

POLICY	Protection of Vulnerable Adults - POVA
POLICY NUMBER	CFL001
DATE OF ISSUE	DATE OF REVIEW
SIGNATORY	

## POLICY STATEMENT

*Confidance for Life* has a philosophy of zero tolerance of abuse. This policy seeks to ensure that staff and volunteers are aware that any incidences or suspicions of abuse to service users will be investigated, and strategies implemented to prevent re-occurrence. All staff will be trained in the recognition of abuse and the means of reporting alleged, suspected or actual. This policy will be read with guidance notes on Protection of Vulnerable Adults.

## PROCEDURE

Where a service user is thought to have suffered abuse or there has been an incident of abuse the following procedure must be followed:

- i. All incidents or suspicions of abuse must be reported to the designated Person in Charge, immediately, in line with *Confidance for Life* Protection of Vulnerable Adults Policy.
- ii. Any bruising or injury that cannot be accounted for must be photographed, once consent has been received, and documented in the service users care profile and reported to the Manager who will take the appropriate action. A care plan must be written for the monitoring of same.
- iii. All allegations and complaints of abuse must be approached with an open mind, taken seriously and investigated fully.
- iv. The designated person in charge or an appropriate third party must document the incident or allegation and report to the Manager or Convenor immediately.
- v. A file will be compiled for each individual case. All facts, incidents, assessments and discussions relating to the suspicions must be recorded clearly and accurately, kept securely and safely as per The Data Protection Act 1998.
- vi. All those making a complaint, allegations or expressing concern about abuse, whether members of staff, service users or relatives, must be assured that they will be taken seriously. Their comments will usually be treated confidentially, but their concerns may be shared if they or others are at significant risk.

- vii. If the person raising the concern is a service user, it is important that they are reassured that as far as is reasonably practicable will be given protection from the risk of reprisals or intimidation. In an emergency situation if the abuser is still present, staff should try to calm the situation, but should avoid putting themselves at risk.
- viii. If the person raising concern is a member of staff, they will be given support and appropriate protection, refer to the Whistle blowing policy in this folder.
- ix. Where appropriate, all parties will be kept informed of action that has been taken and its outcome.
- x. Suspected cases of abuse must be reported to the Convenor who will give advice and guidance.
- xi. Contact the service users General Practitioner, requesting medical advice and assessment if any injury is sustained.

### CONTACT

- ❖ The local Care Commission Inspector or their duty manager within 24 hours of the allegations / incidents.
- ❖ The Care Manager (where appropriate)
- ❖ Relatives / significant others
- ❖ The local POVA Team. The identified person will vary from area to area, but will always be part of the Social Services Department. Referral should include the following information.
  - ✓ Personal details of the victim.
  - ✓ The referrer's details.
  - ✓ The substance of the allegation.
  - ✓ Details of the alleged abusers.
  - ✓ Details of specific incidents or events, including dates, places, injuries, witnesses etc.
  - ✓ Whether or not consent has been given to take the matter further

The decision to involve police will be made by the Protection of Vulnerable Adults Team. They will liaise with the Manager / Convenor and Care Commission.

The POVA Team will decide who will conduct the investigation.

*At no time should any investigation commence unless instructed to do so by the POVA team.*

Information from an anonymous informant must be taken seriously and investigated fully by the Manager or the person in charge of the centre, or an appropriate third party in their absence.

The first priority should always be to ensure the safety and protection of vulnerable adults.

Statements must be taken and, where appropriate, staff should be suspended to allow an investigation to be completed in an open environment. The Convenor / Manager must approve the suspension of any staff member having first liaised with the Board of Trustees

All centres must have a copy of Local Authorities Vulnerable Adult Policy, which has been formulated from the Department of Health guidance "No Secrets", and the practitioner-Client Relationships and the prevention of Abuse (NMC guidelines 99)

The Manager must keep accurate written records of the situation, which are dated and signed, whilst maintaining the service user's confidentiality.

The Manager should record details of telephone conversations with other professionals, including content, date and time of conversation.

The Manager must also consider the need for counselling and support for:

- ◆ The Vulnerable Adults who have been abused
- ◆ The person who may be abusing, and
- ◆ The staff in the centre

#### Suspension from Duty

If this is under consideration then the Manager must refer to the Board of Trustees

*Confidance for Life follows current government guidance in implementing its current policies, which assist towards the Prevention of Abuse.*

*Confidance for Life follows current best practice policy in training / clinical supervision in assisting in the Prevention of Protection of Vulnerable Adults.*

*Confidance for life will follow the Local Area Adult Protection Guidelines. Such Guidelines where inter-agency guidelines are available will be made available to all staff.*