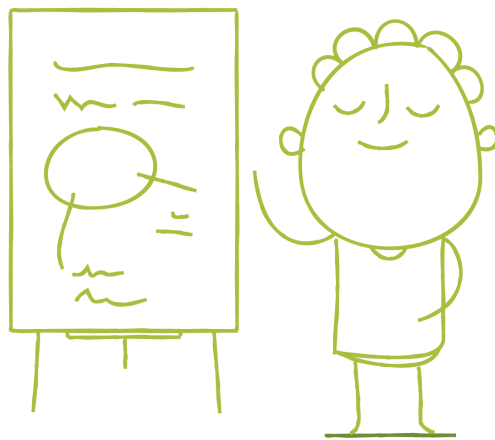


# **CARE CERTIFICATE**

## **SUPPORTING INFORMATION**

### **STANDARD 10 Safeguarding adults**



## **What is abuse?**

Abuse is a violation of an individual's human and civil rights by another person or persons. It is an attempt by one person to control another using fear, violence or intimidation.

Abuse may take many shapes and forms. It could be calling someone names, hitting them or stealing from them. It may consist of a single act or repeated acts. Some forms of abuse are crimes which must be investigated by the police and courts.

Abuse can take place in residential homes, nursing homes, hospitals, day services, colleges, supported living, on the street, in cinemas, public toilets or the family home. Anywhere!

Safeguarding means 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 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.

## **Types of abuse**

Abuse can be viewed in terms of the following categories, taken from the Care Act 2014:

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

## Six key principles underpin all adult safeguarding work

1. **Empowerment** – People being supported and encouraged to make their own decisions and informed consent
2. **Prevention** – It is better to take action before harm occurs
3. **Proportionality** – The least intrusive response appropriate to the risk presented
4. **Protection** – Support and representation for those in greatest need
5. **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
6. **Accountability** – Accountability and transparency in delivering safeguarding

## DEFINITIONS OF ABUSE

**Discriminatory abuse** including racist, sexist, that based on a person's disability, culture and other forms of harassment, slurs or similar treatment **may** be indicated by:

- Lack of respect shown to an individual;
- Signs of a sub-standard service offered to an individual;
- Repeated exclusion from rights afforded to citizens such as health, education, employment, criminal justice and civic status.

**Physical abuse** including hitting, slapping, and pushing, kicking, misuse of medication, restraint, or inappropriate sanctions **may** be indicated by:

- Any injury not fully explained by the history given
- Injuries inconsistent with the lifestyle of the vulnerable adult
- Bruises and / or welts on face, lips, mouth, torso, arms, back, buttocks, thighs
- Clusters of injuries forming regular patterns
- Burns
- Friction burns, rope or electric appliance burns
- Multiple fractures
- Lacerations or abrasions to mouth, lips, gums, eyes, external genitalia
- Marks on body, including slap marks, finger marks
- Injuries at different stages of healing
- Medication misuse.

**Sexual abuse** including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or is incapable of giving informed consent or was pressured into consenting. This may involve contact or non-contact abuse (e.g. touch, masturbation, being photographed, teasing, and inappropriate touching) and **may** be indicated by:

- Significant change in sexual behaviour or attitude
- Pregnancy
- Wetting or soiling
- Poor concentration
- Vulnerable adult appearing withdrawn, depressed, stressed
- Unusual difficulty in walking or sitting
- Torn, stained or bloody underclothing
- Bruises, bleeding, pain or itching in genital area
- Sexually transmitted diseases, urinary tract or vaginal infection, love bites
- Bruising to thighs or upper arms.

**Psychological abuse** including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks **may** be indicated by:

- Change in appetite
- Low self-esteem, deference, passivity and resignation
- Unexplained fear, defensiveness, ambivalence
- Emotional withdrawal
- Sleep disturbance.

**Domestic violence** is a pattern of behavior which involves violence or other abuse by one person in a domestic context against another, such as in marriage or cohabitation. Intimate partner violence is domestic violence by a spouse or partner in an intimate relationship against the other spouse or partner. Domestic violence can take place in heterosexual or same-sex relationships. Domestic violence can take a number of forms including physical, emotional, verbal, economic and sexual abuse, which can range from subtle, coercive forms to marital rape and to violent physical abuse that results in disfigurement or death.

**Modern slavery** takes various forms and affects people of all ages, gender and races.

Types of slavery include:

- Forced labour/debt bondage – Victims are forced to work to pay debts that

realistically they never will be able to. Low wages and increased debts mean not only that they cannot ever hope to pay off the loan, but the debt may be passed down to their children.

- Forced labour – Victims are forced to work against their will, often working very long hours for little or no pay in dire conditions under verbal or physical threats of violence to them or their families. It can happen in many sectors of our economy, from mining to tarmacking, hospitality and food packaging.
- Sexual exploitation – Victims are forced to perform non-consensual or abusive sexual acts against their will, such as prostitution, escort work and pornography. Whilst women and children make up the majority of victims, men can also be affected. Adults are coerced often under the threat of force, or other penalty.
- Criminal exploitation – Often controlled and maltreated, victims are forced into crimes such as cannabis cultivation or pick pocketing against their will.
- Domestic servitude – Victims are forced to carry out housework and domestic chores in private households with little or no pay, restricted movement, very limited or no free time and minimal privacy, often sleeping where they work.

**Self-neglect** – is any failure of an adult to take care of himself or herself that causes, or is reasonably likely to cause within a short period of time, serious physical, mental or emotional harm or substantial damage to or loss assets.

Self-neglect can happen as a result of an individual's choice of lifestyle, or the person may:

- Be depressed
- Have poor health
- Have cognitive (memory or decision making) problems
- Be physically unable to care for self

Self-neglect includes:

- Living in grossly unsanitary conditions
- Suffering from an untreated illness, disease or injury
- Suffering from malnutrition to such an extent that, without an intervention, the adult's physical or mental health is likely to be severely impaired
- Creating a hazardous situation that will likely cause serious physical harm to the adult or others, or cause substantial damage to or loss of assets
- Suffering from an illness, disease or injury that results in the adult dealing with his or her assets in a manner that is likely to cause substantial damage to or loss of the assets.

**Exploitation** – either opportunistically or premeditated, unfairly manipulating someone for profit or personal gain.

**Financial or material abuse** including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the

misuse or misappropriation of property, possessions or benefits **may** be indicated by:

- Unexplained sudden inability to pay bills or maintain lifestyle
- Unusual or inappropriate bank account activity
- Withholding money
- Recent change of deeds or title of property
- Unusual interest shown by family or other in the person's assets
- Person managing financial affairs is evasive or uncooperative
- Misappropriation of benefits and / or use of the person's money by other members of the household
- Fraud or intimidation in connection with wills property or other assets

**Neglect and acts of omission** including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, and the withholding of the necessities of life, such as medication, adequate nutrition and heating **may** be indicated by:

- Physical condition of person is poor e.g. bed sores, unwashed, pressure ulcers (see below for more information on pressure ulcers)
- Clothing in poor condition e.g. unclean, wet, ragged
- Inadequate physical environment
- Inadequate diet
- Untreated injuries or medical problems
- Inconsistent or reluctant contact with health or social care agencies
- Failure to engage in social interaction
- Malnutrition when not living alone
- Inadequate heating
- Failure to give prescribed medication
- Poor personal hygiene
- Failure to provide access to key services such as health care, dentistry, prostheses

Neglect can also lead to pressure ulcers. If you suspect a pressure ulcer is as a result of neglect please follow these procedures.

**Organisational abuse** Neglect and poor professional practice in care settings also need to be taken into account. It may take the form of isolated incidents of poor practice at one end of the spectrum, through to pervasive ill treatment or gross misconduct at the other. It can occur when the routines, systems, communications and norms of an institution compel individuals to sacrifice their preferred lifestyle and cultural diversity to the needs of that institution. Repeated instances of poor care may be an indication of more serious problems. Institutional abuse **may** be indicated

by:

- Inappropriate or poor care
- Misuse of medication
- Restraint
- Sensory deprivation e.g. denial of use of spectacles, hearing aid etc
- Lack of respect shown to personal dignity
- Lack of flexibility and choice: e.g. mealtimes and bedtimes, choice of food
- Lack of personal clothing or possessions
- Lack of privacy
- Lack of adequate procedures e.g. for medication, financial management
- Controlling relationships between staff and service users
- Poor professional practice

## **POTENTIAL INDICATORS OF ABUSE**

Indicators are the suspicious signs and symptoms which draw attention to the fact that something is wrong. The presence of one or more of the indicators does not confirm abuse. However, a cluster of several indications may reveal a potential for abuse and a consequent need for further assessment. In reality, an abusive situation is likely to involve indicators from a number of these headings. The list of indicators is not exhaustive and needs to be used as a tool in the assessment of vulnerability and risk.

### **Indicators of Physical Abuse**

- Any injury not fully explained by history given
- Injuries inconsistent with the lifestyle of the vulnerable adult
- Bruises and/or welts of face, lips, mouth, torso, arms, back, buttocks, thighs
- Clusters of injuries forming regular patterns or reflecting shape of article
- Burns, especially on soles, palms or back; immersion in hot water, friction burns, rope or electric appliance burns
- Multiple fractures
- Lacerations or abrasions to mouth, lips, gums, eyes, external genitalia
- Marks on body, including slap marks, finger marks
- Injuries at different stages of healing
- Medication misuse

### **Indicators of Sexual Abuse**

- Significant change in sexual behaviour or attitude

- Pregnancy in a woman who is unable to consent to sexual intercourse
- Wetting or soiling
- Poor concentration
- Vulnerable adult appears withdrawn, depressed, stressed
- Unusual difficulty in walking or sitting
- Torn, stained or bloody underclothing
- Bruises, bleeding, pain or itching in genital area
- Sexually transmitted diseases, urinary tract or vaginal infection, love bites
- Bruising to thighs or upper arms

### **Indicators of Psychological Abuse**

- Change in appetite
- Low self-esteem, deference, passivity and resignation
- Unexplained fear, defensiveness, ambivalence
- Emotional withdrawal
- Sleep disturbances

### **Indicators of Domestic Violence**

#### Emotional Indicators

- Fear of a partner, caregiver, acquaintance or strangers
- Sadness and/or symptoms of depression
- Emotional numbness
- Low self-esteem, low self-worth
- Helplessness

#### Behavioural Indicators

- Poor eye contact
- Addictions
- Hyper-vigilance
- Promiscuous behavior
- Appearing isolated from family or friends
- Suicidal tendencies
- Expressing homicidal feelings towards another person
- Indirectly or directly talk about domestic violence, sexual assault, stalking



- Appearing anxious about something that would not normally create anxiety, such as getting home late, going somewhere alone
- A consistent pattern of making and missing appointments that is poorly explained
- Restrictions placed on travel, phone use, friendships, money
- Unexplained increase in absence from work

### Physical Indicators

- Bruising, welts, lacerations or scars
- Blackened or swollen eyes
- Fractured or broken bones
- Split lip, broken teeth
- Series of ER visits
- Increase in severity of injuries
- Sexually Transmitted Infections
- Unwanted pregnancy
- A history of injury that is not well explained

### **Indicators of Modern Slavery**

- *Physical appearance* – victims may show signs of physical or psychological abuse, look malnourished or unkempt, or appear withdrawn
- *Isolation* – Victims may rarely be allowed to travel on their own, seem under control, influence of others, rarely interact or appear unfamiliar with their neighbourhood or where they work.
- *Poor living conditions* – Victims may be living in dirty, cramped or overcrowded accommodation, and/or living and working at the same address
- *Few or no personal effects* – Victims may have no identification documents, have few personal possessions and always wear the same clothes day in day out. What clothes they do wear may not be suitable for their work.
- *Restricted freedom of movement* – Victims have little opportunity to move freely and may have had their travel documents retained e.g. passport
- *Unusual travel times* – They may be dropped off/collected for work on a regular basis either very early or late at night.
- *Reluctant to seek help* – Victims may avoid eye contact, appear frightened or hesitant to talk to strangers and fear law enforcers for many reasons, such as not knowing who to trust or where to get help, fear of deportation, fear of violence to them or their family.

### **Indicators of Financial and Material Abuse**

- Unexplained sudden inability to pay bills or maintain lifestyle

- Unusual or inappropriate bank account activity
- Withholding money
- Recent change of deeds or title of property
- Unusual interest shown by family or other in the person's assets
- Person managing financial affairs is evasive or uncooperative
- Misappropriation of benefits and/or use of the person's money by other members of the household
- Fraud or intimidation in connection with wills, property or other assets.

### **Indicators of Exploitation**

- Show signs that their movements are being controlled
- Believe that they must work against their will or for less than minimum wage
- Allow others to speak for them when addressed directly
- Have limited or no social interaction
- Be unable to communicate freely with others

### **Indicators of Discriminatory Abuse**

- Lack of respect shown to an individual
- Signs of a sub-standard service offered to an individual
- Repeated exclusion from rights afforded to citizens such as health, education, employment, criminal justice and civic status

### **Indicators of Neglect and Acts of Omission**

- Physical condition of person is poor e.g. bed sores, unwashed, ulcers
- Clothing in poor condition e.g. unclean, wet, ragged
- Inadequate physical environment
- Inadequate diet
- Untreated injuries or medical problems
- Inconsistent or reluctant contact with health or social care agencies
- Failure to engage in social interaction
- Malnutrition
- Inadequate heating
- Failure to give prescribed medication
- Poor personal hygiene
- Failure to provide access to key services such as healthcare, dentistry.

## **Indicators of Organisational Abuse**

- Inappropriate or poor care
- Misuse of medication
- Restraint
- Sensory deprivation e.g. denial of use of spectacles, hearing aid etc.
- Lack of respect shown to personal dignity
- Lack of flexibility and choice e.g. mealtimes and bedtimes, choice of food
- Lack of personal clothing or possessions
- Lack of privacy
- Lack of adequate procedures e.g. for medication, financial management
- Controlling relationships between staff and service users
- Poor professional practice

## **Vulnerability**

All people who receive social care services are vulnerable. A vulnerable adult may be someone who:

- Is elderly
- Has a mental health problem
- Has a physical or sensory disability
- Has a learning disability
- Has a physical illness
- Is a substance misuser
- Is an unpaid carer
- Is homeless

Some people are particularly vulnerable

- Because of the lack of awareness of risk
- Because of their lack of understanding and ability to make decisions i.e. their lack of capacity

## **Policies and procedures**

You will find the JRH Support Safeguarding Adults Policy on the company website, as well as the local authority safeguarding policies and procedures.

All employees have a duty of care to report abuse and neglect, for example evidence or suspicions of bad practice by colleagues and managers, abuse by another service user, family and friends. You must have zero tolerance to abuse and neglect.

If a service user discloses abuse, you must do the following:

- Listen
- Remain calm
- Assume the person is telling the truth
- Take notes so that the information is factual, not your perception
- Inform your line manager immediately or another senior person
- Hand you written notes to the manager in a sealed envelope marked Private and Confidential
- Ensure you have done enough for the service user before you leave i.e. ensure they are safe and secure and not in any immediate danger
- Call the police if it is a criminal matter e.g. assault, rape or indecent exposure
- Report any concerns – to ensure protection/prevention for the service user, yourself and your colleagues
- Refer back to the company's policies and procedures if you feel your concerns have not been dealt with appropriately.

You must **NOT** do the following:

- Do not lead the conversation
- Do not make judgements
- Do not voice your own personal opinions
- Do not ask leading questions such as “Are you sure that really happened?”
- Do not discuss with colleagues
- Do not wait until you next see your manager. You must act immediately.
- Do not discuss the matter in a public place
- Do not confront the alleged abuser (this will be done as part of the investigation by an independent and fully trained person)

**Further reading:**

JRH Support Safeguarding Adults Policy

JRH Support Whistleblowing Policy

The Care Act 2014

Human Rights Act

Mental Capacity Act 2005 and Deprivation of Liberty Safeguards

Local Authority Safeguarding procedures