

PROTECTION OF VULNERABLE ADULTS

1.0 POLICY

- 1.1 It is the policy of Livingstone House that all Service Users will be protected from abuse and live in a safe non threatening environment.

2.0 RESPONSIBILITIES

- 2.1 **Home Director** has the responsibility to monitor the implementation of this policy within Livingstone House, for supervising any investigations into abuse, and for participating in the Adult Protection process as required.
- 2.2 **Home Manager** is responsible for implementing this policy within Livingstone House. The Home Manager is responsible for ensuring that all staff receive training on recognising and preventing abuse during their induction and with regular updates during their employment. The Home Manager is responsible for investigating or participating in joint investigations and for recording and reporting all events and communications related to the allegations of abuse.
- 2.3 **Person in Charge** is responsible for implementing this policy in the absence of the Home Manager.
- 2.4 **All Staff** are responsible for following this policy at all times. All staff must be aware of their responsibility to report any abuse or suspicion of abuse to the Home Manager or Person in Charge immediately.

3.0 BACKGROUND INFORMATION

- 3.1 Department of Health guidance requires each Local Authority Social Services Department to establish arrangements and procedures devised to investigate allegations of abuse and to take action to resolve issues identified. Each Authority should have a documented Adult Protection Procedure.
- 3.2 **It is the policy of Livingstone House that ALL staff have responsibility for ensuring that all Service Users in Livingstone House are protected from possible abuse. Where a member of staff suspects that a Service User may be being abused or has witnessed the abuse of a Service User they should IMMEDIATELY report this to the Home Manager or to the Home Director for the home. The Home Director will inform the Board of Trustees and the Chairman of the Board of Trustees. Where a member of staff is found to have abused a Service User then this will be dealt with as a serious misconduct and that person may be subject to dismissal without notice.**

4.0 PROCEDURE

4.1 Actions by Home Manager

- a) Contact the Social Services Department for the area in which Livingstone House is located and obtain a copy of the Adult Protection Procedures for that Authority.

OR

- b) Confirm that the copy of the procedures in Livingstone House is the current edition.
- c) On appointment to Livingstone House all staff will as part of the orientation programme be trained to recognise what is meant by abuse, how abuse is prevented and the action to be taken if abuse of Service Users is suspected or witnessed.
- d) The Home Manager shall confirm that all staff currently employed at Livingstone House have received orientation and training in the prevention and recognition of possible adult abuse and in the action to be taken where abuse is suspected. This training will be recorded.

4.2 Notification of Possible Abuse:

The following is general guidance and principles. Livingstone House will comply with the procedure laid down in the local authority Adult Protection Procedures.

The local authority Adult Protection procedures should be easily accessible and should be located alongside Livingstone House policy and procedure manuals.

4.2.1 Information of a possible abuse of a Service User may be received from the following sources :

- a) A member of staff may report the matter or it may be identified from routine care or assessment of the Service User.
- b) A representative may report an untoward incident or the loss of money or property.
- c) One of the statutory agencies may report the receipt of a complaint about the care provided.
- d) Concerns may be identified when a Service User attends for medical assessment or for emergency treatment.
- e) Concerns about care may be expressed by people living in the vicinity of Livingstone House by the local or national media.
- f) The local MP may be approached about the standard of service and care.

4.2.2 However the notification is received the matter **MUST** be dealt with urgently and seriously. All complaints that might indicate a possible abuse of a Service User must be fully investigated.

4.3 **Action to be taken:**

4.3.1 On receipt of the information the Home Manager shall check on the condition of the Service User and confirm that he is safe and receiving adequate care and is protected from any possible further harm.

4.3.2 The Home Manager shall brief the Home Director on the known details of the events and the action taken to secure health, safety and well being of the Service User(s) concerned. The Home Director shall report the matter to the Board of Trustees.

4.3.3 The Home Manager shall ensure that the following are aware of the possible abuse :

- a) The Service Users relatives.
- b) The Service Users Care Manager (if appointed)
- c) The local Adult Protection Unit/Officer
- d) The CSCI Inspector for Livingstone House
- e) It may be necessary for the Service Users GP to examine them or in extreme circumstances the Service User may need to go to hospital.

NB The notification of the Inspector will be confirmed in writing on a Regulation 37/38 form

4.3.4 The Home Manager shall be responsible for ensuring that all records of the care of the Service User are preserved and that any photographs which show the condition of the Service User are retained.

4.3.5 All staff of Livingstone House **SHALL** co-operate with all investigations. During any interviews staff may be accompanied by a Trade Union, professional organisation, or a workplace colleague.

4.3.6 Where the reported details of the incident or facts discovered during the investigation suggest that a particular member of staff or group of staff may be implicated then the Home Manager shall discuss with the Home Director the suspension from duty on full pay of that person/people whilst the matter is investigated. Advice should be sought from Livingstone Houses legal advisors.

4.4 **The Adult Protection Process**

4.4.1 Whilst the details may vary between local authorities the general arrangements for the investigation of Adult Abuse are :

- a) The lead Social Services Department will set up a preliminary or strategy meeting to consider the matter, determine if there is a case for

an investigation and to make arrangements for that investigation. The meeting will include the various statutory agencies and Livingstone House may be represented. It is good practice to request to be involved at an early stage.

- b) Where it is decided that there is no case to answer then the matter is closed.
- c) Where it is believed that there is a possible case then arrangements are made for the matter to be investigated, either internally by Livingstone House or by external agencies or a joint investigation may be held. The Service User and/or their representatives may be interviewed and records or other documents will be reviewed.
- d) Once the investigation is completed a meeting is arranged to be attended by the statutory agencies and Livingstone House to reach a conclusion on the matter and to determine what, if any action is to be taken.
- e) Where the accusation of abuse is substantiated the agencies will determine what sanctions may be applied against Livingstone House until corrective action has been put in place, e.g.: suspension of admissions to Livingstone House.
- f) If the abuser is a member of staff, then a decision will be made about referring that person to the POVA list.

4.5 **Response to Adult Protection Process**

- 4.5.1 It is the policy of Livingstone House that all staff will co-operate with the investigation of cases of adult protection.
- 4.5.2 When notified of the arrangements for the meeting to discuss the findings of the investigation the Home Manager will discuss with the Home Director who will represent Livingstone House.
- 4.5.3 Before attending the meeting all Livingstone House representatives shall be briefed on the details of the complaint/incident, shall review all relevant records and other materials and shall have time to prepare for the meeting so that a professional response can be made.
- 4.5.4 It will be the responsibility of the Home Manager to ensure that any actions shall be implemented within the timescale set by the relevant authority. It will be the responsibility of the Home Director to monitor the achievement of any action plan.
- 4.5.5 Following on from the outcome of an Adult Protection case the policies and procedures of Livingstone House will be reviewed and updated if required.

5.0 **DOCUMENTATION**

5.1 **Internal References**

Local Adult Protection Procedure
Accident/Incident Book

Regulation 37/38 to inform Registering Body
Service User Care File

5.2 **External References**

Department of Health (2000) No Secrets : Guidance on Developing and Implementing Multi-Agency Policies and Procedures to Protect Vulnerable Adults. DOH. London

Nursing and Midwifery Council (2002) Practitioner-Service User Relationships and the Prevention of Abuse. NMC. London.