space2grieve

specialist bereavement support
for richmond borough

# Document Title: space2grieve Policy for Safeguarding Vulnerable Adults in Need of Care and Support

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# space2grieve Policy for Safeguarding Vulnerable Adults in Need of Care and Support

**This policy has been adopted on:** **28th May 2022**
**This policy is to be reviewed:** **At least annually**
**Last reviewed:** **October 2026**

**Responsible for implementing this policy are:**

**Designated Safeguarding Lead, takes the lead in safeguarding matters:** Hattie Deards
**Designated Safeguarding Deputy, acts in the Safeguarding Lead's absence:** Mita Barakzai
**Designated Safeguarding Trustee, represents Safeguarding to the Trustees:** Dr Rob Owen
If you have any questions, comments or concerns about this policy then please email our Designated Safeguarding Lead on safeguarding@space2grieve.org.uk

## INTRODUCTION

space2grieve is a Registered Charity No 1195114 which supports anyone living in the London Borough of Richmond who have been bereaved. We support adults, children, young people, families and older people. Our expert volunteers and administrators offer free one to one sessions, either in person, via Zoom or on the phone. space2grieve recognises it has a duty of care to ensure that all adults involved in our services have protection from harm and have the opportunity to receive our services in a safe and supportive environment.

## OUR COMMITMENT

Abuse is unacceptable in all circumstances. space2grieve is committed to safeguarding, protecting and promoting the welfare of children and adults involved in our services. We believe that all are entitled to be treated with dignity, courtesy and respect regardless of age, race, gender and disability. Safeguarding is everybody's responsibility and we are committed to ensuring that our safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice.

space2grieve fully recognises that all staff and volunteers have a full and active part to play in protecting adults from harm.

**The purpose** of this document is to protect adults who are in contact with space2grieve specialist support and to provide staff, trustees and volunteers with guiding principles to safeguarding vulnerable adults.

**Who does this policy apply to?**

The policy and procedures contained within it are applicable to all paid staff, volunteers, trustees and supervisors working on behalf of Space2Grieve in any capacity in any setting. They provide the framework for recognising, reporting and recording safeguarding when engaged in space2grieve activity.

## Definition:

Safeguarding means protecting an adults right to live in safety, free from abuse and neglect.
The Care Act 2014 (England) defines an adult at risk as an individual aged 18 or over who
a) has needs for care and support (whether or not the local authority is meeting

any of those needs) AND:
b) is experiencing or at risk of abuse or neglect AND:
c) as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect
Adults at risk could include people with special educational needs and disabilities, people with mental ill health, or people living with domestic violence.

The ten types of abuse are:

- Physical abuse
- Domestic violence or abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational or institutional abuse
- Neglect or acts of omission
- Self-neglect

space2grieve is committed to safeguarding all of our clients, particularly the most vulnerable by ensuring that all trustees, specialists in bereavement support and staff understand and agree to abide by our policies and procedures; by ensuring that they know how to report concerns promptly and to whom and by supporting volunteers and staff who are reporting concerns. space2grieve recognises that it is the responsibility of professionals to determine whether abuse has taken place, but it is everyone's responsibility to report concerns. To comply with their legal duties trustees will react responsibly and appropriately to all reports of safeguarding risk and incidents of abuse and take steps to ensure that all staff and volunteers are sufficiently trained and familiar with how to recognise and report a concern.

**In order to adequately protect adults, space2grieve will ensure that:**

- We will recruit trustees, staff and volunteers safely, check references, complete DBS checks and provide ongoing supervision and management of all staff and volunteers.
- Trustees, Staff and volunteers will receive induction to include safeguarding training that clearly sets out our responsibilities and how to raise a concern.
- We are committed to creating a culture where people feel safe to speak out if they observe behaviour within the organisation that concerns them and our Whistleblowing Policy (see Appendix below) sets out how to raise a concern about a staff member or volunteer.
- There is a Designated Safeguarding Lead with a Designated Safeguarding Deputy and also a Designated Safeguarding Trustee to represent the topic at board level.
- A risk assessment from a safeguarding perspective is completed for all venues used by space2grieve.
- Information about the service and how we keep people safe is available to all users of the service including parents, carers and children. The information provided will include how to raise a concern. This information is contained in the Client Information Sheet and Parent/Carer Information Sheet sent to all clients when they join space2grieve. For CYP it is contained in the Client Agreement Form signed by client and volunteer. All space2grieve clients are made aware of the responsibilities of staff members and volunteers with regard to adult safeguarding procedures.

- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- All members of staff, trustees and volunteers are trained to know how to respond to an adult who discloses abuse or neglect. They develop their understanding of the signs and indicators of abuse from initial training on entry and receive safeguarding refresher training annually.
- Staff, trustees and volunteers have support and supervision when dealing with a safeguarding matter.

All new members of staff and volunteers will be given a copy of the Adult Safeguarding Policy during induction

- The Mental Capacity Act is a law that protects vulnerable people over the age of 16 around decision making. It says that: Every adult, whatever their disability has a right to make their own decisions having regard to their views, wishes, feelings and beliefs in deciding any action" (Care and Support Statutory Guidance DH 2016)
- The contact details of the Designated Safeguarding Lead and the Designated Safeguarding Deputy are available to all volunteers, staff and supervisors on the Action Process.
- space2grieve is covered by adequate and relevant insurance at all times.
- These procedures will be regularly reviewed and up-dated.

## RESPONSIBLITIES

The Designated Safeguarding Lead is responsible for:
Ensuring all volunteers, staff and trustees attend the designated adult and CYP safeguarding training at the beginning stages of their engagement and complete annual refresher training.
Ensuring that space2grieve safeguarding procedures are followed with regard to referring an adult if there are concerns about possible abuse.
Ensuring that all staff and volunteers report any safeguarding concerns they have to the Designated Safeguarding Lead or Designated Safeguarding Deputy and complete an Incident Recording Log form.
Ensuring that all such records are kept confidentially and securely. See *space2grieve Client Confidentiality and Data Protection Guidelines.*
Ensuring sharing information across professional boundaries and with agencies that need to know.

## WHAT TO DO IF YOU HAVE A CONCERN

If emergency help is needed dial 999.
**If you suspect, have evidence of, or receive a disclosure of abuse, follow the Safeguarding Action Process. This will guide you to inform the Designated Safeguarding Lead or Designated Safeguarding Deputy as soon as possible. If emailing the designated safeguarding lead or designated safeguarding deputy regarding a safeguarding concern, text them to let them know to check their email. Do not include any personal details in the text as a text is not secure. The purpose of the text is to highlight that you have sent an email.**

### REPORT

Staff and volunteers will report their concern, observation or disclosure to the Designated Safeguarding Lead or the Designated Safeguarding Deputy.

## RECORD

A record will be made by the volunteer/staff member reporting - describing what they saw or heard and the circumstances in which the incident happened**. Do not delay reporting to complete your record - report first and then record as soon as is practically possible.** Use the Adult Safeguarding Incident Recording Log form.

## REFER

The Designated Safeguarding Lead or Designated Safeguarding Deputy will refer in all cases where there is a concern about significant harm or risk of harm to Richmond Adult Social Care by calling

Telephone: **020 8891 7971**

- SMS Phone: 07903 738043
- Email: adultsocialservices@richmond.gov.uk

Or send an enquiry using the online enquiry form which is confidential and secure.
richmond.gov.uk/report_adult_abuse

Give your name, telephone, details of your concern [including information of other people involved]

**The Adults Emergency Duty Team** is available Monday to Friday from 5pm to 8am, and 24 hours at weekends and on Bank Holidays.

Contact the Adults Emergency Duty Team on:

- Telephone: 020 8744 2442
- Minicom: 18001 020 8744 9414

## SUPPORTING STAFF

We recognise that staff and volunteers working at space2grieve who have become involved with an adult who has suffered harm, or appears to be likely to suffer harm may find the situation stressful and upsetting. space2grieve will support such staff by providing an opportunity to talk through their anxieties with the designated member of staff and to seek further support as appropriate.

## ALLEGATIONS AGAINST STAFF

We understand that an adult may make an allegation against a member of staff or volunteer.
If such an allegation is made, the member of staff or volunteer receiving the allegation will immediately inform the Designated Safeguarding Lead.
The Designated Safeguarding Lead in all such occasions will discuss the content of the allegation with the Designated Safeguarding Trustee who may consult with Richmond Adult Social Care.
If the allegation made to a member of staff or volunteer concerns the Designated Safeguarding Lead or the Designated Safeguarding Deputy, the staff member or volunteer will immediately inform the Designated Safeguarding Trustee

**APPENDIX**

**Six safeguarding principles**

Space2grieve embraces the six key principles of safeguarding

**Empowerment**: People being supported and encouraged to make their own decisions and informed consent.

**Prevention**: It is better to take action before harm occurs.

**Proportionality**: The least intrusive response appropriate to the risk

**Protection**: Support and representation for those in greatest need.

**Partnership**: Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

**Accountability**: Accountability and transparency in safeguarding practice.

## Definitions:

### Who is an adult at risk?

For the purposes of this policy, an adult at risk is an adult who:

- is aged 18 years or more, and
- has needs for care and support (whether or not these are currently being met),
- is experiencing, or is at risk of, abuse or neglect, and
- as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

Such a definition includes adults with physical, sensory and mental impairments and learning disabilities, howsoever those impairments have arisen e.g. whether present from birth or due to advancing age, chronic illness or injury.

Also included are people with a mental illness, dementia or other memory impairments, people who misuse substances or alcohol.

The definition includes unpaid carers (family and friends who provide personal assistance and care to adults on an unpaid basis). The definition may include victims of Domestic Abuse, hate crime, anti-social behaviour, self-neglect and mandatory reporting of Female Genital Mutilation (FGM).

The presence of a particular condition or disability does not automatically mean that an adult is an adult at risk. A person can have a disability but be perfectly able to look after their own well-being etc. Their circumstances as a whole should be considered and all three elements of the definition must be met in order for them to be classed as an adult at risk.

### What is 'harm'?

The definition of "harm" referred to in this policy does not exclusively pertain to ill treatment (including sexual abuse and all forms of ill treatment which are not physical), but includes the impairment of, or an avoidable deterioration in physical, or mental health or emotional wellbeing.

### What is 'abuse'

Abuse pertains to the violation of an individual's human and civil rights by another person or persons. It may consist of a single or repeated act. It may be an act of neglect (abuse by omission) or it may occur when a vulnerable adult is persuaded to enter into a financial transaction or sexual act to which he/she has not consented or whose consent was

deemed diminished due to a lack of understanding.
Abuse results in significant harm, or exploitation of, the vulnerable adult. It may be perpetrated by anyone who has power over the person whether as a carer, relative, member of staff, volunteer or spouse, or as a result of persistently poor care or a rigid and oppressive regime. When occurring in a family, this can be termed as 'domestic abuse', the most common being between spouses, or parents and children.

## The main forms of abuse

**Physical abuse** - including assault, hitting, slapping, pushing, misses of medication, restraint or inappropriate physical sanctions.
**Domestic violence** - including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.
**Sexual abuse** - including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
**Psychological abuse** - including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyberbullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
**Financial or material abuse** - including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
**Modern slavery** - slavery, human trafficking, forced labour and domestic servitude. People are bought and sold for sexual exploitation, forced labour, street crime, cannabis cultivation, grooming and pimping, domestic servitude, forced marriage or even the sale of organs and human sacrifice.
**Discriminator abuse** - including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
**Organisational abuse** - including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
**Neglect and acts of omission** - including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
**Self-neglect** - this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. It involves no other perpetrator.
**Sexual Exploitation** - this covers exploitative situations where a person receives 'something' as a result of them performing or having performed on them, sexual activities.

**Domestic Abuse** – where to get help in Richmond
https://www.richmond.gov.uk/services/community_safety/domestic_abuse/where_to_get_help_for_domestic_abuse

**Support for those affected by the abuse of an older person** Hourglass is a national charity that provides support and advice. It's 24 hour helpline is a confidential service that provides information and support to an older person or anyone concerned about an elder person experiencing or recovering from any form of abuse or neglect 0208 891 7971
https://wearehourglass.org/hourglass-services

**Hate Crime** Richmond Council works with the police and Stop Hate UK to reduce incidents of hate crime in the borough. Reporting hate crime is essential in making sure no one suffers in silence. You can report a hate crime or incident in the following ways:

- Call 999 if it is an emergency and a crime is in progress.
- Call 101 in a non-emergency to report, whether you're a victim, witness or making a report for someone else.
- Report it online via the Met Police website
- If you want to report crime completely anonymously to the police, visit CrimeStoppers website
- Stop Hate UK offers a 24-hour telephone number for people wanting to report hate crime. They also offer support and advice to those affected by hate crime and discrimination. Call 0800 138 1625 or visit Stop Hate UK website
- For a confidential 24-hour helpline for young people under 18, call 0808 801 0576 or text 07717 989 025 or visit Call Hate Out

SPACE2GRIEVE WHISTLEBLOWING POLICY (on 3Rings - space2grieve's secure web-based volunteer management system)

SERIOUS INCIDENT REPORTING - The requirement to report extends beyond safeguarding. If there has been a breach of procedures or policies at Space2grieve which has put clients at risk, including a failure to carry out checks which would have identified that a person is disqualified under safeguarding legislation, from working with children or adults, trustees should report this to the Charity Commission

https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity

SPACE2GRIEVE SERIOUS INCIDENT POLICY FOR TRUSTEES (on 3Rings)