



**APRIL COMPLETE CARE SOLUTIONS LTD
(The “Company”)**

Safeguarding of Vulnerable Adults Policy

April Complete Care Solutions Ltd

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Purpose

This policy is written to show how April protects Individuals from abuse or harm in line with its legal requirements and best safeguarding practice guidance. It reflects our safeguarding responsibilities to the full in any state of emergency including the Covid-19 outbreak.

Our Designated Safeguarding Lead is **CHLOE COLLINS, RM.**

Legislation and guidance

The Social Services and Well-being (Wales) Act 2014 came into force on 6 April 2016. The Act provides the legal framework for improving the well-being of people who need care and support. The Act is made up of 11 Parts with Part 7 relating to Safeguarding specifically. It is this legislation that provides the framework for the Wales Safeguarding Procedures.

The regulation and Inspection of Social Care (Wales) Act 2016 The Act builds on the success of regulation in Wales and places the quality of services and improvement at the heart of regulation. It strengthens protection for those who need it, establishes a regulatory system that is in-line with the Social Services and Well-being (Wales) Act 2014 and creates a regulatory system that is centred around people who need care and support, and the social care workforce.

The Act provides the statutory framework for the regulation and inspection of social care in Wales. It:

- reforms the regulation of social care in Wales by placing people who receive care and support at its centre
- reforms the regulation of the social care workforce
- renames the Care Council for Wales and the Social Services Improvement Agency, Social Care Wales, giving them new powers from April 2017
- reforms the inspection of local authority social services functions
- provides a robust response to the lessons learned from previous failures in the system.

Accompanying the Act, the Welsh Government has published *Working Together to Safeguard People*. This has been issued under s.131 of the Social Services and Well-being (Wales) Act 2014; *Working Together to Safeguard People: Volume 6 Handling Individual Cases to protect adults at risk.*

The Wales Safeguarding Procedures have been designed to enable us to apply the legislative requirements and expectations of the Social Services and Well-being (Wales) Act 2014. The aim is to improve person-centred outcomes for adults at risk of abuse and neglect. The procedures also recognise other relevant legislation, guidance, and protocols. For example, the Domestic Abuse (Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015.

Following the All Wales Safeguarding Procedures we will seek to:

- Ensure that practitioners understand their role and responsibilities and know which organisation, team or practitioner has lead responsibility for safeguarding as well as the precise roles of everyone involved.
- Provide guidance to practitioners in contact with adults at risk of abuse and neglect enabling them to identify and address the adult's care, support and protection needs.
- Ensure practice is in accordance with the legislative requirements and expectations of the Social Services and Well-being (Wales) Act 2014 and the accompanying safeguarding guidance); (Section 7 Volumes 5 and 6 on handling individual cases);
- Recognise the importance of engaging with the adult at risk, their family and carers throughout the safeguarding process provided this does not place the adult at further risk of harm.
- Promote positive outcomes by improving the daily lived experience of the adult at risk of abuse or neglect.
- Secure effective partnership working to meet the care, support and protection needs of the adult at risk of abuse or neglect.
- Facilitate assessments, plans and interventions that are person-centred and completed within the timescales set out in regulations and guidance.
- Enable managers and supervisors to guide and support staff to ensure adults at risk are protected from abuse and neglect.
- Draw on research and best practice to inform decision-making.
- Offer a framework enabling Regional Safeguarding Boards and agency managers to ensure practice is in accordance with statutory roles and responsibilities and legislative requirements and expectations.
- Enable Regional Safeguarding Boards and agency managers to evaluate the quality of local safeguarding practice and provide a vehicle to facilitate local co-ordination and challenge.

Our service recognises that safeguarding involves a range of responses to different forms of abuse and potential sources of harm and the different contexts in which abuse occurs. Accordingly, this policy is used in association with a suite of policies all designed to make sure that Individuals are safe from abuse and the risks of their coming to harm are kept to the minimum and well managed.

Policy aims.

April aims to effectively promote and support the wellbeing of individuals. In doing this, it is paramount to prevent harm and to report concerns of abuse and neglect appropriately. April are committed to achieving these aims through this safeguarding policy and procedure.

April works on the principle that it is the right of vulnerable Individuals to be kept safe from all forms of abuse/harm. Being and feeling safe will contribute a great deal to their wellbeing and quality of life. It therefore recognises that it must always protect

Individuals and identify and deal with specific instances of abuse/harm if they occur, following the required procedures and best practice guidance.

Effective practice, in line with legislation and guidance, is most likely to take place if there is consistency between the principles underpinning legislation, guidance and those promoted in the procedures.

Effective safeguarding requires:

- The organisation to play their part and contribute to safeguarding and promoting the well-being of the adult at risk
- information-sharing in accordance with [A summary of what to consider when sharing information to safeguard people](<https://gov.wales/information-sharing-safeguard-children-and-adults-leaflet>)(<https://gov.wales/information-sharing-safeguard-children-and-adults-leaflet>);
- intra and multi-disciplinary working to better understand the individual and their circumstances and their needs for care, support, and safety.
- co-productive working relationships with the adult at risk, their family and carers to establish what matters to them and to ensure they feel respected and informed.

Every person in contact with or working with adults at risk of abuse and neglect, their carers, and their families; or with adults who may pose a safeguarding risk; or are responsible for arranging services for children and/or adults, should:

- understand their role and responsibilities to safeguard and promote the welfare of adults at risk of abuse and neglect.
- be familiar with and follow the organisation's procedures and protocols for safeguarding and know who to contact in their organisation to discuss concerns about an adult at risk of abuse and neglect and their duty to report.
- be alert to indicators of abuse and neglect.
- have access to and comply with the Wales Safeguarding Procedures.
- have received training to a level commensurate with their role and responsibilities.
- know when and how to report any concerns about abuse and neglect to social services or the police.
- know that an agency employee has a duty to report if an individual, family member or member of the public expresses concerns about a child's or adult's safety to them. they must never be asked to make a self-referral to social services or the police.
- be alert to and aware of the risks which individual abusers, or potential abusers, may pose to adults at risk of abuse and neglect.

- recognise when a care giver has compromised caring capacity, that is, problems which may affect their capacity to provide effective and appropriate care, or which may mean they pose a risk of harm.
- be aware of the impact and effects of abuse and neglect on adults at risk.
- understand the safeguarding process.
- share and help to analyse information so that an informed assessment can be made of the individual's needs and circumstances.
- contribute as required to provide help or a specific service to the adult at risk or a member of their family as part of an agreed plan and contribute to the reviewing progress against person-centred outcomes.
- contribute as necessary at all stages of the safeguarding process.
- contribute to regularly reviewing outcomes against specific shared objectives.
- work co-operatively with the adult at risk, carers, and families, unless this is inconsistent with the need to ensure the individual's safety.
- be committed to fully co-operating with all other agencies in the interests of safeguarding adults at risk of abuse and neglect.

Defining Abuse

Abuse is a violation of an Individual's human and civil rights by any other person or persons.

April works to definitions of abuse that have been developed nationally and included in the Care Act 2014 statutory guidance. It recognises that abuse/harm of Individuals may take many forms including:

- Abuse
- Physical abuse
- Domestic Violence
- Sexual abuse
- Psychological abuse
- Financial or material abuse – includes theft fraud and pressures about money.
- Modern slavery
- Discrimination abuse
- Organisational abuse
- Neglect and acts of omission.
- Self-neglect



April has a duty by law under the Equality Act 2010 to protect people from discrimination, harassment, and victimisation with a 'protected characteristic'.

Abuse can take place in any setting, whether in a private dwelling, an institution, or any other place.

Neglect

This describes a failure to meet a person's basic needs physical, emotional, social, or psychological needs, which is likely to result in an impairment of the person's well-being (for example, an impairment of the person's health).

It can take place in a range of settings, such as a private dwelling, residential or day care provision.

The following behaviours could place the adult at risk of abuse or neglect:

Violence against women, domestic abuse, and sexual violence (VAWDASV) this includes

- Female Genital Mutilation
- Modern Slavery
- Domestic abuse and violence against men
- Criminal exploitation

April accepts that abuse/harm can be committed by a range of possible people. It therefore accepts its responsibility to protect its Individuals from possible abuse from all sources, which include:

- the staff and management of the care service
- Individuals' relatives and friends
- people who have contact with Individuals while they are temporarily outside.
- neighbours, people on their social network or living in the community at large.

Staff Responsibility

April insists that all its staff have a responsibility to:

- provide Individuals with the best possible care.
- desist from any abusive/harmful action in relation to Individuals.
- report anything, they witness which is or might be abusive/harmful.
- co-operate in every possible way in any investigation into alleged abuse.
- participate in training activities relating to abuse/harm and protection from harm.
- Be aware of their individual responsibilities for raising concerns to ensure the safety and well-being of individuals.

The Manager is responsible for

- developing the systems and structures within which it is possible to deliver the best possible care.
- encouraging a culture and ethos that is hostile to any sort of abuse/harm
- producing and regularly revising the policies and procedures to prevent and deal with abuse/harm
- operating personnel policies which identify, appropriately deal with and, if necessary, exclude from practice potential or actual abusers
- providing training for staff in all aspects of safeguarding, abuse/harm, and protection
- make provisions to support staff raising safeguarding concerns (whistleblowing)
- investigating any evidence of abuse/harm speedily and sympathetically
- implementing improvements to procedures if an investigation into abuse/harm reveals deficiencies in the way in which the service operates.
- collaborating with all other relevant agencies in combating abuse/harm and improving the safeguarding and protection of Individuals
- liaising with the relevant safeguarding adults/children authority teams and following their guidance and instructions where applicable, including the issues arising from multi-agency involvement
- notifying the CIW of all instances of abuse, alleged or suspected abuse, using online reporting procedures.

Recruitment Practices

April takes great care in the recruitment of staff. We carry out all possible checks on recruits to ensure that they are of a high standard and co-operates in all initiatives regarding the sharing of information on care workers who are found to be unsuitable to work with people at risk. April ensures that new employees employed in regulated activity have been checked against the Disclosure and Barring Service (DBS) criminal records and barred lists in line with the current requirements. (See the [Staff Recruitment and Policy](#).)

Initial procedures

A staff member who witnesses a situation in which an Individual is in actual or imminent danger must use their judgment as to the best way to stop what is happening without further damage to anyone involved including themselves, either by immediately intervening personally or by summoning help.

Any staff to whom actual or suspected abuse/harm is reported —the manager or a senior staff member — will immediately take any further action necessary to provide protection, support or additional care to an Individual who has been harmed.

The manager will discuss with the known or suspected abused/harmed person what actions they consider to be appropriate. In some circumstances, the person might not wish any action to be taken or agree to a referral being made on their behalf (this would not apply to children).

the manager will consider whether there are reasons for overriding the person's wishes, e.g., because it is in the public interest and to prevent further harm or because the harmed individual is a child. This could include seeking advice on the correct action from the Local Authorities Safeguarding team i.e., BCBC MASH team and following the guidance of The Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA)

Any adult “victim” whom it is thought might lack mental capacity to give their consent for the abuse/harm to be reported will be assessed for their capacity to decide and a “best interests” decision will be taken in line with Mental Capacity Act procedures.

Once a person has consented to further action being taken, or for someone unable to give their consent, it has been decided that it is in their best interests to do so, the member or will then the local Safeguarding Team and follow its procedures and guidance from that point on.

i.e., attend strategy meetings and implement an action plan from the strategy meeting.

The registered manager/person responsible for safeguarding if needed also report the matter directly to the police and take guidance from them.

The registered manager will take steps to ensure that there is no further risk to the victim being abused/harmed by the alleged or suspected perpetrator.

The registered manager will ensure that the needs of the alleged victim of the abuse/harm for any special or additional care, support, or protection or for checks on health or wellbeing are met at the outset and subsequently throughout the proceedings.

If the alleged abuser is a staff member and there is sufficient evidence that abuse/harm has or might have occurred, the manager will suspend the person from duty pending the outcome of a disciplinary investigation. The manager will adhere to steps to be taken following the local safeguarding MASH team strategy meeting,

If the evidence is insufficiently strong to warrant suspension, the staff member against whom the allegation has been made they will be instructed not to have further unsupervised contact with any Individuals until the matter is resolved.

However, it should be noted that in the event of a referral being made to the police because a criminal offence might have been committed the police investigation will take precedence and no action will be taken that might jeopardise its enquiries

Investigating alleged abuse

Investigations are based on a person-centred approach in which the wellbeing of the victim or alleged victim is the central focus of all the activities involved. The investigation will be carried out by a member of an external agency

The Manager will consult the person who may have been abused/harmed to hear their account of what has occurred and their views about what action should be taken, involving the service user's relatives, friends, or representatives if that is appropriate and in line with the wishes of the service user.

Considering

- the fears and sensitivity of the abused/harmed person
- any risks of intimidation or reprisals
- the need to protect and support witnesses
- any confidentiality or data protection issues
- the possible involvement of other agencies, including the police, local safeguarding MASH teams and the CIW
- the obligation to keep the abused/harmed person and in specific instances the alleged perpetrator informed on the progress of the investigation.

The Manager will assure the person who may have been abused/harmed that they will be taken seriously, that the comments will as far as possible be treated confidentially, that they will be protected from reprisals and intimidation, and that they will be kept informed of actions taken and of the outcome.

The Manager will consider if the service user needs independent help or representation, including the services of an independent advocate, in presenting their evidence and will arrange for the appropriate help or support to be made available.

If the abused/harmed person expressly states a wish that no further action should be taken, the manager will consider whether:

- a danger to others exists from not investigating further.
- in the light of that assessment, it is possible to follow the person's wishes.
- in any case precautionary measures should be taken to protect others from the possibility of abuse from the same source. The person will be informed of what is to happen.
- If it is decided that an investigation should proceed, the manager will, as discreetly and confidentially as possible, investigate all aspects of the situation.

The investigation will include interviewing the staff involved in the incident or circumstances up to that point, hearing and assessing evidence from any others who might be able to supply information, exploring every other possible source of evidence, maintaining appropriate contact with any other agencies involved, and if necessary, seeking expert advice on any technical aspects of the situation which are outside the knowledge or expertise available within the organisation.



Any staff from whom evidence is taken will be assured that they will be dealt with in a fair and equitable manner and informed of their employment, legal and procedural rights.

The alleged victim of the abuse/harm, and where appropriate their relatives, friends, or representatives, will always be kept as fully informed as possible of what is happening regarding the suspected abuse/harm.

The investigation will be carried out as quickly as possible and the findings presented to the local MASH safeguarding adults/children strategy group, which will then decide what further action to take, e.g., that a safeguarding plan should be developed and implemented.

Following the investigation

on the balance of probabilities that abuse/harm did take place, the manager will, if the abuser is a staff member, initiate and carry through proceedings according to April's disciplinary policy or, if the abuser is not a member of staff, take action to involve other responsible bodies.

If abuse/harm is proved against a care staff member, the manager will initiate appropriate action, which most likely will be dismissal and referral to the DBS, SCW to prevent them from being employed further in regulated activity.

Other employment sanctions could apply depending on whether there might have been mitigating or extenuating circumstances. In some cases, retraining could be appropriate.

The service user or representatives will be informed of the outcome of the investigation and any further action and will be consulted about whether any redress or apology would be appropriate and helpful to them in line with the service's duty of candour. April will ensure that outcomes arising from any safeguarding referral are communicated to the Individual in a method appropriate to their age and level of understanding and will take into account their specific condition and any communication impairment.

At all stages of the process, a record will be kept of all actions taken.

Record Keeping

April will ensure that all details associated with allegations of abuse/harm are recorded clearly and accurately. The record is kept securely and April's rules on confidentiality are carefully followed. Reports are made as required to the CIW, and other Local safeguarding/MASH teams involved adhering to the Wales safeguarding procedures for children and adults at risk of abuse and neglect.

Referrals to DBS Barred Lists/Social Care Wales Lists

April always complies with its legal requirement to refer a care worker, where it has evidence that the staff member in question has been guilty of misconduct by harming or putting at risk of harm a service user or other person at risk, during their work, to



the DBS barred lists following the procedures issued by the DBS and inform SCW to request removal of PIN

Related Policies

This policy should be read in conjunction with the several other policies of April that relate to safeguarding of Individuals. They include the policies on complaints, the management of Individuals' money and financial affairs, recruitment, induction, staff development and training, staff supervision and importantly whistleblowing. The policy on mental capacity will also be relevant in some circumstances.

Training

All staff receive training (safeguarding) in recognising abuse or harm and carrying out their responsibilities under this policy as part of their induction programme and further training in line with their training needs as identified from their supervision and appraisals and policy developments and changes. The training is updated on a regular scheduled basis at least annually. Staff advised to download the Wales Safeguarding Application which can be used on all apple and android phones

All training, including induction training, is in line with the guidance and standards produced by the relevant social and healthcare workforce development organisations and the local safeguarding authority training policies and guidance.

Examples of a Safeguarding Training Strategy (to be amended as required by individual circumstances and local requirements).

Staff should be aware of other related Company Policies and procedures which include

- Accepting gifts and Wills Policy
- Protecting Information Policy (GDPR)
- Human Rights Policy
- Equality & Diversity Policy
- Infection Control Policy Inc. COVID 19
- Professional Boundaries Policy
- Whistleblowing Policy

Regional Safeguarding Boards

Cardiff & Vale

www.cardiffandvalersb.co.uk



Cwm Taf Morgannwg

www.cwmtafmorgannwgsafeguardingboard.co.uk

Gwent

www.gwentsafeguarding.org.uk

Mid & West Wales

cysur.wales

North Wales

www.northwalessafeguardingboard.wales

West Glamorgan Safeguarding Board

www.wgsb.wales

Adult Safeguarding Team

Email: AdultsafeguardingMASH@bridgend.gov.uk

Telephone: 01656 642477

Address: Multi-Agency Safeguarding Hub, Ravens Court, Bridgend, CF31 4AP.

The Vale of Glamorgan Adult Safeguarding Team are contactable Monday – Thursday, 8:30am – 5pm, and Friday 8:30 – 4:30pm:

- 01446 704860
- adultsafeguarding@valeofglamorgan.gov.uk

Out of working hours and it is an emergency, please contact the out of hours Emergency Duty Team:

- 02920 788570



- EmergencyDutyTeam@cardiff.gov.uk

Wales safeguarding procedures App available on Google Play

https://play.google.com/store/apps/details?id=com.socialcarewales.safeguarding&hl=en_GB&pli=1