Safeguarding Adults Policy
Policy Statement

Effective Date: March 2025
Review Date: December 2027

ACHIEVE UK TRAINING LTD takes seriously its duty of care to the people who use our services and in order to discharge this duty of care all staff must be aware of and must implement the procedures contained in this document.

All grades of staff will be recruited safely, inducted, trained and provided with guidance on all aspects of care and in relation to safeguarding adults.

ACHIEVE UK TRAINING LTD aims to ensure that every person who chooses us to provide their support will have all of their needs met, be kept safe and will be protected from the risk of abuse and/or harm by the robust implementation of its Safeguarding Adults Policies and Procedures.

Training

ACHIEVE UK TRAINING LTD will provide training and guidance as appropriate and ensure the attendance of staff on induction, briefings, ongoing training and updates.

Standard Operating Procedures

The following procedures must be read in conjunction with the relevant local Authority's Safeguarding Vulnerable Adults, Multi-Agency Policy, Procedures and Practice Guidelines. 'Safeguarding Adults' Procedures refer to the local area-based, multi-agency response which is made to every adult "who is or may be eligible for community care services" (National Health Service & Community Care Act 1990) and whose independence and well-being is at risk due to abuse or neglect. The purpose of the Multi-Agency Policy, Procedures and Practice Guidelines is to give clear direction and guidance underpinning the protection of vulnerable adults. It clarifies the roles and responsibilities of professionals, staff and volunteers when faced with suspected abuse or inadequate care of a vulnerable person. The document defines abuse, identifies risk factors and establishes a standard procedure that should be followed by all agencies when someone suspects abuse has taken place.

Managers and staff working with ACHIEVE UK TRAINING LTD must familiarise themselves with the Multi-Agency Policy, Procedures and Practice Guidelines. A copy of the Multi-Agency Policy, Procedures and Practice Guidelines is kept at each registered location.

Procedures

If you witness abuse of a person using the service by a member of staff or any other person you MUST:

- Stop the abuse and ensure the immediate safety and well-being of the person using the service.
- Report what you have seen to the Registered Manager or Duty Manager.
- Not touch or move anything which may interfere with the collection of evidence including forensic evidence.
- Not confront the perpetrator or discuss what you have seen with them.
- Not discuss what you have seen with any other member of staff, relatives, visitors or people using the service.
- Keep a detailed record of the events, including the names of the victim and alleged perpetrator, the time and place of the incident and exactly (factually) what was seen.
- If you have a concern or suspicion that a member of staff or any other person may be abusing a person you MUST:
- Discuss your concerns with the Registered Manager or the Duty Manager immediately; do not wait for a regular supervision session.
- Not talk about your concerns with any other member of staff, other people suing the service, relatives or visitors.
- Not think you have to prove your concerns or provide evidence; a worry or suspicion is sufficient.
- Keep a record of your concern, what you have done and with whom you have spoken.

If a person using the service, other staff member, visitor to the home or any other person passes information to you or raises concerns with you that may constitute abuse of a person or people using the service you MUST:

- Report the information you have to the Registered Manager or Duty Manager.
- Urge the person giving you the information to do the same.
- Not ask the person giving you the information to make a statement.

Management Responsibilities

Action required by all members of the management team, i.e. Registered Managers, Duty Managers, Senior Personal Carers, Senior Support Workers, Team Leaders, Personal Care Managers, Care Support Managers and Deputy Managers.

If a member of staff or a manager is made aware of, or witnesses any form of abuse and does not report it, this may make them complicit with the abuse and may make them subject to Disciplinary proceedings.

If as a Duty Manager you witness, or are made aware of the abuse or of suspicions of potential abuse, or you have concerns that a person using the service may be suffering abuse you MUST:

- Stop the abuse and ensure the immediate safety and well-being of the person.
- Arrange treatment for the victim as required taking steps to preserve any evidence including forensic evidence.
- Report to the Registered Manager immediately.
- If the Registered Manager is not available report immediately to the Area Manager.
- If the Area Manager is not available report immediately to another Area Manager or to the Operations Manager or Managing Director. This instruction relates to any time of the day or night, it is not acceptable to wait until the next morning or next normal working day.
- Make the referral to the Local Authority and complete, if appropriate the alerter form in the Multi Agency Policy.
- (If the alleged abuse has occurred recently) take steps to preserve any evidence including forensic evidence.
- Not confront the alleged perpetrator.
- Not discuss the information with any other member of staff, other people using the service, relatives or visitors without the Area Managers knowledge.
- Record all events in detail.

(Whilst maintaining confidences), ensure the individual or individuals making the allegation are supported and kept informed of any actions that are being taken.

(If the person using the service wishes it and after taking guidance from the police or social services) inform the family of the allegations and ensure they are kept up to date with process.

Action required by the Registered Manager and Operational Teams

If as a manager you witness, or are made aware of the abuse or of suspicions of potential abuse, or you have concerns that a person using the service may be suffering abuse you MUST;

- Keep a detailed record of the information as it is made available to you.
- Take necessary steps to ensure the safety of the person or persons using the service.
- Discuss with relevant others the necessity of suspending the member or members of staff concerned.
- Establish that the person using the service has the capacity to consent to the information being passed to Social Services or the Police.
- Ensure if the person does not wish the matter to be reported to the Police and Social Services, you respect their decision, (unless there is a belief this would not be in the person's best interest or it is in the public interest). This will not detract from the need to initiate an internal investigation. Keep a record of the person's wishes and any decisions taken which may override this.
- Make the referral to the Local Authority and complete, if appropriate the alerter form in the Multi agency policy.
- Liaise with the Police/Social Services about how the investigation will be undertaken and follow guidance/instructions.

(If the local authority instructs that the allegation is not to be accepted as a safeguarding adults alert) initiate an internal investigation (following relevant HR Policies and Procedures).

- Ensure emotional and practical support is available for staff working in the home and people living in the home (if they are affected).
- Discuss advocacy services for the person or persons using the service.
- (If the person using the service wishes it and after taking guidance from the police or social services) inform the family of the allegations and ensure they are kept up to date with the progress.
- Ensure you keep all parties informed of progress.

- Ensure a notification is made to CQC in accordance with Regulation 18, outcome addressed.

Investigation

Generally, investigations into alleged abuse will be undertaken by officers of the Local Authority's safeguarding adults team and/or the police. On some occasions and following the instruction of the Local Authority's safeguarding adults manager, the manager will lead or delegate the lead for internal investigations into allegations of the abuse of people using services. Any internal investigation will be carried out under the organisations' policies and procedure. Consideration will be given as to whether any member of staff should be referred for inclusion on the independent safeguarding authority (ISA) list of people barred from working with vulnerable adults. From October 2009 providers have a duty to refer to the ISA under the Safeguarding Vulnerable Groups Act 2006 (SVGA). The duty applies when (on the basis of the evidence obtained) it is deemed that a person is not suitable to work with vulnerable adults.

When reporting a concern, you can gather facts to enable a robust report to safeguarding and CQC as well as internally so a decision can be made to immediately safeguard any vulnerable people-this doesn't constitute investigating.

Staff Duties

Staff have a duty to:

- Report any incidents of abuse or potential abuse to an appropriate manager.
- Respect people's privacy, dignity and human rights at all times, and treat people with sensitivity, respect and thoughtfulness, adhering to individual care programmes.
- Wherever possible, support people's independence.
- Comply with and implement the home's policies and procedures.
- Act within the limits of their training at all times.

Management Duties

Managers and supervisors have a duty to:

- Ensure that this policy/procedure has been read and understood by all staff and that it is operated throughout the home as part of everyday practice at all times.

- Ensure that if the Local Authority gives authorisation to undertake an internal investigation that this is completed in a timely manner, thoroughly and with sensitivity and that all parties are supported throughout the process.

- Communicate this policy/procedure to employees, agency staff, volunteers and relevant others, including, where appropriate, other agencies and organisations.

- Provide training and guidance as appropriate and ensure the attendance of staff on induction, briefings, ongoing training and updates.

- If a disciplinary takes place that is related to safeguarding issue safeguarding lead must be consulted with prior to outcome decision being made.

- Safeguarding lead will take ultimate decision on suspensions in relation to staff conduct where this is not clear from an HR perspective.

Achieve UK Training Ltd is committed to safeguarding vulnerable adults in our care and promoting an environment where they feel safe, respected, and supported. This policy outlines our approach to safeguarding, including responsibilities, reporting procedures, and the systems we have in place to ensure the safety and well-being of all vulnerable individuals engaged with our services.

1. Designated Safeguarding Leads (DSLs)

We have appointed designated safeguarding leads (DSLs) who are named in our safeguarding policy and procedures. These individuals are responsible for ensuring that safeguarding concerns are appropriately shared, documented, and addressed. Our DSLs receive regular training to stay up to date with safeguarding procedures and best practices.

2. Access to Safeguarding Policies and Procedures

All staff and volunteers have access to safeguarding policies and procedures. These documents reflect our commitment to keeping vulnerable adults safe and are designed to actively promote equality, diversity, and inclusion within our organisation. The policies are available for reference and must be adhered to at all times.

3. Anti-Bullying Commitment

Achieve UK Training Ltd demonstrates a strong commitment to anti-bullying and has clear procedures in place for responding to and managing incidents of bullying. We aim to create a respectful, inclusive, and safe environment where bullying is not tolerated.

4. Responding to Disclosures

Staff and volunteers are provided with clear guidance on how to respond to disclosures of abuse, including advice on maintaining confidentiality, obtaining consent, and appropriately

sharing information. All disclosures will be treated with seriousness and sensitivity, and relevant safeguarding protocols will be followed.

5. Reporting Concerns

We have established clear procedures and support systems that allow all staff and volunteers to report concerns, suspicions, or allegations of abuse or harm. These concerns may be reported in confidence to designated safeguarding leads or external agencies as appropriate.

6. Recording, Monitoring, and Reviewing Safeguarding Concerns

We have procedures in place for the clear recording, monitoring, and review of all safeguarding concerns, suspicions, and allegations of abuse. All incidents are recorded promptly and accurately, with appropriate action being taken in accordance with our safeguarding policy. Regular reviews ensure that concerns are effectively addressed.

7. Safe Recruitment and Selection Process

We ensure that all potential staff and volunteers are subject to a safe recruitment and selection process. This includes obtaining relevant background checks, such as DBS (Disclosure and Barring Service) checks, and ensuring that all candidates meet the required safeguarding standards before being offered a position.

8. Staff and Volunteer Support and Supervision

We are committed to providing regular supervision to all paid staff, ensuring they have the necessary support to carry out their roles effectively. For volunteers, regular support sessions are offered, which may include one-on-one sessions, group support, mentoring, or shadowing opportunities. This enables volunteers to feel supported and encouraged in their roles.

9. Raising Concerns about the Organisation

Volunteers and staff have a clear, confidential system in place to raise concerns about the conduct of others or the organisation itself. We take all concerns seriously and ensure they are addressed appropriately.

10. Ongoing Safeguarding Training

All staff and volunteers are required to attend regular safeguarding training that is appropriate for their role. This ensures that everyone involved with Achieve UK Training Ltd is equipped with the knowledge and skills necessary to safeguard vulnerable adults in their care.

11. Complaints Policy and Procedure

We have a written complaints policy and procedure that enables learners, staff, and volunteers to make complaints in a formal and transparent manner. Complaints are dealt with promptly and fairly, with the aim of resolving any issues raised in an appropriate and constructive manner.

12. Risk Assessment for Activities

All services and activities provided by Achieve UK Training Ltd are properly planned, organised, and risk-assessed. We take all reasonable steps to ensure that vulnerable adults participating in our activities are protected from harm. Risk assessments are reviewed regularly to ensure they are up-to-date and comprehensive.

13. Accountability Framework

We have a clear written accountability framework, including a flowchart, which outlines individual, professional, organisational, and inter-agency accountability. This framework ensures that all parties understand their roles and responsibilities in safeguarding vulnerable adults.

14. Ground Rules for Appropriate Behaviour

We set ground rules for appropriate behaviour for all staff, volunteers, and learners. These rules ensure that everyone involved with our organisation is treated with respect and dignity. We have clear systems in place to manage situations if ground rules are broken, ensuring accountability and safeguarding for all parties involved.

15. Collaboration with Other Organisations

We have arrangements in place to work effectively with other organisations to safeguard and promote the welfare of vulnerable adults, children, and young people (if applicable). This includes sharing information with relevant agencies to ensure the safety and well-being of individuals.

16. Job Descriptions and Role Profiles

All staff and volunteers are provided with job descriptions or role profiles outlining their main responsibilities. These documents include a requirement to comply with the organisation's safeguarding policy and procedures, as well as ground rules for appropriate behaviour. Compliance with these standards is integral to each role.

17. Induction Programme

Achieve UK Training Ltd has an induction programme for all staff and volunteers, which includes comprehensive information on the organisation's policies and procedures. A role review is completed at the end of the induction period before individuals are confirmed in post.

18. Disciplinary and Grievance Procedures

We have disciplinary and grievance procedures for staff which comply with the ACAS (Advisory, Conciliation and Arbitration Service) Code of Practice, ensuring that any issues relating to performance or behaviour are managed fairly and appropriately. Staff have access to these procedures as part of their contract and training.

Contact Information

If you have any questions or concerns about our safeguarding procedures, please contact us using the following details:

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Approved by:
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