



The Friends of Hednesford Park Adult at risk protection policy

1. This organisation believes that adults at risk should be protected from harm at all times.
2. We believe every adult at risk should be valued, safe and happy. We want to make sure that adults at risk who have contact with The Friends of Hednesford Park know this and are able to tell us if they are suffering from harm.
3. We want adults at risk and people who use or have contact with this organisation to enjoy what we have to offer in safety.
4. We want carers who use or attend our organisation to be supported to care for their adults at risk in a way that promotes their health and well-being and keeps them safe.
5. We will achieve this by following Staffordshire and Stoke on Trent Adult Partnership Inter-agency Adult Protection Procedures.
6. If we discover or suspect that an adult at risk is suffering harm we will follow procedures in order that they can be protected if necessary, in an emergency calling 999.
7. This policy and procedure will apply to all staff, volunteers and service users and anyone carrying out work for us or using our premises.
8. We will review our Adult at Risk Protection Policy and procedures at least every 12 months to make sure they are still relevant and effective.

Adult at risk protection procedure for The Friends of Hednesford Park

1. The primary named person for Adult at Risk protection is:

Anna Green

They will be responsible for dealing with any concerns about the protection or welfare of adults at risk who have contact or are engaged in the work of this organisation.

If they are unavailable the secondary contact is:

Cindy Faulkner

2. All staff and volunteers will be carefully selected and vetted to try and ensure they do not pose a risk to adults at risk. Those staff and volunteers who are involved in regulated activity with adults at risk will be checked through the Disclosure and Barring Service (DBS).
3. All staff and volunteers will receive information and basic training in safe conduct and what to do if they have concerns about an adult at risk. This will include information on recognising where there are concerns about an adult at risk, where to get advice and what to do if no one seems to have taken their concerns seriously.
4. We will endeavour to make The Friends of Hednesford Park a safe and caring place for adults at risk by having a code of conduct for staff and users. This will be given to all staff and users and they will be expected to comply with it.
5. The Friends of Hednesford Park is committed to the principles of Early Help ensuring adults with additional support needs are identified and worked with as early as possible, thereby preventing issues from escalating in severity and complexity. For more information please see Staffordshire's Early Help Strategy and delivery plans.
6. Any information given to carers or users about the activities (supervised or not) of The Friends of Hednesford Park will include information about the Adult at Risk Protection Policy and procedure.
7. The Friends of Hednesford Park has a complaints procedure.
8. The Friends of Hednesford Park will follow Staffordshire and Stoke on Trent Adult Partnership Inter-Agency Adult Protection Procedures (attached).

Useful information on how to spot various categories of abuse

Spotting Neglect

Neglect is where the vulnerable person isn't being looked after properly. This could include:

- Being provided a lack of food
- Lack of company
- Lack of personal care

It could be:

- Someone regularly leaving the person for long periods of time or abandoning them
- Someone not helping them to access food, warmth, medication or medicines
- Someone not helping them to go to the toilet or wash
- Someone not helping them to get what they need from the health, social care or education services

Some of the tell-tales signs of abuse can include:

- Ulcers, bedsores or other symptoms of poor care
- Neglected, old or inappropriate clothing
- Unexplained weight loss
- Carers stopping health professionals or visitors going to see the person
- Not being allowed to have access to communication aids such as glasses or hearing aids

Spotting Emotional Abuse

Psychological, emotional or mental abuse is just as harmful as any other type of abuse.

This might include:

- bullying, harassment or intimidation
- insults, humiliation
- being trapped somewhere, like being locked in a room (deprivation of liberty)
- verbal abuse such as swearing and making threats, threatening body language
- not giving the person the right to make up their own mind and make their own decisions

The tell-tale signs can include the person:

- under or overeating at strange times
- being anxious, or being confused
- showing a loss of self-confidence
- spending a lot of time by themselves

If you need to make a referral due to concerns about a vulnerable adult, [report it!](#)

Spotting Financial Abuse

Financial abuse is common and everyone needs to be vigilant and look out for the signs. It is another name for depriving someone of their goods, money or property.

Examples of financial abuse include:

- family members saying that they are "just getting their inheritance in advance"
- misuse of Powers of Attorney, including removing or controlling someone's finances without permission
- coercion, theft or fraud
- borrowing money from someone you are providing care for

Signs of financial abuse include:

- unexplained or sudden inability to pay bills
- unexplained or sudden withdrawal of money from accounts
- extraordinary interest by family members and other people in the vulnerable person's assets
- power of attorney is obtained when the vulnerable adult is not able to understand the purpose of the document they are signing
- recent change of deeds or title of property
- the person who manages the financial affairs is evasive or uncooperative
- a high level of expenditure without evidence of the person benefitting
- the purchase of items which the person does not require or use
- Personal possessions go missing from the person's home
- they don't live in conditions that match the money the person receives

Spotting Sexual Abuse

This can be any type of sexual or inappropriate act or activity. This can include:

- Rape or any other sexual touching or activity that the vulnerable person does not consent to or might not understand
- When some sort of act takes place and that person isn't able to give their informed consent
- When a sexual relationship develops with someone in a position of trust or authority, such as a carer, health worker or day care worker

The tell-tales signs may include:

- Bruises around breasts or genitals
- Unexplained sexually transmitted diseases (STDs) or genital infections
- Unexplained bleeding
- Torn or stained clothing
- The vulnerable adult is withdrawn

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Spotting Physical Abuse

Physical abuse can include:

- Kicking, spitting, hitting, slapping
- Threatening to hit, kick or aggressively hurt someone
- Misuse of medication
- Not being careful when handling the vulnerable person
- Restraining the vulnerable person inappropriately

Tell-tales signs of physical abuse can include:

- Unexplained bruising or injuries, especially around areas that are well protected such as the inside of the upper arms or upper legs
- Burn marks, which may have been caused by cigarettes and carpet burns
- Not giving the person the medicine they need
- Health professionals can't easily see the vulnerable person as a relative or carer is stopping them

Spotting Institutional Abuse

What is Institutional abuse?

Institutional abuse usually occurs when the individual needs of the person are ignored in favour of set procedures and routines leading to serious impact on the quality of life for the individual involved. Examples could include restrictive bedtimes, inadequate activities for mental and spiritual fulfilment, rigid visiting times or even non compliance with a personal care plan.

Where can it occur?

Institutional abuse can typically occur in a care home, nursing home or hospital.

Who can be affected?

Anyone in receipt of care services could be affected by institutional abuse.

Types of abuse

Institutional abuse can lead to any of the following:

- Neglect
- Physical abuse
- Sexual abuse
- Verbal abuse
- Discriminatory abuse
- Psychological and emotional abuse
- Financial abuse

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Spotting Discriminatory Abuse

Vulnerable adults can be discriminated against in a number of ways. Discrimination can be based on attitudes about:

- Person's disability
- Religion
- Age
- Gender
- Appearance
- Cultural background
- Sexual orientation

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Adult Abuse & Safeguarding

Safeguarding is work that enables vulnerable adults to retain independence, wellbeing and choice and to live a life free from abuse, including neglect. It is important to understand that Safeguarding is everyone's responsibility including yours. We all have a role to play in preventing abuse. If you see something report it as quickly as possible to stop it from getting worse.

Concerned about adult abuse?

- Do you think a vulnerable adult is being harmed or is at risk of being harmed by someone else?
- Are you worried that a vulnerable adult is living in circumstances (at home or in care) where they are being treated badly or not cared for properly?

If you've answered yes to either of these questions please ring the [Contact Centre](#) immediately.

Monday-Thursday*: 8.30am-5pm **0845 604 2719 (Local call charge)**

Friday: 8.30am-4.30pm *Excludes Bank Holidays

- **Email:** VAStaffordshire@staffordshire.gov.uk
- **Text:** 07773 792016
- **Minicom:** 01785 276207
- **Out of Hours:** 0845 6042886 - for emergencies only

Making an Adult Protection Referral

Whether you are a professional working with vulnerable people or a member of the public please call the Contact Centre to make a referral.