



Charity	Dementia Action Marlow (DAM)
Registered No.	1197610
Safeguarding Leads:	Tina Blumfield Colleen Surlis

Policy Statement

This policy seeks to ensure that Dementia Action Marlow (DAM) undertakes its responsibilities regarding protection of vulnerable adults. The policy establishes a framework to support and guide trustees and volunteers in the event that they suspect abuse or are informed of a safeguarding issue.

DAM encounters vulnerable adults through the following activities: Activity and Social groups, face to face and telephone support and general contact.

Safeguarding Principles

Safeguarding is about embedding practices throughout the organization to ensure the protection of vulnerable adults wherever possible and responding to circumstances that arise. It is the responsibility of all volunteers to respond to incidents. Not reacting appropriately can be perceived as condoning and perpetuate abuse.

Abuse can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender, or culture.

DAM is guided by the six key principles set out in the Care Act 2014 and Making Safeguarding Personal:

- **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 presented.
- **Protection** – support and representation for those in greatest need.
- **Partnership** – local solutions through working with communities.
- **Accountability** – accountability and transparency in delivering safeguarding.

Types of Abuse and Neglect

Abuse or neglect may be the result of deliberate intent, negligence, or ignorance. The following list is not exhaustive but a guide to behaviour that may lead to a safeguarding enquiry.

The Care Act 2014 identifies the following 10 areas of abuse or neglect:

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

Recognising the Signs of Abuse

Trustees and volunteers are well-placed to identify abuse - the adult may say or do things that let you know something is wrong. It may come in the form of a disclosure, complaint, or an expression of concern. Everyone within the organisation should understand what to do, and where to go to get help, support and advice.

Definition of Vulnerable Adults

A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or abuse. This **may** include a person who:

- Is unable to demonstrate the capacity to make a decision and is in need of care and support.
- Is elderly and frail.
- Has a mental illness including dementia.
- Has a physical or sensory disability.
- Has a learning disability.
- Has a severe physical illness.
- Is a substance misuser.
- Is homeless.

Responsibilities

All volunteers have a responsibility to follow the guidance laid out in this policy and related policies, and to pass on any welfare concerns using the required procedures.

We expect all volunteers to promote good practice by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices.

The Trustees have overall responsibility for ensuring the effective implementation of the Safeguarding policy and will fulfil the following responsibilities or delegate them to an appropriate person where necessary:

- Ensure that all information in respect of safeguarding adults is stored securely.
- The policy is in place and is appropriate.
- Provide support to colleagues, wherever practicable to discuss any queries, prior, during and after an adult safeguarding concern.
- Oversee mandatory training and specialist support for all trustees and volunteers.
- Ensure that all trustees and volunteers are familiar with the safeguarding policy and procedures, with Safeguarding as set agenda item at all team meetings.
- Sufficient resources are allocated to ensure that the policy can be effectively implemented.

The Safeguarding Leads' responsibilities are to:

- Ensure the policy is accessible.
- Ensure the policy is monitored and reviewed.
- Receive volunteer concerns about safeguarding and respond to all seriously, swiftly and appropriately.
- Take forward concerns about responses.

Safe Recruitment

DAM is committed to safe recruitment practices, that reduce the risk of harm to adults with care and support needs. Safe recruitment of volunteers and trustees are ensured through the following processes:

- **Professional Boundaries** are clearly outlined within this policy.
- Our **Code of Behaviour** is also outlined and all trustees and volunteers are expected to adhere to this.
- DBS clearance will be sought for all volunteers no later than 6 months of volunteering with us.
- All persons who wish to volunteer or become a trustee with Dementia Action Marlow must accept and understand this policy.

Training and Support

DAM commits resources for induction, training of volunteers, effective communications, and support mechanisms in relation to Safeguarding.

Training

All volunteers and trustees who, through their role, are in contact with vulnerable adults will have access to safeguarding training at an appropriate level. It is expected that all volunteers and trustees will be willing to undertake the appropriate level of safeguarding training in order to identify abuse issues. The Safeguarding Leads and deputies will attend additional training to enable them to address the support needs of their team members and comply with the demands of the referral process.

Support

We recognise that involvement in situations where there is risk or actual harm can be stressful for volunteers concerned. The mechanisms in place to support staff include:

- Debriefing support for volunteers so that they can reflect on the issues they have dealt with.
- Help in seeking further support as appropriate.

Professional boundaries and Code of Behaviour

Professional boundaries are what define the limits of a relationship between a volunteer or trustee and a client. They are a set of standards we agree to uphold that allows this necessary and often close relationship to exist while ensuring the correct detachment is kept in place.

DAM expects volunteers and trustees to protect the professional integrity of themselves and the organisation.

The following boundaries must be adhered to:

- Giving and receiving gifts from adults: DAM does not allow volunteers to give gifts to or receive gifts or payments from adults, without the full knowledge of the main committee. However, gifts may be provided by the organisation as part of a planned activity.
- Personal relationships between a volunteer and a vulnerable adult who is being provided support is prohibited. This includes relationships through social networking sites.

Volunteers are prohibited from:

- Inappropriate behaviour/language.
- Use of punishment or chastisement.
- Providing personal contact details of vulnerable adults and their carers.
- Taking family members to a member's home.
- Selling to or buying items from a member.
- Accepting responsibility for any valuables on behalf of a member.
- Accepting money as a gift/ borrowing money from or lending money to members.
- Witness to any documents including but not limited to Wills and POAs.

Reporting Concerns

Any trustee or volunteer who becomes aware that an adult is, or is at risk of, being abused must raise the matter immediately with the organisation's designated safeguarding person. **If the adult requires immediate protection from harm, contact the police and Adult Social Care.**

Early sharing of information is the key to providing an effective response where there are emerging concerns. To ensure effective safeguarding arrangements no one should assume that someone else will do it.

The process outlined below details the stages involved in raising and reporting safeguarding concerns at DAM

- Communicate your concerns.
- Seek medical attention for the adult if needed.
- Discuss with a lead volunteer or trustee.
- If needed seek advice from Safeguarding Leads.
- Complete a Report in writing if required and submit. A copy of the form is attached to this Policy

DAM recognises its legal duty to report any concerns about unsafe practice by any of its paid or unpaid volunteers to the Independent Safeguarding Authority (ISA), according to the ISA referral guidance document <http://www.isa.gov.org.uk/PDF/ISA%20Referral%20Guidance%20%20V2009-02.pdf>

Recording an Incident

A written record must be kept about any concern regarding an adult with safeguarding needs. This must include details of the person involved, the nature of the concern and the actions taken, decision made and why they were made.

All records must be signed and dated. All records must be securely and confidentially stored on the DAM database, in line with General Data Protection Regulations (GDPR).

Confidentiality

DAM expects all volunteers and trustees to maintain confidentiality. Information will only be shared in line with the General Data Protection Regulations (GDPR) and Data Protection.

However, information should be shared with the Local Authority if an adult is deemed to be at risk of harm or **contact the police if they are in immediate danger, or a crime has been committed.**

Mental Capacity

The MCA defines someone is lacking capacity, because of an illness or disability such as a mental health problem, dementia or a learning disability, who cannot do one or more of the following four things:

- Understand information given to them about a particular decision.
- Retain that information long enough to be able to make the decision.
- Weigh up the information available to make the decision.
- Communicate their decision. Refer to the Mental Capacity Act Code of Practice, <https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice>. DAM will need to involve an advocate if the person lacks capacity to make decisions about a safeguarding concern.

Support and guidance will be sought from the **Multi-Agency Safeguarding Hub (MASH)** should anyone have concerns regarding an adult's capacity.

DAM Safeguarding Contacts

Name	Tina Blumfield	Colleen Surlis	Jan Sambrook
Role	Safeguarding Lead	Safeguarding Lead	Chairperson
Tel	07901 552228	07979 876575	07771 982903
Email	contact@dementiaactionmarlow.org		

Alerting Authorities

It is important that alerts are passed on as soon as possible to Buckinghamshire Social Care Teams. Dementia Action Marlow will raise alerts to statutory authorities when the trustees deem this is warranted. Where necessary the initial alert can be by telephone if this will result in better support.

Buckinghamshire Council First Response Team: 01296 383962

Out of hours Emergency Duty Team : 0800 999 7677

Police Emergency : 999

Non-emergency :101

National Helpline: 0808 2000 247

Review and Monitoring

DAM will monitor the policy every year prior to the AGM in June and make such changes as appropriate.

Signed	Date
Print name	Review Date



This form is to be used to record basic information in the light of an allegation or disclosure of a potential safeguarding concern. Completing this record should not stand in the way of contacting the Police or Social Services in the event of an emergency or urgent safeguarding incident.

The contact for First Response Social Services is 01296 383962.

Name of the person completing this form - (YOU):	
Date and time of completing this form:	
Your position or relationship to who your safeguarding concern is about:	
Your Telephone number/s:	
Your address:	
Your e-mail:	
Name/names of persons the safeguarding is about:	
Address (if known) of the person the safeguarding is about:	
Telephone numbers / e-mail address (if known) of the person the safeguarding is about:	
Name and address or carer of alleged victim and any other contact details:	
Date and time of any incident:	

What have you seen or heard:	
Has the alleged victim said anything to you? (do not lead or investigate – Just record actual details) – continue on another sheet if required.	
Action taken so far:	
External Agencies contacted	
Police: yes/no Name and contact no.	Details of advice received:
Social services : yes/no If yes – which? Name and contact no.	Details of advice received:
Local Authority : yes/no If yes – which: Name and contact no	Details of advice received:
Any other eg Prevention Matters, Social Prescriber, Carers Bucks etc? Which? Name and Contact no.	Details of advice received:
Signed :	

Important:

A copy of this form should be sent to one of the Lead Volunteers at DAM, and they should be alerted ASAP.
Do not discuss the incident with anyone other than those who need to know.