined form of abuse, self-neglect is a condition affecting behaviour, where the individual refuses to attend to their personal care and hygiene, their environment or even refusal of care services offered to them. Care workers should be educated on this condition and prepared to work with the individual to improve their situation.

The above are only examples. If you feel you have come across something which may be abuse but are not sure, you are required to discuss this with a Line Manager or the Clinical Director.

Adults at risk – Safeguarding Procedure

Take Immediate Action

1. Make an immediate evaluation of the risk and take steps to ensure that the adult is in no immediate danger.
2. Where appropriate, dial 999 for an ambulance if there is need for emergency medical treatment, in line with information-sharing considerations.
3. Consider contacting the police if a crime has been or may have been committed, in line with information-sharing considerations.



4. Do not disturb or move articles that could be used in evidence, and secure the scene, for example, by locking the door to a room.
5. Contact Children and Families Social Services if a child is also at risk.
6. If possible, make sure that no other people are not also at risk.
7. Seek appropriate advice from a Manager and report to the Clinical Director.
8. Document all actions taken, and actions planned.

Consent

It is always essential in safeguarding to consider whether the adult at risk is capable of giving informed consent in relation to any safeguarding activity. If they are, their consent should be sought, and their views elicited on what safeguarding support or actions they need.

If, after discussion with the adult at risk **who has mental capacity**, they refuse any intervention, their wishes will be respected unless:

- there is a public interest, for example, not acting will put other adults or children at risk
- there is a duty of care to intervene, for example, a crime has been or may be committed

Raising a Concern

You are not expected to be an expert in identifying abuse or investigating allegations, instead it is your duty to report any concerns to a manager or other senior person in the Company and support them in taking action where required. In line with the pan London adult safeguarding policy the organisations alerting manager is the person tasked with making referrals to the local authority. At the Psychosis Therapy Project, we have identified Alerting Managers as being the Line Managers and, in their absence, the Clinical Director.

If you receive a disclosure of alleged abuse or develop a strong suspicion that abuse is taking place, you should:

- record the allegation clearly and accurately
- notify one of the Company's alerting managers

Principles underpinning the Safeguarding Work of the Company



1. **Partnership Working** – Psychosis Therapy Project is committed to working with other organisations and agencies to safeguard adults at risk from abuse.
2. **Prevention** – At the Psychosis Therapy Project all of our work is aimed at preventing abuse occurring in the first place rather than reacting to abuse after it has happened.
3. **Protection** – All vulnerable individuals deserve protection from the risk of abuse and actual abuse.
4. **Proportionality** – At the Psychosis Therapy Project the response we make to suspected abuse is in line with the risks presented. Safeguarding protocols will be used for those cases in most need of action whilst other protocols will be followed wherever necessary.
5. **Accountability** – Through the records we keep and the role of the alerting managers within the Company we hold ourselves accountable to our service users and outside agencies.
6. **Empowerment** – At the Psychosis Therapy Project we want to ensure that our service users are involved with the key decisions they make about their lives. Wherever possible we inform the service users of the concerns at the earliest opportunity. For service users who lack the capacity to understand whether they would benefit from a safeguarding referral, a best interest decision is made.

Training

At the Psychosis Therapy Project we are committed to accessing adult safeguarding training for all volunteers, staff and where appropriate service users.

Dignity in Care

Dignity in care and safeguarding are integral to safe dignified care.

At the Psychosis Therapy Project we are committed to The Dignity Challenge and we believe that our services keep people safe and respect people's dignity because we–

1. Have a zero tolerance of all forms of abuse
2. Support people with the same respect we would want for ourselves or a member of our own family
3. Enable people to maintain the maximum possible level of independence, choice and control
4. Listen and support people to express their needs and wants
5. Respect people's right to privacy
6. Ensure people feel able to complain without fear of retribution



7. Engage with family members and carers as care partners
8. Assist people to maintain confidence and a positive self esteem
9. Act to alleviate people's loneliness and isolation.

Responding to Reports of Abuse – Alerting Managers Response

The alerting manager may become aware of suspected abuse in the following ways:

- by receiving an allegation directly from the adult at risk,
- by receiving an allegation from someone who is not the adult at risk,
- by receiving a report from outside agencies or other activities the adult at risk may be involved with,
- developing a strong suspicion based on your own observations or experience.

As soon as you have recorded the details of the case and discussed it with senior management, you should notify the relevant statutory agency. This can be done with details below.

CONTACTS:

ISLINGTON

access.service@islington.gov.uk

020 7527 2299 (9am-5pm) or 020 7226 0992 (outside office hours)

HARINGEY

firstresponseteam@haringey.gov.uk

020 8489 1400

LAMBETH

adultsocialcare@lambeth.gov.uk

020 7926 5555

SOUTHWARK

casc@southwark.gov.uk

0207 525 3324

Further Resources

Pan-London Safeguarding Adults Procedure (April 2019):



<https://londonadass.org.uk/wp-content/uploads/2019/05/2019.04.23-Review-of-the-Multi-Agency-Adult-Safeguarding-policy-and-procedures-2019-final-1-1.pdf>

Haringey:

Safeguarding Alert Form (Word, 46KB)

Lambeth:

<https://www.lambeth.gov.uk/forms/raising-concerns-that-an-adult-may-be-at-risk-form>

Southwark:

http://www.proceduresonline.com/southwarkadults/user_controlled_lcms_area/uploaded_files/Safeguarding%20Professionals%20Alert%20Form%20v2%20%5BApr15%5D.doc