



PROTECTION OF VULNERABLE and PROTECTED ADULTS POLICY

1 Introduction

The characteristics of adult abuse can take a number of forms and cause victims to suffer pain, fear and distress reaching well beyond the time of the actual incident(s). Victims may be too afraid or embarrassed to raise any complaint. They may be reluctant to discuss their concerns with other people or unsure who to trust or approach with their worries.

There may be some situations where victims are unaware that they are being abused or have difficulty in communicating this information to others.

2 Aim of Policy

The aim of this policy is to ensure the safety of vulnerable and protected adults by outlining clear procedures and ensuring that all staff members are clear about their responsibilities. This policy reflects the Protection of Vulnerable Groups (PVG) (Scotland) Act 2007.

3 Responsibilities

All members of staff and volunteers within YMCA Edinburgh have a responsibility to be aware of this policy and to report any suspicions that they might have concerning adult abuse. Where this policy refers to 'staff member' this definition includes volunteers.

4 Definition

4.1 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 from being exploited.

This **may** include a person who:

- 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

4.2 A **protected adult** is defined as an individual aged 16 or over who is provided with (and thus receives) a type of care, support or welfare service.

There are four categories of services receipt of any one of which makes an individual a protected adult :

4.2.1 Registered care services

A service by a person delivering:

- (a.) a support service
- (b.) an adult placement service
- (c.) a care home service, or
- (d.) a housing support service.

4.2.2 Health services

A service provided or secured by a public health body concerning the treatment, care and support of, and provision of advice and assistance to individuals in relation to health and well-being, or similar services provided by an independent health care service provider .

4.2.3 Community care services

Social work and mental health services provided or secured by a council, or self-directed support paid for by a council.

4.2.4 Welfare services

A welfare service includes any service which provides support, assistance, advice or counselling to individuals with particular needs, meeting the following conditions. The service must be a service that:

- (a.) is provided in the course of work to one or more persons aged 16 or over.
- (b.) is delivered on behalf of an organisation
- (c.) requires training to be undertaken by the person delivering the service
- (d.) has a frequency and formality attached to the service, and
- (e.) either
 - (i.) requires a contract to be agreed between the service provider and the recipient of the service prior to the service being carried out, or
 - (ii.) is personalised to an individual adult's needs

5 What is abuse?

Abuse is a violation of an individual's human and civil rights by any other person or persons. It can take a number of forms:

- Physical abuse e.g. hitting, pushing, shaking, inappropriate restraint, force-feeding, forcible administration of medication, neglect or abandonment
- Sexual abuse e.g. involvement in any sexual activity against his/her will, exposure to pornography, voyeurism and exhibitionism
- Emotional/psychological abuse e.g. intimidation or humiliation
- Financial abuse e.g. theft or exerting improper pressure to sign over money from pensions or savings etc.
- Neglect or acts of omission e.g. being left in wet or soiled clothing, or malnutrition
- Discriminatory abuse e.g. racial, sexual or religious harassment
- Personal exploitation – involves denying an individual his/her rights or forcing him/her to perform tasks that are against his/her will
- Violation of rights e.g. preventing an individual speaking his/her thoughts and opinions
- Institutional abuse e.g. failure to provide a choice of meals or failure to ensure privacy or dignity

6 Rights of Vulnerable and Protected Adults

The vulnerable adults have the right to:

- be made aware of this policy
- to have alleged incidents recognised and taken seriously
- to receive fair and respectful treatment throughout
- to be involved in any process as appropriate
- to receive information about the outcome.

7 Reporting Procedures

All those making a complaint, allegation, or expression of concern, whether staff, service users, carers or members of the public should be reassured that they:

- will be taken seriously
- their comments will usually be treated confidentially but their concerns may be shared if they or others are at significant risk
- if service users, they will be given immediate protection from the risk of reprisals or intimidation
- if staff they will be given support and afforded protection .

If an allegation is made to a member of staff or there is a suspicion of abuse then the member of staff should inform the Chief Executive or YMCA Chairperson as soon as possible. CEO to communicate to YMCA Chairperson.

The Chief Executive or YMCA Chairperson should make a written record of the allegation or suspicion of abuse (see appendix 1) and contact **Edinburgh Social Care Direct** on 0131 200 2324 (socialcaredirect@edinburgh.gov.uk).

If a staff member has been told about the allegation of abuse in confidence, they should attempt to gain the consent of the person to make a referral to another agency. However, the gaining of the consent is not essential in order for information to be passed on. Consideration needs to be given to:

- The scale of the abuse
- The risk of harm to others
- The capacity of the victim to understand the issues of abuse and consent

If there is any doubt about whether or not to report an issue to Edinburgh Social Care Direct, then it should be reported.

In emergency situations (e.g. where there is the risk or occurrence of severe physical injury), where immediate action is needed to safeguard the health or safety of the individual or anyone else who may be at risk, the emergency services must be contacted.

Where a crime is taking place, has just occurred or is suspected, the police must be contacted immediately.

8 Recruitment and Training

The organisation will ensure that all staff whose roles include working with vulnerable adults are carefully selected, screened, trained and supervised.

9 Disclosure Checks

As part of the recruitment procedure, all newly appointed staff that are carrying out regulated work with protected adults will be disclosure checked through the PVG Scotland scheme.

10 Local Contacts

1. Edinburgh Social Care Direct on 0131 200 2324 (socialcaredirect@edinburgh.gov.uk).
2. Lothian & Borders Police on 0131 311 3131
- 2 Chief Executive: Emma Brown on 0131 553 7877 / 07799 743996(out of hours)
- 3 YMCA Chairperson: Judi Syson on ChairJSyson@ymcaedinburgh.com

11 Related Policies

- Recruitment and Selection Policy
- Recruitment of ex-offenders and Disclosures Policy

12 Acknowledgements

This policy was developed using guidance from SCVO and CRBS.

**ACCEPTED AS PROTECTION OF VULNERABLE AND PROTECTED ADULTS POLICY BY
YMCA EDINBURGH AT ITS MEETING ON 11TH JANUARY 2017**

DATE _____

SIGNED _____ Chair of the Board

This policy will be reviewed at 12 month intervals

Appendix 1

Incident Report Form

Name:.....

Role:.....

Address:

Telephone:

Briefly describe what happened (include times and dates):

Names and contacts of witnesses:

Name of person completing form:

Date:

Action taken: