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**Adult
Safeguarding**

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Recognising Signs of Abuse



Welcome & Objectives

“We’re home safe.”



“I knew my neighbours in my old street, probably five doors up and down from my house, but here, it’s so small, I know everyone. The feeling of safety, especially as a woman on her own, plays a big part. We go out together sometimes, but we know as soon as we’re through the gates that we’re home safe.”

What is
safeguarding?

Safeguarding is a collective responsibility, and everyone in the care and support of vulnerable individuals plays a crucial role in ensuring their safety and well-being.

Safeguarding is EVERYBODY's responsibility.



Friends, family, health & social care
professionals and police

Safeguarding Policy

Having a robust safeguarding policy is essential for housing providers to fulfil their duty of care and ensure the safety and well-being of their residents.





Protection of
Residents

Protection of Residents

- A safeguarding policy helps protect vulnerable adults from abuse, neglect and exploitation
- It provides clear guidelines for identifying and responding to safeguarding concerns



Safeguarding Policy

Key reasons you need a safeguarding policy:



Protection of
Residents

Legal
Compliance

**Legal
Compliance**

- Housing providers must comply with legislation such as the Care Act 2014, which mandates safeguarding duties
- Policies ensure adherence to laws and regulations, protecting both residents and the organisation



Safeguarding Policy

Key reasons you need a safeguarding policy:



Protection of
Residents

Legal
Compliance

Training and
Awareness

Training and Awareness

- Policies ensure that staff are trained to recognise signs of abuse and know how to respond appropriately
- Regular training and updates keep staff informed about best practices and legal requirements



Safeguarding Policy

Key reasons you need a safeguarding policy:



- A safeguarding facilitates cooperation with other agencies, such as social services, healthcare providers and the police
- It ensures effective information sharing and coordinated responses to safeguarding issues



Safeguarding Policy

Key reasons you need a safeguarding policy:



Creating a Safe Environment

Protection of Residents

Legal Compliance

Training and Awareness

Multi-Agency Collaboration

Creating a Safe Environment

- Polices help create a safe and supportive environment for residents, promoting their well-being and dignity
- They establish procedures for reporting and addressing concerns, ensuring timely and appropriate action
- Having a robust safeguarding policy is essential to fulfil their duty of care and ensure the safety and well-being of their residents



Safeguarding Policy

Key reasons you need a safeguarding policy:

Care Act section 42 Safeguarding Threshold

‘The duties apply to adults aged 18 or over to which the local authority has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there) Has need for care and support (whether or not the authority is meeting any of these needs) and/or Is experiencing or is at risk of abuse or neglect and as a result of these needs is unable to protect himself or herself against the abuse or neglect or the risk of it’.





Housing staff may ...

- have local knowledge of anti-social behaviour or crime patterns such as distraction burglary
- be the first to become aware of an individual developing care and support needs as a result of age, disability or illness
- be aware of people with care and support needs who are not known to social services
- be in a position to pick up signs of abuse and neglect when visiting tenants.

Why are you so important?



- You have local knowledge of anti-social behaviour or crime patterns, such as distraction burglary
- You may be the first to become aware of an individual developing care and support needs because of age, disability or illness
- Be aware of people with care and support needs who are not known to social services

Types of Abuse



Physical



Emotional



Financial



Sexual



Domestic

Physical Abuse



Ex. signs: Bruises,
Fractures, Burns

Types of Abuse



Physical



Emotional



Financial



Sexual



Domestic

Emotional Abuse



Ex. signs: **Withdrawal,**
Anxiety, Depression

Types of Abuse



Physical



Emotional



Financial



Sexual



Domestic

Financial Abuse



Ex. signs: **Sudden
changes in financial
situation**

Types of Abuse



Physical



Emotional



Financial



Sexual



Domestic

Sexual Abuse



Ex. signs: **Unexplained
injuries**

Types of Abuse



Physical



Emotional



Financial



Sexual



Domestic

Neglect



Ex. signs: **Poor hygiene,
Malnutrition,
Untreated medical
conditions**



Active Listening

Active listening is a crucial skill in adult safeguarding, as it helps build trust, understand the concerns of vulnerable individuals, and respond appropriately.



Active Listening

Key Techniques



Importance in
Safeguarding



Practical
Application

Active Listening



Key Techniques

1. Giving Full Attention
2. Reflecting and Paraphrasing
3. Using Open-Ended Questions
4. Empathy and Validation
5. Avoiding Interruptions

Active Listening



Key Techniques

1. Giving Full Attention

- Focus entirely on the person speaking, avoiding distractions.
- Use body language, such as nodding and maintaining eye contact, to show engagement

Active Listening



Key Techniques

2. Reflecting and Paraphrasing

- Reflect back what the person has said to show understanding.
- Paraphrase their words to confirm you have accurately understood their concerns

Active Listening



Key Techniques

3. Using Open-Ended Questions

- Ask questions that encourage the person to share more details
- Avoid yes/no questions to allow for a more in-depth conversation

Active Listening



Key Techniques

4. Empathy and Validation

- Show empathy by acknowledging the person's feelings and experiences.
- Validate their emotions and reassure them that their concerns are taken seriously

Active Listening



Key Techniques

5. Avoiding Interruptions

- Let the person speak without interruptions.
- Allow pauses and give them time to express themselves fully



Active Listening

Key Techniques



Importance in
Safeguarding



Practical
Application

Active Listening

A decorative graphic on the left side of the slide. It features a central dark green circle containing the text 'Importance in Safeguarding'. This central circle is surrounded by several concentric, semi-transparent rings in shades of blue, green, and yellow, creating a layered, circular effect.

Importance in Safeguarding

1. Building Trust:

- Active listening helps build a trusting relationship, making it easier for individuals to disclose sensitive information.

2. Identifying Concerns:

- By listening carefully, you can identify signs of abuse, neglect, or exploitation that may not be immediately obvious.

3. Effective Response:

- Understanding the full context of the person's situation enables you to respond more effectively and provide appropriate support.



Active Listening

Key Techniques



Importance in
Safeguarding



Practical
Application

Active Listening



Practical Application

1. During Assessments:

- Use active listening during assessments to gather comprehensive information about the individual's needs and concerns

2. In Conversations:

- Apply active listening techniques in everyday interactions with residents to create a supportive environment



Active Listening

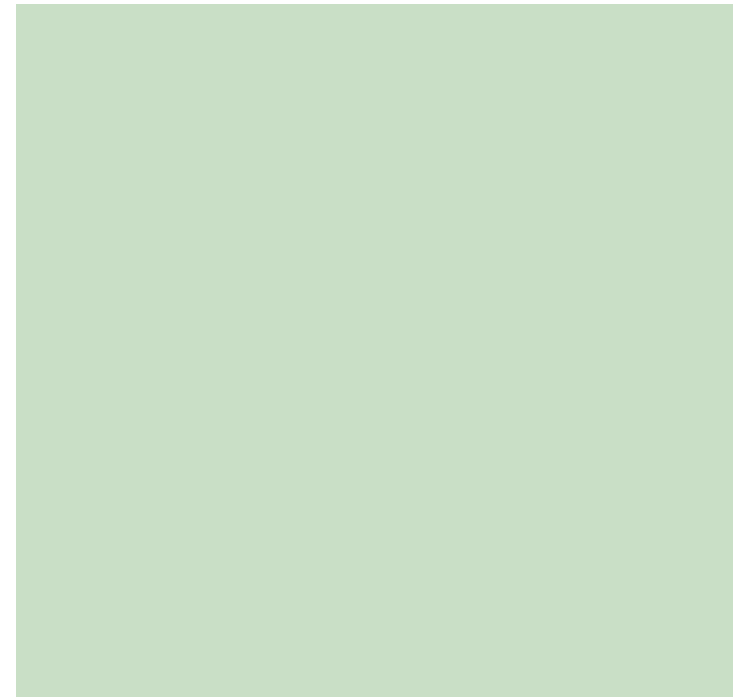
Active listening is a **fundamental component of effective safeguarding**, ensuring that vulnerable adults feel heard, respected, and supported.

Potential barriers to making a referral:



Lack of Knowledge and Confidence:

- Staff may lack sufficient evidence or details to make a referral.
- Unfamiliarity with safeguarding procedures or uncertainty about what constitutes abuse can hinder action.



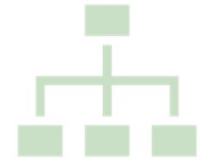
Potential barriers to making a referral:

Concerns About Consent and Confidentiality:

- Misconceptions about needing explicit consent to share safeguarding information can delay referrals.
- Fear of breaching confidentiality or legal repercussions may prevent professionals from reporting concerns for fear of repercussions
- Concerns about personal safety or the safety of others if the referral leads to confrontation.
- Worries about job security or damaging professional relationships.

- 
- Lack of Knowledge and Confidence

Potential barriers to making a referral:



Organisational Barriers:

- Lack of clear safeguarding policies or inadequate training within the organization.
- Dismissive responses or lack of support from management when concerns are raised.

- Lack of Knowledge and Confidence
- Concerns About Consent and Confidentiality

Potential barriers to making a referral:



Emotional and Psychological Barriers:

- Over-identification with the family or carers, leading to justifying or excusing potentially abusive behaviour
- Fear of causing distress or disrupting the lives of those involved

- Lack of Knowledge and Confidence
- Concerns About Consent and Confidentiality
- Organisational Barriers

Potential barriers to making a referral:



Complex Networks and Communication Issues:

- Difficulties in navigating complex networks of agencies and understanding who to contact.
- Failures in communication and joint working between different safeguarding partners.

- Lack of Knowledge and Confidence
- Concerns About Consent and Confidentiality
- Organisational Barriers
- Emotional and Psychological Barriers
- Complex Networks and Communication Issues

How to Report Abuse

Procedure to take when abuse is suspected:

Contact information for
local authorities and
support services.

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Always seek consent where
possible to make a referral, but
do not make promise of
confidentiality.

How to Report Abuse

Procedure to take when abuse is suspected:

Contact information for
local authorities and
support services.

Stay calm, ensure safety
and reassure.

Find out the wishes of the
abused person.

Explain what you are going
to do.

Always seek consent where
possible to make a referral,
but do not make promise of
confidentiality.

How to Report Abuse

Procedure to take when abuse is suspected:

Contact information for
local authorities and
support services.

Stay calm, ensure safety
and reassure.

Find out the wishes of the
abused person.

Gather facts but do not start
investigating.

Always seek consent where
possible to make a referral,
but do not make promise of
confidentiality.

Explain what you are going to
do.

How to Report Abuse

Procedure to take when abuse is suspected:

Contact information for local authorities and support services.

Stay calm, ensure safety and reassure.

Find out the wishes of the abused person.

Do not confront a possible abuser or disclose information inappropriately.

Always seek consent where possible to make a referral, but do not make promise of confidentiality.

Explain what you are going to do.

Gather facts but do not start investigating.

How to Report Abuse

Procedure to take when abuse is suspected:

Contact information for local authorities and support services.

Stay calm, ensure safety and reassure.

Find out the wishes of the abused person.

Tell your manager/chair and a write report soon as possible using the persons own words to describe abuse.

Always seek consent where possible to make a referral, but do not make promise of confidentiality.

Explain what you are going to do.

Gather facts but do not start investigating.

Do not confront a possible abuser or disclose information inappropriately.

How to Report Abuse

Procedure to take when abuse is suspected:

Contact information for local authorities and support services.

Stay calm, ensure safety and reassure.

Find out the wishes of the abused person.

Take care to preserve evidence (photographs of injuries are acceptable with the person's permission).

Tell your manager/chair and a write report soon as possible using the person's own words to describe abuse.

Always seek consent where possible to make a referral, but do not make promise of confidentiality.

Explain what you are going to do.

Gather facts but do not start investigating.

Do not confront a possible abuser or disclose information inappropriately.



Case Study

Kath

‘Carer took money from an elderly resident, but she didn’t want to report it. What would you do?’



Case Study

John

'Johns' hygiene and self-neglect was becoming a problem with friends and neighbours, but he refused to do anything about it. What would you do?'

Finally

Everyone has the right to

Live their lives free from fear

Be treated with dignity and respect

Have their choices respected

Not be forced to do anything against their
will