

SSAB

**Solihull
Safeguarding
Adults Board**
Protecting Adults Together

Safeguarding Awareness E-Learning



SSAB Safeguarding Awareness E-Learning

Welcome to the SSAB safeguarding awareness E-Learning. This awareness training is aimed to provide an introduction to safeguarding for staff who may work with vulnerable adults. The E-learning will take approximately 30 minutes to complete.

Outcomes

- Understand what safeguarding is, the legislation underpinning this and the principles of safeguarding
- Recognise the types of abuse for adults with care and support needs and where it can occur
- Understand your responsibilities if a concern is raised and who to contact to report any concerns

What Does Safeguarding Mean?

Definition

Safeguarding is a term used to describe the actions needed to protect adults at risk from abuse, harm or neglect. It is an important shared priority of all health and social care services and a key responsibility of local authorities.

The Care Act (2014) 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.

What is Meant by 'An Adult at Risk'?

An adult at risk is defined as any person aged 18 and over who:

- has care and support needs
- is experiencing, or is at risk of, harm or neglect
- is unable to protect themselves because of their care and support needs

They may be:

- an older person
- a person with a physical disability, a learning disability or a sensory impairment
- someone with mental health needs, including dementia or a personality disorder
- a person with a long-term health condition
- someone who misuses substances or alcohol to the extent that it affects their ability to manage day-to-day living
- victims of sexual exploitation, domestic abuse or modern slavery
- someone with communication difficulties.

Aims of Safeguarding

- Stop abuse, harm or neglect wherever possible
- Prevent and reduce the risk of abuse, harm or neglect to adults at risk and with care and support needs wherever possible
- To Safeguard adults in a way that supports them in making choices and having control about how they want to live their lives “Making Safeguarding Personal”
- To promote an outcomes approach in safeguarding that works for people resulting in the best experience possible
- To raise public awareness so that professionals, other staff and communities as a whole play their part in preventing, identifying and responding to abuse and neglect.
- You have a duty of care to ensure the safety and wellbeing of the individual and address what has caused the abuse, harm or neglect.

Who is Responsible for Safeguarding?

One of the most important principles of safeguarding is that it is everyone’s responsibility.

You must do everything you can to ensure that adults at risk are protected from harm.

You have a duty to report your concern if you think someone is being abused, harmed, exploited or neglected.



Principles of Safeguarding

Empowerment

People are supported and encouraged to make their own decisions and informed consent.



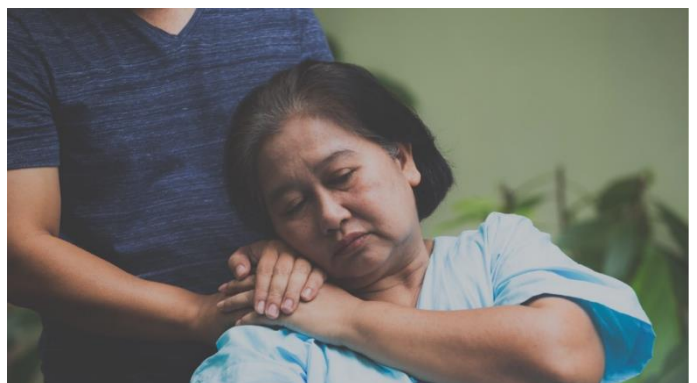
Protection

Support and representation for those in greatest need.



Prevention

Prevention of neglect, harm and abuse is a primary objective. It is better to take action before harm occurs.



Proportionality

Proportionality is about the least intrusive response appropriate to the risk presented.



Partnerships

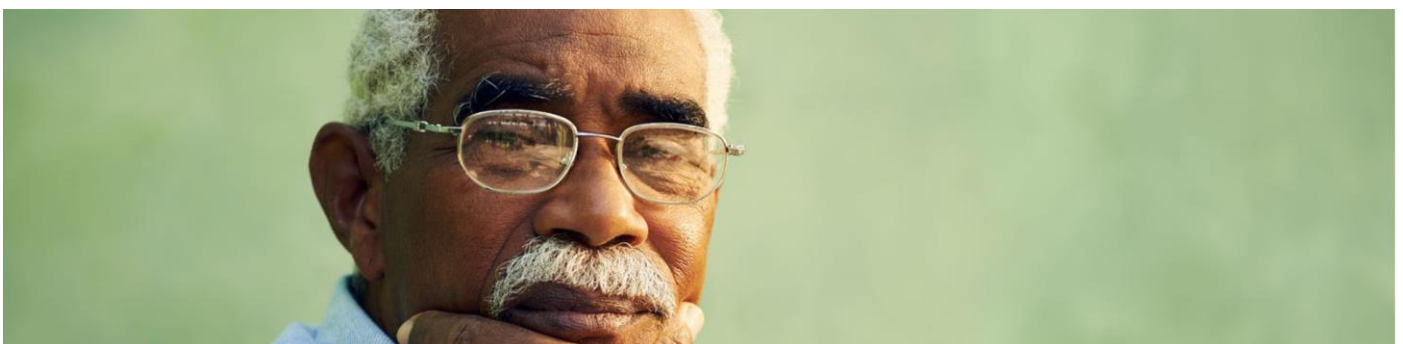
Develop local solutions through services working with their communities.

Communities have a part to play in preventing, detecting and reporting neglect and abuse.



Accountability

Accountability is very important and there must be transparency in delivering safeguarding practice.



Legislation and Guidance

What Does the Law Say?

The Care Act 2014 came into force in England on 1 April 2015 and sets out a clear legal framework for how local authorities and other parts of the system should protect adults at risk of abuse or neglect.

Section 42 of The Care Act 2014 requires a local authority to make statutory enquiries, or cause others to do so, where it has reasonable cause to suspect that an adult with care and support needs is experiencing, or is at risk of, abuse or neglect and as a result of those care and support needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

Key Legislation Relating to Safeguarding

- The Care Act 2014
- Domestic Abuse Act 2021
- Sexual Offences Act 2003
- Criminal Justice and Courts Act 2015
- The Public Interest Disclosure Act 1998
- The Mental Capacity Act 2005 and Mental Capacity (Amendment) Act 2019 (UK)
- Safeguarding Vulnerable Adults Act 2006
- The Equality Act 2010
- The Human Rights Act 1998
- The Data Protection Act 2018 and General Data Protection Regulation 2016 The Modern Slavery Act 2015 (UK)
- The Protection of Freedoms Act 2012
- The Health and Social Care Act 2008 Regulations 2014 and 2015 (UK)
- The Crime and Disorder Act 1998 (England and Wales)
- Safeguarding is governed by local and national guidelines, as well as legislation.

Domestic Abuse Act (2021)

The [Domestic Abuse Act 2021](#) came into force on the 30th April 2021 and is the first act to provide a legal definition of 'Domestic Abuse'.

The Act allows for wider recognition in relation to domestic abuse related crimes as well as recognition to victims, survivors, and perpetrators. It emphasises that Domestic Abuse is not just physical violence, but it can also be emotional, controlling, coercive and economic abuse.

These are the key changes the new Act will deliver:

- A legal definition of domestic abuse which recognises children as victims in their own right;
- A Domestic Abuse Commissioner to stand up for survivors and life-saving domestic abuse services;
- A legal duty on councils to fund support for survivors in 'safe accommodation' and requires local authorities to [grant new secure tenancies](#) to social tenants leaving existing secure tenancies for reasons connected with domestic abuse

- New protections in the family courts which prohibits offenders from [cross-examining their victims in person](#) and a guarantee that survivors can access special measures (including separate waiting rooms, entrances and exits and screens);
- [Domestic abuse protection notice \(DAPN\) and domestic abuse protection order \(DAPO\)](#)
- A statutory basis for the [Domestic Violence Disclosure Scheme \(Clare's law\) guidance](#)
- New criminal offences – including post-separation coercive control, non-fatal strangulation, threats to disclose private sexual images.
- A ban on abusers using a defence of 'rough sex';
- A guarantee that all survivors will be in priority need for housing, and will keep a secure tenancy in social housing if they need to escape an abuser;
- A ban on GPs for charging for medical evidence of domestic abuse, including for legal aid;
- A duty on the government to issue a code of practice on how data is shared between the public services survivor's report to (such as the police) and immigration enforcement.

Mental Capacity Act (2005)

The Mental Capacity Act (MCA) 2005 has been in force since 2007 and applies to England and Wales. The primary purpose of the MCA is to promote and safeguard decision-making within a legal framework. It does this in two ways:

- by empowering people to make decisions for themselves wherever possible, and by protecting people who lack capacity by providing a flexible framework that places individuals at the heart of the decision-making process
- by allowing people to plan ahead for a time in the future when they might lack the capacity, for any number of reasons, to make decisions for themselves.

The Mental Capacity Act (MCA) 2005 applies to everyone involved in the care, treatment and support of people aged 16 and over living in England and Wales who are unable to make all or some decisions for themselves.

Examples of people who may lack capacity are those with:

- dementia
- a severe learning disability
- a brain injury
- a mental health condition
- a stroke
- unconsciousness caused by anaesthetic or sudden accident.

If someone has one of these conditions it does not necessarily mean they lack the capacity to make a specific decision.

Human Rights Act (1998)

The Human Rights Act 1998 gives specific rights to every person living in the UK, for example the right to life and freedom from torture and degrading treatment.

Equality Act (2010)

The Equality Act 2010 protects people from discrimination and disadvantage due to 9 protected characteristics:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

Making Safeguarding Personal

The Care Act (2014) wellbeing principle makes it clear that local authorities have a duty to ensure that the wellbeing of individuals is at the centre of everything it does.

The Act introduced Making Safeguarding Personal (MSP) to ensure that any safeguarding enquiry or concern focuses on the person's wellbeing, views and wishes - involving them as much as possible.

Making Safeguarding Personal promotes person-centred outcomes and a personalised approach to safeguarding led by the individual. The person is supported at each stage of the safeguarding process to say what they would like to be different and change, such as not having contact with a person who poses a risk to them.

The approach is about talking through with the person their options, the implications and what they want to do about their situation. Asking questions such as:

- "What do you want to happen?"
- "What is important to you?"
- "Is there anything that you do not want to happen?"

Policies and Procedures

Your organisation has safeguarding policies and procedures. It is your responsibility to ensure you have read these and that you understand them. You must follow these policies and procedures at all times if you are concerned about the wellbeing of an adult at risk.

You can also access further information about safeguarding adults at risk from our website [Home - Solihull Safeguarding Adults Board \(safeguardingsolihull.org.uk\)](https://safeguardingsolihull.org.uk)



Roles and Responsibilities

Whatever your role, it is important that you are aware of your responsibilities.

It is your responsibility to prevent abuse where possible. If you are in a situation where you either suspect abuse or it has been disclosed to you, you are then in a position to report and record it.

You must know and understand your organisation's safeguarding and whistleblowing policies and procedures, how to access support and raise concerns. Ask your manager or safeguarding lead for details on where to obtain these. If you don't fully understand make sure that you ask for advice and support.

Alerting Services

- You must listen to and take seriously any disclosure of abuse and report criminal acts to the police.
- You should offer support to the person and protect them from immediate harm.
- You should seek medical assistance immediately, if someone has been harmed.
- You should report the concern or abuse to your manager or safeguarding lead straight away.

What Should You Do if Someone Discloses Abuse?

- Offer them reassurance that you will take what they are saying seriously
- Help them to communicate in the best way for them
- Tell them you cannot keep what they are telling you a secret, as you have a duty to protect them from harm
- Listen carefully to what they are telling you
- Don't ask leading questions
- Reassure them that they will be involved in decisions about what will happen

Steps to Take if Abuse Is Suspected

If you are made aware of abuse, or see abuse taking place, then you must act immediately.

- You must report through formal channels any concerns you have about abuse
- You should make an immediate evaluation of the risk and take steps to ensure that the adult is in no immediate danger
- In an emergency or if you think someone else may be in immediate danger, or if you feel in immediate danger, dial 999
- To report a concern to Solihull Adult Social Care [use their online form](#), call **0121 704 8007** or email ccadults@solihull.gov.uk
- Solihull Adult Social Care operates an out of hours emergency service that you can call on **0121 605 6060**.



Types of Abuse

Physical



This can include:

- Assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing
- Rough handling
- Scalding and burning
- Physical punishments
- Inappropriate or unlawful use of restraint
- Making someone purposefully uncomfortable (e.g. opening a window and removing blankets)
- Involuntary isolation or confinement
- Misuse of medication (e.g. over-sedation)
- Forcible feeding or withholding food
- Unauthorised restraint, restricting movement (e.g. tying someone to a chair)

Domestic



Domestic abuse can be defined as any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse, between partners or family members, regardless of gender or sexuality.

This can encompass but is not limited to the following types of abuse:

- psychological
- physical
- sexual
- financial
- emotional
- honour based abuse
- forced marriage

The Domestic Abuse Act 2021 contains further detail on the definition of domestic abuse. Statutory guidance is still being developed but you can find a link to a short presentation about the Act on our [Learning and Development page here](#)

Sexual



This can include:

- rape
- sexual assault
- indecent exposure
- sexual harassment
- sexual photography
- subjection to pornography
- being forced to witness sexual acts
- any sexual activity that the person lacks the capacity to consent to
- inappropriate looking, sexual teasing or innuendo or sexual harassment

Psychological



This can include:

- Enforced social isolation – preventing someone accessing services, educational and social opportunities and seeing friends
- Removing mobility or communication aids or intentionally leaving someone unattended when they need assistance
- Preventing someone from meeting their religious and cultural needs
- Preventing the expression of choice and opinion
- Failure to respect privacy
- Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse

Financial



This can include:

- Theft of money or possessions
- Fraud, scamming
- Preventing a person from accessing their own money, benefits or assets
- Employees taking a loan from a person using the service
- Denying assistance to manage/monitor financial affairs
- Denying assistance to access benefits
- False representation, using another person's bank account, cards or documents

Modern Slavery



This can include:

- Human trafficking
- Forced and compulsory labour
- Domestic servitude
- Sexual exploitation

Discriminatory



This can include

- Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as '[protected characteristics](#)' [under the Equality Act 2010](#))
- Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic
- Denying access to communication aids, not allowing access to an interpreter, signer or lip-reader
- Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic
- Substandard service provision relating to a protected characteristic

Organisational



This includes the mistreatment of people brought about by poor or inadequate care or support.

It can happen in settings such as a hospital, residential care, in a person's own home or in a community setting

- Discouraging visits or the involvement of relatives or friends
- Run-down or overcrowded establishment
- Insufficient staff or high turnover resulting in poor quality care
- Inappropriate use of restraints
- Lack of respect for dignity and privacy
- Not providing adequate food and drink, or assistance with eating
- Misuse of medication
- Failure to respond to abuse appropriately
- Failure to respond to complaints

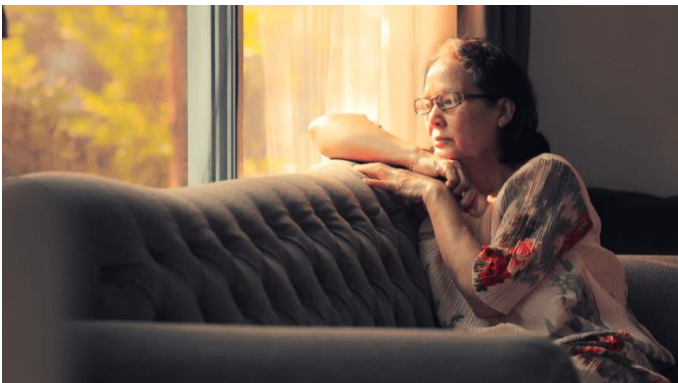
Neglect & Acts of Omission



This can include:

- Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care
- Providing care in a way that the person dislikes
- Failure to administer medication as prescribed
- Refusal of access to visitors
- Not taking account of individuals' cultural, religious or ethnic needs
- Not taking account of educational, social and recreational needs
- Ignoring or isolating the person
- Preventing the person from making their own decisions
- Preventing access to glasses, hearing aids, dentures, etc.
- Failure to ensure privacy and dignity

Self-Neglect



This can include:

- Lack of self-care to an extent that it threatens personal health and safety
- Neglecting to care for one's personal hygiene, health or surroundings
- Inability to avoid self-harm
- Failure to seek help or access services to meet health and social care needs
- Inability or unwillingness to manage one's personal affairs



Other Types of Abuse

County Lines

County lines is where gangs and organised criminal networks move illegal drugs, money or weapons using dedicated mobile phone lines. These criminals exploit vulnerable adults and regularly use coercion, intimidation, violence (including sexual violence) and weapons.

Forced Marriage

A forced marriage is where one or both people do not consent to the marriage. Physical pressure to marry (for example, threats, physical violence or sexual violence) or emotional and psychological pressure (eg if you're made to feel like you're bringing shame on your family) may be used.

Honour Based Abuse

Honour based abuse is an incident or crime involving violence, threats of violence, intimidation coercion or abuse (including psychological, physical, sexual, financial or emotional abuse) which has or may have been committed to protect or defend the honour of an individual, family and/ or community for alleged or perceived breaches of the family and/or community's code of behaviour.

Female Genital Mutilation

Female Genital Mutilation (FGM) or female circumcision, is defined by the World Health Organisation as: 'all procedures that involve partial or total removal of the external female genitalia, or other injury to the female genital organs for non-medical reasons'.

Controlling and Coercive Behaviour

Controlling behaviour is a range of acts to make a person dependent or isolated from support. Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim. Coercive control in an intimate or family relationships is now recognised as a criminal offence.



Where Abuse Can Take Place



Abuse and neglect can occur anywhere including:

- in a person's own home,
- a friend or relatives home
- a public place,
- while in hospital or a surgery
- attending a day service
- in a college or educational establishment
- a care home or care setting
- a place of worship



Dignity and Respect

Providers must make sure that they provide care and treatment in a way that ensures people's dignity and treats them with respect at all times.

This includes making sure that people have privacy when they need and want it, treating them as equals and providing any support they might need to be autonomous, independent and involved in their local community.

[Click here to read more about dignity and respect from Care Quality Commission](#)



Equality and Inclusion

Valuing equality and diversity should be at the heart of any work with adults with care and support needs.

People are individuals. They may present with particular diverse needs. For instance, this might be something to do with their religion, faith, culture, communication difficulties, learning needs, or physical needs. You must try to ensure these needs are met.

For example, if someone has an impairment or sensory loss then communication and information using the person's preferred method of communication is important by using pictures, photographs, an interpreter or sign language.

Where an individual may find it difficult to fully understand the process, it is important to explain things so that they understand what is happening. Where they do not have a representative to support them, an independent advocate can be accessed to support them to express how they feel.



Where the Adult at Risk Is Also a Source of Harm to Others

An adult at risk may be harmful to others, including their own staff or carers, but if they are completely dependent on the people they are harming for their wellbeing and safety this will increase their risk of harm, particularly neglect.

It can be difficult to immediately recognise a situation as one where there is a risk of harm, but if the situation appears unusual as it did in the [Safeguarding Adult Review for Stephen](#), or there is an accumulation of incidents, this should result in a discussion with the local authority.

Use of professional curiosity approaches can support staff to understand the potential impact of harmful behaviour.



Mental Capacity

- If someone discloses abuse to you, it is important to gain their consent to progress with a safeguarding process and to share information with relevant parties.
- If the person appears to lack capacity in relation to the safeguarding concern, this will need to be explored and recorded in line with the Mental Capacity Act.
- If the person does not want any action taken, their wishes should be respected and information should be given about help and support. However, if there are concerns of risk to the wider public, this decision to decline intervention may need to be overridden or in circumstances where the person may be being coerced.
- Where an adult lacks capacity to make a decision, then the adult's representative or advocate must be consulted.
- The local authority must provide an independent advocate where a person has 'substantial difficulty' and does not have a suitable advocate.



Information Sharing

Good information sharing is at the heart of good safeguarding practice.

The Data Protection Act 2018 and General Data Protection Regulation (GDPR) 2016 set out rules for the sharing of personal information. The sharing of information in health and social care is guided by the Caldicott Principles 2013 which ensures that an individual's information is protected. The seven Caldicott Principles are:

1. Justify the purpose for using confidential information
2. Don't use personal confidential data unless absolutely necessary
3. Use the minimum necessary personal confidential data
4. Access to personal confidential data should be on a strict need-to-know basis
5. Everyone with access to personal confidential data should be aware of their responsibilities
6. Understand and comply with the law

7. The duty to share information can be as important as the duty to protect patient confidentiality



Whistleblowing



If you suspect abuse is being caused by someone employed by your organisation, a colleague, manager, student or volunteer you must report it immediately. Your priority must always be the safety and wellbeing of people you care for or support.

If someone is at risk of serious and immediate harm, call the police on 999.

The Public Interest Disclosure Act (1998) creates a framework for whistleblowing or qualifying disclosures by workers across the private, public and voluntary sector.

You will need to familiarise yourself with your own organisation's whistleblowing policy and procedure.



You have now come to the end of the safeguarding E-Learning. The key learning points you will have obtained from this awareness course includes understanding what safeguarding is, the legislation underpinning this, recognising the types of abuse and where this can happen. By undertaking this course, this should now support you in your responsibilities to safeguard adults within your organisation.

[Click here if you wish to share any feedback](#)

If you are interested in learning more about safeguarding, please check our [Learning and Development pages](#) for details of any upcoming training, as well as recordings of previous webinars.

We have a series of short practice briefings on a number of different topics related to safeguarding adults, [accessible here](#).

You can also find all of our local and regional policies, procedures and resources by [clicking here](#).



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