

**OCA Y**  
**OLDER CITIZENS ADVOCACY YORK**  
The Priory Street Centre, 15 Priory Street, York, YO1 6ET  
Registered Charity 1173795

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**ADULT SAFEGUARDING**

The Care Act statutory guidance defines adult safeguarding as: ‘Protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.’

The Designated Named Person for Safeguarding Adults in OCA Y is the current Charity Manager. They should be contacted for support and advice on implementing this policy and procedures.

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**1: Statement**

**1.1:** This policy will enable OCA Y to demonstrate its commitment to keeping safe the vulnerable adults with whom it works. OCA Y acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse. OCA Y provides an advocacy service to people over the age of 50. These procedures have been designed to ensure the welfare and protection of any adult who accesses services provided by OCA Y. The procedures recognise that adult abuse can be a difficult subject to deal with. OCA Y is committed to the belief that the protection of vulnerable adults from harm and abuse is everybody’s responsibility and the aim of these procedures is to ensure that all managers, trustees and volunteers act appropriately in response to any concern around adult abuse.

Therefore, this policy needs to be read in conjunction with the following OCA Y policies:

- Equality and Diversity
- Volunteers
- Complaints
- Whistle Blowing
- Confidentiality
- Disciplinary and Grievance
- Data Protection
- Recruitment and Selection
- Problem Solving Policy

**Date this policy came into effect:** September 2018

**Date of Last Review:** November 2021

**Next Review Date:** 2022

**Name or position of person responsible for this policy:** Charity Manager/Management Committee

**1.2:** This policy has been drawn up to enable OCAY to:

- promote good practice and work in a way that can prevent harm, abuse and coercion occurring.
- to ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.
- and to stop that abuse occurring.
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**1.3:** To implement the policy OCAY will work:

- to promote the freedom and dignity of the person who has or is experiencing abuse
- to promote the rights of all people to live free from abuse and coercion
- to ensure the safety and wellbeing of people who do not have the capacity to decide how they wish to respond to abuse that they are experiencing
- to manage services in a way which promotes safety and prevents abuse
- recruit staff and volunteers safely, ensuring all necessary checks are made
- provide effective management for staff and volunteers through supervision, support and training

**1.4:** Older Citizens Advocacy York will:

- ensure that all trustees, staff, volunteers, service users, and carers/families are familiar with this policy and procedures
- work with other agencies within the framework of the City of York Safeguarding Adults Board Policy and Procedures
- act within its confidentiality policy and will usually gain permission from service users before sharing information about them with another agency
- inform service users that where a person is in danger, a person is at risk or a crime has been committed that puts a person at risk then a decision may be taken to pass information to another agency without the service user's consent
- make a referral to the Adult Social Care team as appropriate
- endeavor to keep up to date with national developments relating to preventing abuse and welfare of adults
- ensure that the Designated Named Person understands their responsibility to refer incidents of adult abuse to relevant statutory agencies (Police/Adult Social Services)

## **2: Preventing Abuse**

**2.1:** OCAY is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within OCAY will be treated with respect.

**2.2:** OCAY is committed to safer recruitment policies and practices for paid staff, trustees and volunteers. This will include DBS disclosures for all staff alongside adequate training on Safeguarding Adults for staff and volunteers.

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**2.3:** Trustees and volunteers will be required to provide two references and where appropriate have a DBS disclosure.

### **3: Recognising the Signs and Symptoms of Abuse**

**3.1:** OCAY is committed to ensuring that all staff, trustees and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse. OCAY will ensure that the Designated Named Person and other members of staff, trustees and volunteers have access to training around Safeguarding Adults.

**3.2:** Abuse / neglect can happen anywhere including at home, in care homes or in day care centres or hospitals. It may be a single act or take place over a longer period. Abuse can take different forms:

**Physical abuse** – including assault, hitting, slapping, pushing, misuse 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.

**Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation or blaming.

**Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements.

**Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude.

**Discriminatory 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.

**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

**3.3:** It is not easy to identify signs that could indicate an adult with care and support needs is being abused or neglected, especially if the person being abused or neglected is afraid to speak out. However, there are some more common signs of abuse or neglect which if seen, may suggest that abuse has occurred

Multiple bruising or finger marks

Injuries that cannot be easily explained

Deterioration of health for no apparent reason; sudden and unusual loss of weight

Inappropriate or inadequate clothing

Withdrawal or mood changes

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A carer who is unwilling to allow access to the person

A person who is unwilling or unhappy about being left alone with somebody

Unexplained shortage or disappearance of money.

It is far more likely that the person responsible for the abuse or neglect is known to the adult and is in a position of trust and power. It is important to remember that abuse or neglect can happen anywhere: for example, in someone's own home, in a public place, in hospital, in a care home or in college. It can take place when an adult lives alone or with others.

#### **4: Designated Named Person for Safeguarding Adults**

OCA Y has an appointed individual who is responsible for dealing with any Safeguarding Adults concerns. In their absence, a deputy will be available for workers to consult with. The Designated Named Person(s) for Safeguarding Adults within OCA Y is:

Designated Named Person for Safeguarding Adults – **Ruth Potter**, Charity Manager

Work Telephone number - 01904676200

Mobile Number - 07715099498

Emergency Contact Number - 07947539725

Name of deputy person – Daniel Brittan

Work telephone number – 01904 676200

Should either of these named people be unavailable then trustees, staff or volunteers should contact Adult Social Care directly on 01904 555111 in office hours, hearing impaired customers can use the text facility on telephone: 07534 437804 and out of hours, telephone: 01609 534527 or email [adult.socialsupport@york.gov.uk](mailto:adult.socialsupport@york.gov.uk)

**4.1:** The roles and responsibilities of the named person(s) are:

- to ensure that all staff including volunteers and trustees are aware of what they should do and who they should go to if they have concerns that a vulnerable adult may be experiencing or has experienced abuse or neglect.
- to ensure that concerns are acted on, clearly recorded and referred to an Adult Social Care team or to the allocated social worker/care manager where necessary.
- to follow up any referrals and ensure the issues have been addressed.
- consider any recommendations from the Safeguarding Adults process
- to reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice regarding confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest.
- to ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.

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- if appropriate staff or volunteers will be given support and afforded protection if necessary, under the Public Interest Disclosure Act 1998: they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and its outcome

## **5: Responding to Abuse**

OCA Y recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that acting in cases of adult abuse is never easy.

### **5.1: How to respond if you receive an allegation:**

- Reassure the person concerned
- Listen to what they are saying and treat it **all** seriously
- Record what you have been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously and if necessary, will be passed on
- Don't start to investigate or ask detailed or probing questions
- Don't promise to keep it a secret

### **5.2: If you witness abuse or abuse has just taken place the priorities will be:**

- To call the emergency services if required
- To keep yourself, staff, volunteers and service users safe
- To inform the Designated Named Person in your organization
- To record what happened and pass this onto the Designated Named person

**5.3:** All situations of abuse or alleged abuse will be discussed with the Designated Named Person or their deputy. If it is appropriate and there is consent from the individual at risk or there is a good reason to override consent, such as risk to others, a referral (alert) will be made to Adult Social Care team. (If a trustee, staff member or volunteer feels unable to raise this concern with the Designated Named Person or their deputy then concerns can be raised directly with Adult Social Care.)

If the individual experiencing abuse does not have capacity to consent a referral will be made without that person's consent, in their best interests.

The Designated Named Person may take advice at the alert stage from Adult Social Care and/or the Adult Safeguarding Board and/or other advice giving organisations such as Police. A City of York Council Safeguarding Adults Manager will follow up the report and then decide if the safeguarding process should be instigated or if other support/services are appropriate.

To report an incident:

in an emergency ring 999 immediately

if the person is not in immediate danger, contact the non-emergency lines; police (101) or NHS (111)

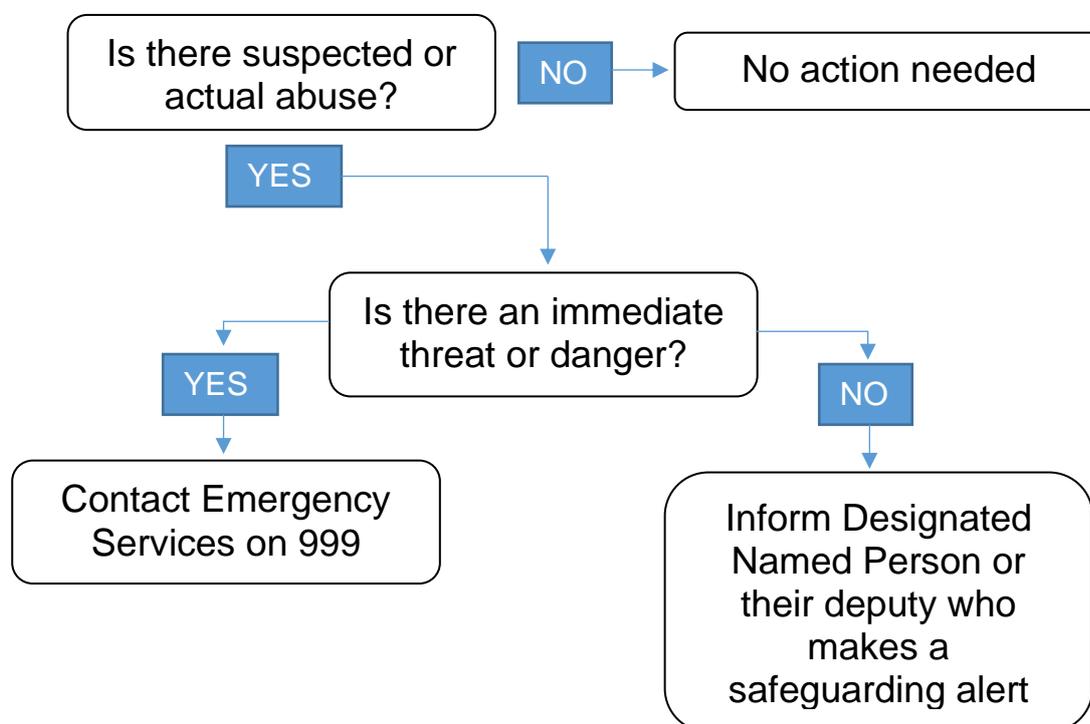
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To report a safeguarding concern:  
contact adult social care, tel: 01904 555111 (office hours), hearing impaired customers can use the text facility on telephone: 07534 437804 out of hours, telephone: 01609 534527.



## 6: Managing Allegations

**6.1:** OCAY will ensure that any allegations made against member of staff or volunteers will be dealt with swiftly. The safety of the individual(s) concerned is paramount. Where a member of staff/volunteer is thought to have committed an offence under this policy they will be suspended whilst a risk assessment is undertaken. This will assess whether it is safe for them to continue in their role or any other role within the service whilst the safeguarding investigation is undertaken. The Designated Named Person will liaise with Adult Social Care to discuss the best course of action and to ensure that the OCAY's disciplinary procedures are coordinated with any external enquiries taking place. The Complaints Procedure, Volunteer Problem-solving Policy and the Staff Disciplinary Procedures will be used as necessary.

**6.2:** OCAY has a whistle blowing policy and staff/volunteers are aware of this policy. they will be supported to use this policy.

## 7: Managing Allegations

**7.1:** OCAY is committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know. For further information, please see OCAY's confidentiality policy.

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**7.2:** All allegations/concerns will be recorded by the Designated named person. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate.

**7.3:** The information that is recorded will be kept secure and will comply with data protection. Access to this information will be restricted to the Designated Named Person and the Chair of Trustees.

#### **8: Disseminating/Reviewing Policy and Procedures**

**8.1:** This Adult Safeguarding Policy will be clearly communicated to staff, trustees and volunteers. The Designated Named Person will be responsible for ensuring that this is done.

**8.2:** Staff appraisal and volunteer supervision meetings will be used to ensure that staff and volunteers are continually made aware/reminded of the contents of this policy. New staff and volunteers must sign to say they have read and will abide by the policy.

**8.3:** The Safeguarding Adults Policy and Procedures will be reviewed regularly by the Trustees. The Designated Named Person for Safeguarding Adults will be involved in this process and can recommend any changes. The Designated Named Person will also ensure that any changes are clearly communicated to staff, trustees and volunteers.

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