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elearning for healthcare

SAFEGUARDING ADULTS

VOLUNTEER INDUCTION

ADULT WITH CARE AND SUPPORT NEEDS

Adult safeguarding duties under the Care Act 2014 [1] apply to an adult, aged 18 or over, who:

- Has needs for care and support 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

We refer to these adults as 'adults with care and support needs'. You may also hear the terms 'adult at risk' or 'vulnerable adult'.

Care and support is the mixture of practical, financial and emotional support for adults who need extra help to manage their lives and be independent, including older people, people with a disability or long-term illness, people with mental health problems and carers.

ADULT SAFEGUARDING IS EVERYONE'S BUSINESS

Everybody has the right to be safe no matter who they are or what their circumstances.

Safeguarding is about protecting everyone from harm, abuse or neglect.

As a volunteer, you have:

A duty of care. It is your duty to identify and report any concerns, not to take action or investigate further

A responsibility to be aware of the Prevent strategy and an obligation to report concerns. As part of your volunteer training you may also be asked to complete the Prevent training session. If in doubt, talk to your volunteer coordinator

THE AIMS OF ADULT SAFEGUARDING

- Prevent harm and reduce risk of abuse or neglect to adults
- Stop abuse and neglect wherever possible
- Safeguard adults in a way that supports them in making choices about how they want to live
- Raise public awareness so that communities, alongside professionals, play a part in preventing, identifying and responding to abuse and neglect
- Provide information and support in accessible ways to help people 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
- Address what has caused the abuse or neglect

THE UNDERPINNING PRINCIPLES

Adult safeguarding reflects the six underpinning key principles.

- Empowerment: People being supported and encouraged to make their own decisions and give informed consent
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- Prevention: Acting before abuse occurs.
- Proportionality: Making sure the level of action taken is equal to the risk
- Protection: support and representation for those in greatest need.
- Partnership: Working in partnership to achieve local solutions in communities where we live. Communities have a part to play in preventing, detecting and reporting abuse and neglect..
- Accountability: Accountability and transparency in delivering safeguarding.

OUTCOMES

What does this mean in practice?

An adult with care and support needs should feel comfortable about the following:

- “I am asked and listened to about the support I want to help keep me safe and this directly informs what happens in the safeguarding process
- I am provided with easily understood information about what abuse is, how to recognise the signs and what I can do to seek help
- I am clear about the roles and responsibilities of all those involved in helping me keep safe and providing good quality care, and so are they”

SUPPORTING AN INDIVIDUAL'S WELLBEING

Safeguarding protects an individual's well-being. It should be assumed that individuals are best placed to judge their own well-being. Well-being relates to:

Personal dignity	Exercising control over day-to-day life	Physical, mental health and emotional wellbeing
Domestic, family and personal relationships	Protection from abuse and neglect	Social and economic wellbeing
Suitability of living conditions	Participation in work, education, training or recreation	Contributions to society

WHAT CONSTITUTES ABUSE AND NEGLECT?

People are not always aware that adults, as well as children, are at risk and can experience abuse and neglect.

Abuse or neglect in any form needs to be identified and responded to appropriately to make sure harm can be stopped, or managed, and to make sure the likelihood of it recurring is reduced.

Everyone has a duty to respond if they are worried about abuse or neglect of an adult at risk of harm.

There are many types of abuse and these can include the following:

PHYSICAL ABUSE

This is non-accidental harm to the body. It can include hitting, pushing, punching, kicking, nipping, pulling hair, rough handling, spitting, misuse of medication or inappropriate use of restraint.

Indicators of physical abuse might include:

- Finger marks
- Bruising
- Unexplained injuries or falls
- Inconsistent explanations for injuries or accidents
- Unexplained changes in a person's behaviour
- A person being fearful of people around them

Example:
Mr Jones' support worker pinches him to stop him asking for the nurse to come and help him.

PSYCHOLOGICAL ABUSE

This can include name calling, threats of harm or abandonment, deprivation of contact, humiliation, blaming, bullying, radicalisation, treating someone like a child, shouting, verbal abuse, threats, intimidation and coercion.

Coercion, or coercive behaviour, includes acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish or frighten their victim.

Indicators of psychological abuse might include:

- Lack of confidence and self-esteem
- Depression, withdrawal
- Changes in behaviour (for example, becoming more aggressive)
- Lack of trust in others

Example:
Sarah is told that unless she does what the ward staff tell her, the consultant will stop her family from visiting.

DOMESTIC ABUSE

This is defined as an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is, or has been, an intimate partner or family member regardless of gender or sexuality.

It includes those aged under 18 years, and includes the following types of abuse:

- Psychological
- Physical
- Sexual
- Financial
- Emotional
- So-called honour-based
- Female genital mutilation
- Forced marriage

Indicators of domestic abuse might include:

- Fractures
- Bruising
- Absence from work
- Isolation
- Depression
- Under 18s should be referred to child safeguarding services.

EXAMPLE:
The last time Debbie went to her activity group, she stated that her husband hits her when he's drunk. They have a son and daughter in their teens and the son is now mimicking his father's behaviour.

SELF-NEGLECT

This covers a wide range of behaviours where individuals neglect to attend to their basic needs, such as personal hygiene, health or surroundings.

Indicators of self-neglect might include:

- Unkempt appearance
- Dirty or untidy surroundings
- Hoarding
- Non-attendance at health appointments
- Lack of engagement with health and social services

Example:
Deidre is a 75-year-old lady with capacity to make her own decisions, but reduced mobility. She drinks a considerable amount of alcohol each day and spends most of her day in bed, refusing to let carers help her wash and shower.

SEXUAL ABUSE

This can include rape, sexual assault, being forced to look at sexual images or any sexual acts to which the adult has not consented to or was pressured into consenting.

Indicators of sexual abuse might include:

- Bruising or injuries in intimate areas
- Changes in a person's behaviour
- Fear, withdrawal, depression, flinching from physical contact
- Unusual use of sexual language or sexualised behaviour
- Genital and urine infections
- Disturbed sleep pattern

Example:
John feels very uncomfortable when the carer visiting him always gives him a kiss and holds him tightly when he arrives at and leaves his home.

ORGANISATIONAL ABUSE

This can include neglect and poor care practices within an institution or specific care setting such as a hospital or care home. Poor professional practice can be the result of the structure, policies, processes and practices within an organisation.

Indicators of organisational abuse may include:

- Complaints not being responded to
- Inflexible routines
- Lack of individualised care
- Reluctance of staff to report on progress
- Increased withdrawal, apathy or challenging behaviour from residents or individuals
- Medication not administered

Example:
The residents of Willow Court are not allowed anything to eat after 7pm because the kitchen is locked once the chef goes home.

DISCRIMINATORY ABUSE

This includes all forms of harassment, bullying or name calling based on a person's disability, ethnic origin, sexuality or gender. In some circumstances, this would be considered a hate crime. It can also include not taking account of a person's religious or cultural needs.

Indicators of discriminatory abuse include:

- Using racist or sexist descriptions or innuendos
- Victimising somebody because of a disability
- Failing to respect religious faiths and practices
- Institutional abuse can occur whenever the regimes or routines of an organisation are insensitive to or ignore the unique needs of the service user

Example:
Yousuf is a Muslim man who used to go to mosque by himself until he became disabled. His support staff refuse to take him to mosque because they are not Muslim themselves.

FINANCIAL OR MATERIAL ABUSE

Theft, fraud and internet scamming can include:

- Being forced to pay for other people's things
- Collecting loyalty points for shopping for others
- Not being allowed access or control of your money
- Being pressured in connection with your will, possessions or benefits

It can also include coercion in relation to an adult's financial affairs or arrangements in connection with property, inheritance or financial transactions.

Indicators of financial abuse might include:

- Fear of making decisions
- Change in living conditions
- Sudden changes in finances or constant supervision by the abuser
- Lack of basic items
- Money or possessions going missing
- Unable to account for spending, incorrect receipts
- Worrying about money
- Insufficient money to provide for basic needs

Example:
Mary uses a wheelchair and is dependent on her sister Sue to take her shopping and help her wash and dress. Because of her care and support needs, Mary feels unable to complain when Sue uses Mary's money to pay for her own shopping, including clothes, although this leaves Mary very short and unable to afford treats for herself. Sue tells Mary she'd have to 'go into a home' without her help.

NEGLECT OR ACTS OF OMISSION

This can include ignoring medical needs, not providing personal care or withholding necessities such as food, drink, medication or heating. It can also include not managing or supporting services as agreed. Neglect is not only about not providing services or ignoring an adult with care and support needs. For example, not giving medication can be a form of neglect.

Indicators of neglect might include:

- Weight loss
- Pressure ulcers
- Dehydration
- Malnutrition
- Complaints of pain or discomfort
- Complaints of hunger or thirst
- Reduced communication skills or independence
- Reluctance by the abuser to report on health or progress

Example:
Alison can't get herself a drink because of her disability. Her mum gives her a drink only three times a day so that she doesn't constantly ask to go to the toilet.

NEGLECT OR ACTS OF OMISSION

Modern slavery includes human trafficking, forced labour and domestic servitude. Traffickers 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 treatment.

Indicators of modern slavery might include:

- Severe weight loss
- Poor skin condition
- Poor hygiene
- Extreme anxiety and fear
- Low self-esteem
- Suicide and self-harm risk

Example:
Leon is 39 years old and has a severe learning disability. He works on a farm, lives in a leaking caravan, is not allowed to contact his family and is paid £2.50 a week.

REPORTING A SAFEGUARDING CONCERN

- As a volunteer you are required to report any concerns immediately to your volunteer coordinator
- You are not expected to investigate further. These concerns are confidential and must only be shared with your volunteer coordinator in the first instance.
- If an adult confides in you and insists that you don't tell anyone, you must still report it. While it is important to respect someone's wishes, this cannot override their welfare and safety. You should tell them that you have to share this with other people who may be able to help keep them and other adults safe.

REPORTING A SAFEGUARDING CONCERN

DON'T

Panic or allow emotions to become apparent

Share this information with any others at this point until instructed to do so by your volunteer coordinator

Make assumptions about what you're being told

Give out your personal phone number, email or address

Ask leading questions

DO

Keep yourself safe and, if you do not feel safe, remove yourself from the situation

Speak to your volunteer coordinator immediately if you have any concerns

Keep it confidential, except with your volunteer coordinator

Make notes on what you've seen

Be aware of your own limits

As a volunteer, you visit Jakub every week and you have recently become concerned. You have noticed that Jakub is no longer his usual, good-humoured self, and doesn't even seem interested in tending to his garden anymore. When you spoke to Jakub's daughter last week, she said that this is natural for someone with dementia, and you should stop poking your nose into family business.

On the last couple of visits, Jakub has been wearing clothes with old food stains on them, his hair is very greasy, and he smells strongly of urine. He also appears to have lost weight, and when you looked through the kitchen cupboards, they were nearly empty.

You asked Jakub if his daughter was helping him and Jakub said yes, she was helping him and obtaining his pension for him. He said he didn't always receive all this pension.

Jakub could be experiencing abuse.

What type(s) of abuse do you think Jakub is experiencing?

Choose two options -

- Physical abuse
- Domestic abuse
- Psychological abuse
- Financial or material abuse
- Neglects and acts of omission
- Modern Slavery
- Organisational Abuse
- Sexual abuse

KEY POINTS

- Prevent harm and reduce risk of abuse or neglect to adults with care and support needs
- Stop abuse and neglect wherever possible, and address what has caused the abuse or neglect
- **The safeguarding principles are:**
    - empowerment, prevention, proportionality, protection, partnership and accountability
- It is a volunteer's responsibility to report any safeguarding concerns immediately

KNOWLEDGE QUIZ!

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THANK YOU!

The content of this training was developed by NHS England, E-Learning for Healthcare and has been adapted by **Bradford Teaching Hospitals NHS Foundation Trust**, to help support the completion of the National Volunteer Certificate in an accessible format, ensuring that all volunteers have the same basic learning when they start in their role.