**Avenbury Care Farm Safeguarding Policy and Procedure**

This policy will be reviewed in full by the Avenbury Care Farm Staff and Directors on an annual basis.

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1. **Introduction**

**Adults with care and support needs.**

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

* Has needs for care and support,
* Is experiencing, or is at risk of, abuse or neglect
* As a result of those care and support needs is unable to protect him or herself from either the riskof, or the experience of abuse or neglect.

**Wellbeing**

The Care act 2014 introduces a duty to promote wellbeing when carrying out any care and support functions in respect of a person.

**Abuse or neglect**

* **Physical abuse**

Physical abuse includes assault, hitting, slapping, pushing, kicking, misuse of medication, being locked into a room, inappropriate sanctions or restraint, forcefeeding, unlawfully depriving a person of his, her liberty.

* **Domestic abuse**

Domestic abuse includes psychological, physical, sexual, financial, emotional and so called ‘honour’ based abuse

* **Sexual abuse**

Sexual abuse includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual terasing or innuendo, sexual photography, subjection to por nography or witnessing wsexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting

* **Psychological abuse**

Psychological abuse includes emotional abuse in form of threats of harm or abandonment, deprivatiojn of contact, humiliation, rejection, blaming, controlling, intimidation, coercion, indifference, harassment, verbal abuse, shouting, swearing, cyber bullying, isolation or withdrawal from services or support networks. It includes preventing the adult from using services that would otherwise support them and enhance their lives.

* **Financial or material abuse**

This includes theft, fraud, internet scamming, coercion in relation to the person’s financial affairs or the misuse of property, possessions or benefits.

* **Modern slavery**

It includes slavery, human trafficking, forced and compulsory labour and domestic servitude

* **Discriminatory abuse**

This includes discrimination on the grounds of race, faith, religion, age, disability, gender, sexual orientation and political views, along with racist, sexist, homophobic or ageist comments or jokes, or comments and jokes based on a person’s disability or any other form of harassment, slur or similar treatment.

* **Organisational abuse**

It includes neglect and poor care practice within am instituition or specific caere setting such as a hospital or care home, or where care is provided in their own home. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

* **Neglect and acts of omission**

These include ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, social care or educational services and the withholding of the necessities of life such as medication, adequate nutrition and heating. Neglect also includes a failure to intervene in situations that are dangerous, particularly when the person lacks the capacity to assess risk for themselves.

* **Self-neglect**

It includes neglecting to care for one’s personal hygiene, health or surroundings, including behaviour such as hoarding. Self-neglect is also defined as the inability to maintain a socially and culturally accepted standard of self-care with the potential serious consequences to the health ande well-being of the individual and sometimes to their community.

**Policy Statement**

Avenbury Care Farm will work with vulnerable adults, their carers and the community endeavouring to ensure their rights and safety by providing them with a network of support enabling them to enjoy the activities on the farm free from fear and oppression.

All staff have a responsibility to ensure the safety of our visitors. Staff acknowledge the difficulty of working in a small community but despite this understand the duty of care they owe to our visitors. As such all staff ensure their number one priority is the safety of our visitors.

**Purpose of a Safeguarding policy:**

* To inform staff, commissioners, carers, volunteers and directors about Avenbury Care Farm’s responsibilities for safeguarding vulnerable adults.
* To enable everyone to have a clear understanding of how these responsibilities should be carried out.

**Herefordshire Safeguarding Adults with care and support needs Board Inter- Agency Policies and Procedures**

All Avenbury Care Farm's policies and procedures relating to the safeguarding of adults with care and support needs are in line with the West Mercia Adult Protection Procedures as adopted by the Herefordshire Safeguarding Adults with Care and Support Needs Board.

The Herefordshire Safeguarding Adults with Care and Support Needs Board can be accessed via the following website <http://www.herefordshire.gov.uk/hscb/>

**Avenbury Care Farm Staff and Volunteers**

* All Avenbury Care Farm staff and volunteers have an active role in safeguarding adults with care and support needs.
* All staff and volunteers will attend a minimum of Herefordshire Safeguarding Board approved Group 1 training within 6 months of joining the company (see chapter 5 for a breakdown in required training).
* Training is refreshed every 3 years or in light of any significant legal changes.

**Safeguarding Mission Statement**

* Establish and maintain an environment where our visitors feel secure, are encouraged to talk and are listened to when they have a worry or concern.
* Establish and maintain an environment where Avenbury Care Farm staff and volunteers feel safe, are encouraged to talk and are listened to when they have concerns about the safety and well being of a visitor.
* Ensure adults with care and support needs know that there are adults in the Center whom they can approach if they are worried.
* Avenbury Care Farm will work in partnership with other agencies to ensure a collective approach is adopted when concerned over the safety of an adult with care and support needs.

1. **Statutory Framework**

In order to safeguard and promote the welfare of adults with care and support needs, Avenbury Care Farm will act in accordance with the following legislation and guidance:

* The Care Act 2014
* Mental Capacity Act (including DoLS) 2005
* Human Rights Act 1998

1. **The Designated Safeguarding Officer(s)**

The Designated Safeguarding Lead for Avenbury Care Farm Ina Dressler-Pearson

07393 148343

info@avenburycarefarm.com

It is the role of the Designated Safeguarding Lead to:

* Ensure he/she receives refresher training at two year intervals
* Ensure all staff who work with adults with care and support needs undertake appropriate training to equip them to carry out their responsibilities for safeguarding adults with care and support needs effectively and that this is kept up to date by refresher training every 3 years or if there is a serious case review.
* Ensure new staff receive a safeguarding adults with care and support needs induction within 7 working days of commencement of their contract.
* Ensure temporary staff and volunteers are made aware of the Farm’s arrangements for safeguarding adults with care and support needs within 7 working days of commencement of their work.
* Ensure the Farm operates within the legislative framework and recommended guidance.
* Ensure all staff receive regular supervision and have opportunities to raise concerns about practice and procedures.
* Ensure all staff and volunteers are aware of the HSCB Inter-Agency Safeguarding Adults with Care and Support Needs website and procedures.
* Ensure the CEO and lead director for Safeguarding are kept fully informed of any concerns.
* Develop effective relationships with other agencies and services.
* Regularly check the referrals to social care record log and action any active cases.
* Call a safeguarding meeting with the relevant designated safeguarding officers and/or department manager to decide upon the appropriate level of response to specific concerns about a visitor e.g. discuss with commissioners, discuss with other professionals offer a CAF or make a referral to social care).
* Liaise and work with other professionals including social care over suspected cases of abuse
* Ensure accurate safeguarding records are kept and marked CONFIDENTIAL and that all referrals are recorded in the referral to social care log.
* Ensure accurate reports are submitted and a relevant member of staff attends protection conferences.
* Ensure the relevant staff effectively monitor adults with care and support needs about whom there are concerns including notifying social care if there are any changes or new concerns.
* Provide guidance to commissioners and staff about obtaining support.
* Ensure new staff receive a safeguarding adults with care and support needs induction within 7 working days of commencement of their contract.
* Ensure temporary staff and volunteers are made aware of the Farm’s arrangements for safeguarding adults with care and support needs within 7 working days of commencement of their work.

1. **The Board of Directors**

Nominated Director for Safeguarding: Ina Dressler-Pearson (interim)

The board of directors has the overall responsibility for ensuring there are sufficient measures in place to safeguard the adults with care and support needs at Avenbury Care Farm.

In particular the board must ensure:

* There are effective safeguarding policies and procedures in place
* There are effective safer recruitment policies and procedures in place
* A designated safeguarding lead officer is appointed who is a member of the Avenbury Care Farm senior team.
* Relevant safeguarding adults with care and support needs training is attended by all staff and volunteers.
* Allegations against staff are managed safely and effectively.
* Deficiencies or weaknesses in safeguarding arrangements are remedied without delay.
* A director is nominated to be responsible in the event of an allegation of abuse being made against the CEO.
* Safeguarding policies and procedures are reviewed annually.

1. **Breakdown of Staff Safeguarding Training Levels**

Directors Specialist in house responsibility training

CEO Group 5 designated adult protection officer training

Designated Safeguarding Lead Group 5 designated child protection officer training

Staff / volunteers Group 2 in house training

1. **Procedures and Staff Responsibilities**

All staff have a responsibility to ensure the safety of adults with care and support needs.

If any member of staff is concerned about an adult with care and support needs he or she must inform the designated safeguarding officer (listed above).

The member of staff must record information regarding the concerns on the same day. The recording must be a clear precise, factual account of the observations (see chapter 10, record keeping for the template to follow).

The designated safeguarding officer along with the designated safeguarding lead will decide whether the concerns should be referred to MASH (multi agency safeguarding hub), see section 14. If it is decided to make a referral to MASH this will be done with prior discussion with the commissioners, unless to do so would place the person at further risk of harm or if the concerns relate to sexual abuse.

Avenbury Care Farm staff’s duty to safeguard adults with care and support needs should be prioritised above personal relationships or friendships. All staff should feel able to challenge each other effectively to highlight a concern or good practice.

Staff should be vigilant to any developing team cultures or cliques or to any abuses of power and authority by a member of staff. Should a member of staff be concerned they should contact their line manager and the safeguarding officer if they believe it may be causing a risk to the adults with care and support needs.

1. **When to be concerned**

All staff and volunteers should be aware that the main categories of abuse are:

* Physical abuse
* Emotional abuse
* Sexual abuse
* Neglect

All staff and volunteers should be concerned about an adult with care and support needs if he/she presents with indicators of possible significant harm.

If you are unsure whether or not to be concerned about an adult with care and support needs you should consult the designated safeguarding officer.

If a safeguarding officer is unavailable:

If you have a concern about an adult with care and support needs but a safeguarding officer is unavailable the following chain of people should be followed until you reach someone to provide you with advice:

Safeguarding Lead Ina Dressler-Pearson

MASH **01432 260800**

Police **030033 3000**

**Disqualification by Association**

An employee or volunteer is **automatically disqualified** from their position if they or anyone in their household has:

* inclusion on the Disclosure and Barring Service (DBS) Adults with Care and Support Needs’s Barred List,
* being found to have committed certain violent and sexual criminal offences against adults with care and support needs and adults which are referred to in regulation 4 and Schedules 2 and 3 of the 2009 Regulations (note that regulation 4 also refers to offences that are listed in other pieces of legislation);
* certain orders made in relation to the care of adults with care and support needs which are referred to in regulation 4 and listed at Schedule 1 of the 2009 Regulations;
* refusal or cancellation of registration relating to vulnerable adults care homes,
* living in the same household where another person who is disqualified lives or is employed (disqualification ‘by association’) as specified in regulation 9 of the 2009 Regulations;
* being found to have committed an offence overseas which would constitute an offence regarding disqualification under the 2009 Regulations if it had been done in any part of the United Kingdom.

The above list is only a summary of the criteria that lead to disqualification. Further details about the specific orders and offences which will lead to disqualification are set out in the 2009 Regulations.

If you are unsure whether or not to be concerned about an adult with care and support needs you should consult the designated safeguarding officer.

1. **Dealing with a disclosure**

If an adult with care and support needs makes a disclosure which indicates possible abuse, the member of staff/ volunteer should:

* Listen to what is being said without displaying shock or disbelief
* Accept what is being said
* Reassure the person, but not make promises which it might not be possible to keep
* React calmly
* Be aware of your non-verbal messages
* Keep responses short, simple, slow and gentle
* Don’t stop an adult with care and support needs or carer who is talking freely about what has happened
* Observe and listen but don’t ask for more information or ask any
* If you have difficulty in understanding the person’s communication method, reassure them that you will find someone who can help
* Tell the person they have done the right thing by telling you
* Avoid making comments or judgements about what is shared
* Tell the person what will happen next using words they will understand, and be honest
* Don’t promise confidentiality - you have a duty to pass the information they tell you onto the designated safeguarding officer and it may result in a referral to MASH (multi agency safeguarding hub).
* Make a written note (see Record Keeping)
* Pass the information to the designated safeguarding officer without delay.

**Support**

Dealing with a disclosure from an adult with care and support needs and safeguarding issues can be stressful. There is support available to staff/ volunteers through line management supervision but also through the designated safeguarding lead. Support will be offered to all staff/volunteers who deal with disclosures from adults with care and support needs/adults.

1. **Confidentiality**

Information Sharing Officer Ina Dressler-Pearson, CEO

Safeguarding adults with care and support needs raises issues of confidentiality that must be clearly understood by all staff/volunteers.

* All staff and volunteers at Avenbury Care Farm have a responsibility to share relevant information about the protection of adults with care and support needs with other relevant professionals, particularly social care and the police.
* If an adult with care and support needs confides in a member of staff / volunteer and requests the information be kept secret, it is important the member of staff / volunteer tells the person in a manner appropriate to their development that they cannot promise confidentiality - instead they must explain they may need to pass this information on to other professionals in order to help keep the person safe.
* Staff / volunteers who receive information about adults with care and support needs and their families in the course of their work should share that information only within appropriate professional contexts.
* Information regarding the safety of an adult with care and support needs should only be discussed by staff with the designated safeguarding officers, the designated safeguarding lead or the CEO. These key staff will then decide which other professionals to involve.
* Avenbury Care Farm follows the Herefordshire Information Sharing principals. Should a member of staff be unsure about what to discuss with other professionals they should contact the information sharing officer.

1. **Communication and relationships with commissioners / carers**

Good working relationships with commissioners / carers are paramount. Staff at the Farm should however be aware that this relationship must be professional at all times. If a member of staff has a concern about the professionalism of another member of staff they should contact their line manager except where this behaviour could be affecting the safeguarding procedures at the centre, in which case they should contact a safeguarding officer.

Where there are safeguarding concerns in relation to an adult with care and support needs the designated safeguarding officer/ designated safeguarding lead will:

* Undertake appropriate discussion with commissioners prior to the involvement of another agency unless to do so would place the person at further risk of harm or if it relates to possible sexual abuse.
* Ensure commissioners /carers have an understanding of the responsibilities placed on staff for safeguarding adults with care and support needs.
* Ensure commissioners are informed of concerns as soon as possible with advice from the relevant agency.
* Be available should a commissioner / carer wish to discuss a safeguarding issue or concern.

1. **Record Keeping**

When an adult with care and support needs has made a disclosure relating to potential abuse, the member of staff / volunteer should:

* Fill out a record of concern sheet as soon as possible after the conversation. (These can be obtained via the designated safeguarding officers/ safeguarding lead).
* If brief notes are made on another sheet of paper these should be securely attached to the record of concern sheet.
* Record the date, time, place, exact words used by the child and any noticeable non verbal behaviour used by the child.
* Use the body map attached to the record of concern sheet to indicate the position of any injuries
* Ensure only factual information is recorded, do not record your interpretation or any assumptions made.
* All records should be given to the designated safeguarding officer promptly. No copies should be retained by the member of staff/volunteer.
* Any meetings held to discuss concerns over an adult with care and support needs should be minuted or have notes taken. These minutes/notes should be kept alongside any other safeguarding records relating to the person in the locked safeguarding folder in the designated safeguarding lead’s office.
* Any referrals made to social care should be recorded via the referrals to social care log. These should be inputted by the log administrator. Any referrals should be kept open and followed up until feedback with action to be taken is provided by social care. The designated safeguarding lead will check the log on a weekly basis and consult with the log administrator as to any outstanding issues.
* An electronic copy of all written referrals to social care should be kept in the safeguarding drive. This drive is only accessible by the designated safeguarding officers and the CEO. Any printed copies should be shredded.

1. **Allegations involving Avenbury Care Farm Staff / Volunteers**

An allegation is any information which indicates that a member of staff/volunteer may have:

* Behaved in a way that has or may have harmed an adult with care and support needs
* Possibly committed a criminal offence against/related to an adult with care and support needs
* Behaved toward an adult with care and support needs in a way which indicates they are unsuitable to work with adults with care and support needs.

This applies to any vulnerable person the member of staff/volunteer has contact with in their personal, professional or community life.

The person to whom an allegation is first reported should take the matter seriously and keep an open mind. S/he should not investigate or ask leading questions if seeking clarification, it is important not to make assumptions. Confidentiality should not be promised and the person should be advised that the concern will be shared on a ‘need to know’ basis only.

* Actions to be taken include making a written record of the allegation using the informant’s words- including time, date and place where the alleged incident took place, what was said and anyone else present. This record should be signed and dated and immediately passed to the CEO.
* If the allegations are about the CEO, then the Board of Directors should be contacted.

If the allegation suggests that an adult with care and support needs is at immediate risk of serious harm, then contact should be made with the appropriate team/service:

* The Herefordshire MASH (multi agency safeguarding hub): **01432 260 800**
* Out of Hours Duty team: **01905 768 020**
* Police: **030033 3000**
* The CEO will send the member of staff home, and immediately contact Board of Directors.
* At this point the Local Authority Designated Officer (LADO) should be contacted to seek further advice: **01432 261708** (this should be within one working day of the allegation).
* No member staff or any director will investigate the matter themselves. Avenbury Care Farm will only act on the advice given to them by the LADO.
* The CEO will inform any commissioners as soon as permitted to do so by the LADO.
* If a decision is taken to remove a volunteer, student or member of staff due to concerns about whether the individual poses a risk of harm to adults with care and support needs (or would have removed an individual had the person not left first) the CEO must make a referral to the Disclosure Barring Service. It is an offence to make a referral without good reason.

1. **Making a call to MASH, Ofsted or LADO**

Before Making a call to MASH (multi agency safeguarding hub) and LADO with concerns over an adult with care and support needs or an allegation against a member of staff you must prepare the following:

* Ensure you have the full name, date of birth and address of the person involved and names of any perpetrator or any staff member over which you have concerns.
* Have a full written account of the disclosure, allegation or concern in front of you, including dates, times and details of all persons involved including witnesses.

**When you make the call you must:**

* Clearly explain why you are calling and ask to speak to someone with whom you can discuss your concern.
* Take the names of all people you speak with and record the date and time the phonecall is made.
* Write down clearly all advice they give you and any action they tell you to take.
* Repeat back to them the advice/ action they have given you to ensure it is correct.
* Highlight any concerns you have of potential effects of a referral e.g. any further harm to the person that may be caused by the agency alerting commissioners or perpetrators and any sensitive community issues.
* Ask clearly if there is any other action they require you to take in the mean time or any person you must contact about the issue.
* If they say they will contact you again with further advice, confirm a deadline by which they will do so, repeat this to them and write it down.
* If they do not contact you by this deadline you should follow up with an additional call.
* All details of the call should be recorded on an incident sheet which can be found in the safeguarding folder or alternatively a hard copy is kept in the policies and procedure file in the admin office.
* This incident sheet should be given to a designated safeguarding officer, the safeguarding lead or CEO upon their return.
* The designated officer will then record this on the referrals to social care log or allegations against staff log and produce an electronic copy of the details of the call so they can be filed.

1. **Use of Mobile Phones and Cameras**

When staff use mobile phones as part of their work the following procedures must be adhered to:

* ALL members of staff whilst working directly with adults with care and support needs must NEVER use their mobile phones.
* Should there be an emergency and a member of staff needs to access their phone during working hours, permission must be sought from the manager and if granted, the phone must not be used near the adults with care and support needs.
* All staff are advised to ensure that family members have the main Farm telephone numbers and the family members are advised to phone these numbers to contact staff during working hours.
* Every mobile phone used for work requires an **ICE** number
* In an emergency, and the phone is out of signal range, ring 112 for quick dial to go up the Police frequency
* Personal mobile phones should not be used during working hours unless expecting an important call or for emergencies.
* **Personal mobile phones should not be used under any circumstances to access Facebook, or any other social networking site, for personal reasons at any time during your working hours.**
* **Avenbury Care Farm does not accept any responsibility for the loss of personal phones and they should be kept in a secure place during working hours.**

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| PUBLIC EMERGENCY COMMUNICATIONS112 Emergency Centre(s) Public Emergency Communications Centre(s) (PECCs) designated as 112 Emergency Centre(s) shall be established to promote the health, safety and security of all persons and to provide efficient support and co-ordination of public emergency communications. Public Emergency number  * 112 shall be the exclusive national public emergency number; * the 112 Emergency Centre(s) shall have voice, data and global positioning systems (GPS) capability; and * calls to the 112 Emergency Centre(s) shall be free and override any other calls. |

Cameras are supplied by the Farm for the express intention of collecting evidence of observations and development of the adults with care and support needs. These cameras must not be used for personal use and can only be taken off site for Avenbury Care Farm trips. Personal cameras must not be used to take photographs during working hours of the adults with care and support needs. Once the photographs have been printed for learning journeys and displays, the photographs must be deleted, they must not be stored on computers or used for web or social media sites unless written consent has been given by commissioners / carers.

1. **Avenbury Care Farm’s Commitments to Safeguarding**

**Key commitment 1**

The Farm is committed to a person centred approach to safeguarding. All services are based on a clear understanding of the needs of the adults with care and support needs.

**Key commitment 2**

The Farm is committed to building a 'culture of safety' in which adults with care and support needs are protected from abuse and harm in all areas of its service delivery.

**Key commitment 3**

The Farm is committed to responding promptly and appropriately to all incidents or concerns of abuse that may occur and to work with statutory agencies in accordance with the procedures that are set down in 'What to do if you’re worried an adult with care and support needs is being abused' (HMG 2006).

**Key commitment 4**

The Farm is committed to promoting awareness of vulnerable adults abuse issues throughout its training and learning programmes.

**Training**

* We seek out training opportunities for all staff / volunteers to ensure that they are able to recognise the signs and signals of possible physical abuse, emotional abuse, sexual abuse and neglect and that they are aware of the local authority guidelines for making referrals.
* We ensure that all staff know the procedures for reporting and recording their concerns in the setting.

**Curriculum/Content of sessions**

* We introduce key elements of keeping adults with care and support needs safe into our programme to promote the personal, social and emotional development of all adults with care and support needs
* We create within the setting a culture of value and respect for the individual, having positive regard for adults with care and support needs's heritage arising from their colour, ethnicity, languages spoken at home, cultural and social background.
* We ensure that this is carried out in a way that is developmentally appropriate for the adults with care and support needs.

**Confidentiality**

* All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the Local Safeguarding Adults Board.

**Support to families**

* We believe in building trusting and supportive relationships with carers, staff and volunteers in the group.
* We make clear to commissioners our role and responsibilities in relation to vulnerable adult protection, such as for the reporting of concerns, providing information, monitoring of the person and liaising at all times with the local social care team.
* We follow the Protection Plan as set by the child’s social care worker.
* Confidential records kept on an adult with care and support needs are shared with the commissioners or those who have responsibility for the person in accordance with the Confidentiality and Access to Records procedure and only if appropriate under the guidance of the Local Safeguarding Board.

**QUALITY CONCERNS NOTIFICATION FORM**

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| **Quality Concerns Notification** | | Date notified |
| **Details of Person Notifying** | | |
| First Name | | Family Name |
| Role / Work Title | | Employer |
| **Details of Service where there are Quality Concerns** | | |
| Service Name | | |
| Type of Service | | Local Authority Area |
| Manager’s Name | | |
| Address | | |
| **Details of Concern** | | |
| Date observerd Time observed | | |
| Source of Information | | |
| Provide full and factual details of Concern  Who, What, When, How | | |
| Fully describe Action taken | | |
| Documentary Evidence attached? | | |
| **Please send this form and any documentary evidence to:** | | |
| By Email QualityandReview@herefordshire.gov.uk | | |
| By Post | Quality and Review, Safeguarding and Transformation,  Adults Wellbeing Directorate,  Herefordshire Council Offices,  Plough Lane,  Hereford, HR4 0XH | |