



# SAFEGUARDING ADULTS

# BASIC AWARENESS WORKBOOK

*Safeguarding is everyone's business*

This workbook was originally produced by Kirklees Safeguarding Adults Board, who have kindly agreed permission for it to be adapted and used by Solihull Safeguarding Adults Board, for which we would like to acknowledge this excellent work and thank them.

## Welcome

Welcome to the safeguarding workbook on safeguarding adults at risk. This basic module is aimed at those volunteers who come into contact with adults at risk. Safeguarding is everyone's responsibility and by working through this workbook it will help you understand your role in safeguarding adults at risk of abuse and neglect.

Please remember this workbook is not a comprehensive guide and you should also familiarise yourself with your organisation's safeguarding policy and procedures.

Regardless of your role, you should also be aware of the multi-agency and local safeguarding policy and procedures. Links to West Midlands Adult Safeguarding Policy and procedures can be accessed below:

<https://www.safeguardingwarwickshire.co.uk/safeguarding-adults/i-work-with-adults/west-midlands-regional-safeguarding-information-hub>

Take your time to work through this book, when you have completed it you should then discuss your answers with your Manager/Supervisor/Safeguarding Lead and discuss anything you are unsure of.

Also make use of the Solihull Safeguarding Adults Board website [www.ssab.org.uk](http://www.ssab.org.uk)

## Introduction

- The Care Act (2014) defines safeguarding duties and responsibilities
- Safeguarding adults is the responsibility of any volunteer or member of staff who through their role may come in contact with adults who have care and support needs
- They are, therefore, required to understand what abuse and neglect is and what to do if they are worried about an adult who may be at risk of abuse and neglect
- Anyone who has contact with an adult must understand their own role and responsibility (to safeguard)
- Care and Support Statutory Guidance 2014.

## What is Safeguarding?

Safeguarding adults at risk means protecting a person's right to live in safety, free from abuse and neglect. An adult is anyone of 18 years of age or over.

It involves protecting adults at risk from abuse or neglect and putting plans in place to prevent harm in the future. It involves helping people to live as well as possible and to remain healthy and have their independence maintained.

Safeguarding adults at risk is everyone's business. We all have a duty to report concerns if we think someone is being abused or neglected.

### An adult at risk could include:

- An older person who is frail due to ill health, physical disability or cognitive impairment
- Has a learning disability
- Has a physical disability and/or sensory impairment
- Has mental health needs including dementia
- Has a long-term illness/condition
- Lacks the mental capacity to make particular decisions and is in need of care

### Safeguarding adults involves the following:



- Recognising people as individuals and involving them
- Protecting all adults who need it
- Making appropriate responses – taking action needed to safeguard all adults
- Working with other professionals to promote positive outcomes for all adults
- Being answerable for our actions
- Protecting adults at risk involves taking action to stop the individual remaining at risk and to promote their wellbeing

**Who do you think may abuse and neglect adults at risk?**

**Tick those from the list below:**

1. A paid carer
2. A family member
3. A volunteer
4. Friends
5. Neighbour
6. Service users
7. Strangers
8. Staff

## **How did you do?**

The answer is anyone can abuse an adult. The patterns of abuse can vary, it can be a one off event, ongoing, planned or unplanned.

### **Remember:**

- Abuse is often (but not always) a crime
- Abuse can be carried out by anyone, anywhere or anytime
- There is often more than one type of abuse in any situation
- Abuse is not always intentional – it can often be a result of well-meaning ignorance

We are now going to look at the ten different categories of adult abuse and give some examples:

### Physical Abuse



Sally's carer sometimes ties her to her chair to stop her falling out of it. This is restraint and a form of physical abuse.

Can you think of any other things that would be considered physical abuse?

Write your answers in the box below.

**Physical abuse can also be:**

- Punching
- Biting
- Scalding
- Rough handling
- Hitting
- Slapping
- Force feeding
- Pushing
- Misuse of medication

## Sexual Abuse



Fred has dementia. His neighbour comes into his room and touches his private parts through his pyjamas. Because of his dementia he is not able to protect himself and says he does not want it to happen. This is a form of sexual abuse.

Can you think of any other things that would be considered sexual abuse?

Write your answers in the box below.



**Sexual abuse is:**

- Rape
- Indecent exposure
- Sexual harassment
- Inappropriate looking or touching
- Sexual teasing or innuendo
- Sexual photography
- Subjection to pornography or witnessing sexual acts
- Indecent exposure
- Sexual assault or sexual acts to which the adult has not consented or was pressurised into consenting

## Psychological abuse



Meena has a learning disability. Her mother threatens to hurt her and calls her cruel names. Meena has no confidence in herself now. This is a form of emotional abuse. This is also known as psychological abuse.

Can you think of any other things that would be considered emotional abuse?

Write your answers in the box below.

**Psychological abuse includes:**

- Cyber bullying
- Not letting someone have personal freedom for example to speak or act for themselves
- Using threatening language or not allowing professionals in to help someone when they need it

**People who are been emotionally abused may become:**

- Withdrawn
- Confused
- Aggressive
- Depressed
- Fearful
- Anxious

## Neglect and acts of omission



Doris receives home care. The home carer's job is to give Doris her medication for her pain. The carer has not given Doris her medication for three days now. This is a form of neglect.

Neglect and acts of omission include:

- 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

Tick which of these could be a sign that someone you support is being neglected:

1. Losing weight
2. No/absence of mobility aids when they need them
3. Withholding food
4. Not giving them their medication
5. Making them turn the heating off
6. Making sure there is enough food in the cupboards

**Answer**

Numbers 1-5 are possible signs that someone is being neglected.

## Organisational Abuse



David lives in a care home. David likes to have a lay in on a Saturday, but he has to get up with the other residents at 7.30 in the morning. This is a form of organisational abuse because the needs of the home come before that of David.

Organisational abuse can happen in an institution or a specific care setting such as a hospital or care home.

Tick which other signs you may see in the care home where David lives that may indicate this type of abuse occurring:

1. David must be out of bed by 7.30am whether he likes it or not
2. David is not allowed to go out of the home and meet other people his age
3. Staff ignore him and speak about him as if he is not there
4. David is left to sit in the day room all day with the television on. David doesn't watch television
5. David appears unkempt and 'smells'
6. David is always clean and wears clothes he chose for himself
7. David loves to read and a member of staff brings in books that she knows he likes to read

## **Answer**

- 1, 2, 3, 4 and 5 are all indicators of organisational abuse
- 6, 7 are good indicators of person centred practice

## Financial or Material Abuse



Thomas has learning disabilities. Every week his brother Ed takes his benefits from him and spends them in the pub. This means Thomas has no money for all his needs. This is financial abuse.

Does the following statement indicate other financial abuses of Tom by Ed?

1. Tom is persuaded to change his will to leave all his money to Ed. Tom didn't want to do this.
2. Ed decides to invest Tom's savings into an ISA in his own name.



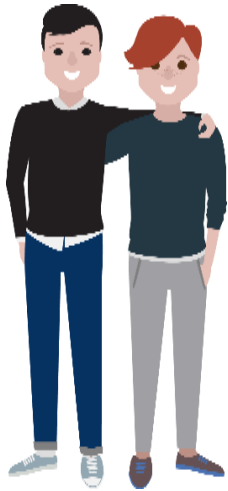
## **Answer**

Yes, both are indicators that Tom is being financially abused by Ed.

### **Financial abuse also includes:**

- Theft
- Fraud
- Internet scamming
- Forcing someone to do things they don't want to do such as change their money arrangements, for example their property ownership, belongings or benefits

## Discriminatory



Saul lives with his partner Jim. Saul has mental health problems. Saul and Jim are regularly verbally abused by neighbours because of their sexuality. This is a form of discrimination.

Can you think of any other forms of discrimination?

**Discrimination** is the unjust or prejudicial treatment of different categories of people, especially on the grounds of:

- Race
- Gender
- Age
- Disability
- Sexual orientation
- Religion

## Domestic Abuse



Sabeela's father and uncles beat her because they believe she is too westernised. This is domestic abuse and honour-based violence.

In relation to Sabeela are the following statement true or false?

1. Sabeela's Father can make her marry her cousin who lives in another country

True       False

2. It is acceptable that Sabeela's mobile has a tracking device on it so her father can see where she is at all times.

True       False

## **Answer**

Both statements are false and are indicators of forced marriage and controlling coercive behaviour which underpins domestic abuse.

Indicators of Domestic Abuse also include:

- Physical violence
- Forced marriage
- Sexual abuse
- Being stopped from seeing friends and family
- Being constantly criticised
- Being deliberately isolated
- Made to account for whereabouts all the time
- Given limited access to funding
- Being threatened

## Modern Day Slavery



Eric is from Romania and came to the UK for a better life. He is forced to work for no money in a local car wash. He is controlled by two men who have taken his passport. This is modern day slavery.

Tick the boxes where you may find someone trapped in slavery:

1. Farms
2. Nail salons
3. Car washes
4. Factories
5. Building sites

## **Answer**

All of these places are common to modern day slavery, but it happens in lots of other work places too.

Modern day slavery also includes Human Trafficking, both of which are crimes. In Human Trafficking people are also forced to work for little or no money including as prostitutes and servants. They are treated as a commodity or bought and sold as 'property'. People are moved from place to place within the UK from region to region or country to country. Traffickers and slave masters use whatever means they can to get the person to do as they are told.

This includes:

- Threats to the person's life/safety
- Threatening the persons family
- Being locked away, tied up or have restrictions placed on their freedom

## Self-Neglect



Frank has given up trying to keep his flat tidy and doesn't bother to wash any more. He doesn't see the point. This is a sign of self-neglect.

Self-Neglect covers a wide range of behavior and includes hoarding.

Frank would meet the definition of self-neglect if he:

- Neglected his own personal hygiene, nutrition and hydration, or health, to such an extent that was endangering his own safety or wellbeing
- If he was neglecting his own flat to such an extent it was squalid and the environment was so poor there was an increased risk to health or fire risks caused by hoarding
- If Frank refused help and assistance that might alleviate these issues

West Midlands have guidance for self-neglect - to download these go to:

<https://www.safeguardingwarwickshire.co.uk/safeguarding-adults/i-work-with-adults/west-midlands-regional-safeguarding-information-hub>



## **PREVENTING and REDUCING LIKELIHOOD OF ABUSE**

How can we prevent abuse and reduce the likelihood of it occurring.

Tick the statements below that you think you should do to prevent and reduce abuse from happening:

1. You should make sure that the adult at risk you volunteer for are at the centre of all that you do
2. You should help the people you support to make choices and do as much for themselves as they can
3. Manage risk whilst making sure the people you support make decisions for themselves
4. Talk to the people you support about abuse and what to do about it and how to report it

**Answer**

All of the above statements are true as you have a duty of care to ensure the people you support feel empowered to make decisions about their own lives.

## Dignity and Respect

It is important that the people you are supporting feel respected and listened to. They should be treated with dignity and should be valued and treated as individuals.

Below are some statements. Read them and tick them if you feel that doing this will help abuse from occurring:

1. Ensure all reports of abuse are taken seriously
2. Treating people with the same respect as you would someone from your own family
3. Treat the person as an individual
4. Help people maintain choice, control and to be as independent as possible
5. Treat people with dignity and respect their right to privacy

**Answer**

As a volunteer your practice should be underpinned by all these values as working in this way can help safeguard the people from abuse or harm.

There are three basic principles that enable people to be keep themselves safe. Circle the ones you think they are:

- 1. Empowerment
- 2. Protection
- 3. Making decisions for people
- 4. Prevention

## **Answer**

The three principles are Empowerment, Prevention and Protection

### **Empowerment**

This means informing people of their rights to be free from abuse and supported to exercise these rights. This means the support you provide should be person centred and built around their needs.

### **Prevention**

As a workforce including volunteers we should have a zero tolerance of abuse and poor practice. All agencies including the voluntary sector must make sure the safety and wellbeing of its service users are a priority.

### **Protection.**

We must offer support and protection for those that need it. This means you must help people to protect themselves and to take risks that enable them to lead full and healthy lives.

**We are now going to explore how you can apply these principles whilst you support Sally on a visit to the library**



**Question 1**

You are supporting Sally at the library. Sally asks the librarian where the thriller section is. The librarian ignores Sally and begins to tell you where they can be found. This shows a total lack of respect for Sally. So what should you do?

- A. Nothing and take Sally to the thriller section
- B. Tell the librarian they are rude for ignoring Sally
- C. Suggest to the librarian that she speak to Sally and not you



**Question 2**

Once you get to the thriller section the book she wants to look at is on the top shelf. Sally tries to stand and reach up for the book and is at risk of falling. What should you do?

- A. Say to Sally that the books are far too high for her and take Sally out of the library straight away
- B. Get the book for her
- C. Talk to Sally and discuss with her the safest way to get the book down

## **Answer**

1. **C** – You are empowering Sally to take control of her life.
2. **C** - By talking and discussing this with Sally you are reducing and managing the risk of her falling whilst supporting Sally to make choices and remain independent.

Finally, you must know what to do if you have concerns about someone's safety and are concerned that they may be experiencing abuse and/or neglect

As a volunteer you must:

1. Tell your manager or safeguarding lead within your organisation who will then decide what to do
2. If your manager is not available you must report your concern to Solihull Adult Social Care One Front Door or if it is out of office hours the Emergency Duty Team (EDT)
3. If your concern is about someone's immediate safety you should phone the police
4. Record what you have seen or heard
5. Record what the person has told you has happened to them (a disclosure)

Check if your organisation have a safeguarding concern report form you can complete. It is good practice to have one of these.



## Raising a Concern

Consider the three scenarios and answer the following questions:

1. Is there abuse in this scenario?
2. What type is it?
3. What should you do?



You are a Volunteer Befriender meeting Doris on a weekly basis in her own home for a chat and cup of tea. You have known Doris for about three months, she is always pleased to see you and enjoys reminiscing about her career. Doris has professional carers who come in twice a day to help her with her personal care and administering her medication.

This week when you visit Doris she does not seem her bright and bubbly self. Doris seems a bit confused and is tearful. When you ask her if she is feeling ok, she says she has missed her medication for the last couple of days because her carer, Louise, has been too busy to collect her repeat prescription. When you respond to Doris saying that this is worrying, she says she doesn't want to get Louise into trouble because she knows how busy she is and she has a young family at home.



You are a Volunteer Driver giving isolated people lifts to the supermarket, GP appointments, luncheon club etc. Fred is a regular service user with early stages of dementia. You collect Fred from his home on a Tuesday morning and give him a lift to Morrisons where he completes his weekly shop. Fred lives on his own but has a grandson Liam who lives nearby.

When you arrive at the supermarket you usually push the trolley for Fred and help him with his packing at the checkout. In recent weeks you have also been helping him select the grocery items as he usually buys the same groceries each week and sometimes get confused about what items he needs.

This week, when Fred opens his wallet to pay for his groceries he does not have enough money to pay. Fred seems confused. When you ask Fred about his money he says that Liam has been taking money out of his wallet because he lost some money on the horses. On the journey home Fred also tells you that he is wearing an extra jumper because his house is cold because he hasn't been able to pay his electricity bill this month.



You help out on a voluntary basis at a day centre for people with learning disabilities. You have recently started helping Meena who lives with her parents but comes to the day centre to give her parents some respite. You usually just help with activities but this week you are helping all day, including serving the hot dinners on a Friday lunchtime.

As you are helping to serve the dinners to the service users, you notice that Meena is not sat up to the table but is instead sat on her own on the floor. You ask her why she isn't eating and she says that on a Friday it is fish and chips, and because she is a vegetarian, she has to wait until everyone has finished then the cook will make her a cheese sandwich. Meena says she doesn't like having to eat on her own because it makes her feel sad. She says sometimes she doesn't bother eating the sandwich because everyone else has started the singing activity by then which she likes to join in. She also said that she didn't think the cook liked her because he had called her a nasty name and said she shouldn't be in this country.

## Answer

- **Doris** - type of abuse possible **Neglect**  
Action: let Doris know you must inform your manager and record what has been seen or said
- **Fred** - type of abuse possible **Financial abuse**  
Action: inform your manager and record what has been seen
- **Meena** - type of abuse possible **Organisational and Discriminatory abuse**  
Action: you should record what has been said and seen and inform your manager

When we work with people we must consider their right to confidentiality. Let's look at what this means for safeguarding.

## Confidentiality

We must always respect someone's right to confidentiality and seek their consent to share information. However, people will want to disclose but they may also ask you to keep the information a secret. You must never agree to keeping information secret and you must inform the individual that you will need to report any information of suspected abuse or bad practice to your Manager. You can re-assure the individual that you will not share the information with anyone else, but information may need to be shared with other professionals/agencies in the future.

Confidentiality can be overridden if there is evidence that sharing information is necessary in exceptional circumstances.

These are:

- If an adult lacks mental capacity to protect themselves
- If a crime has been committed (or about to be)
- If there are concerns about abuse in an organisation
- If there are concerns about a member of staff /volunteer
- If abuse is occurring in a setting where care takes place
- If other people are at risk (including a child)
- If someone is in a life-threatening situation and in need of emergency services

Think about the case scenarios of Doris, Thomas and David again. Could you breach their confidentiality - if so why?

### Doris



Yes you can. This is because there are concerns about neglect through poor practice and the carers visit other people who may be at risk too.

### Fred



Yes you can. This is because you are concerned about financial abuse and whether Fred has capacity to keep himself safe.

### Meena



Yes you can. This is because there are concerns about abuse in an organisation and other people may be at risk.



Remember Eric and Sabeela ?

If they told you not to tell anyone about what was happening to them would you be able to keep this quiet?

**Circle your answer**

Yes      No

## **Answer**

**No** - you would have to report this because modern day slavery, honour based violence and forced marriage are serious crimes that puts people's lives at risk.

## **Dealing with a disclosure**

Disclosure may come from the person experiencing harm from abuse and neglect or from the person or organisation alleged to have caused harm. If a service user starts to disclose to you details of potential abuse it is extremely important that you allow the individual to tell you the information without asking leading questions. You should not investigate but do record what you have been told.

## **Circle the words that tell you what to do if someone discloses abuse to you:**

- Don't interrupt
- Reassure
- Promise to keep a secret
- Stay calm
- Record what you are told
- Ask them leading questions
- Get upset
- Listen
- Speak to the abuser
- Tell everyone
- Interrupt them
- Support them
- Tell your manager

## **Answer**

- Reassure
- Stay calm
- Record what you are told
- Listen
- Support them
- Tell your manager

## **Telephone numbers and who to contact**

If you are concerned about an adult at risk you should call and speak to someone at one of the following numbers:

- Solihull Adult Social Care One Front Door **0121 704 8007**
- Out of Hours **0121 605 6060**

## **Safeguarding children under 18 years old**

As members of staff you may come into contact with children and young people and/or be told information regarding them. Although you work for adult services we **all** have a duty of care to respond to any concerns that a child may be being abused.

## **What to do if you are worried about a child**

If you think a child in Solihull is being abused or mistreated or you have concerns about a child's wellbeing you should call and speak to someone at one of the following numbers:

- Solihull MASH **0121 788 4300**

## **Further Development and Training Provision Solihull Safeguarding Adults Board E-Learning**

For staff and volunteers who have contact with adults with care and support needs. To raise awareness of the different types of abuse adults with care and support needs can experience, who abuses, where abuse can take place and how to report concerns.

<https://www.ssab.org.uk/training.php>