

Make-A-Wish UK

Adult Safeguarding Policy

v1.0 dated 25 August 2020

Introduction

Make-A-Wish UK creates life changing wishes for children with critical illnesses. In so doing it is our aim to provide children and young people with wonderful memories, build happiness and confidence, as well as providing respite from the challenges that come with critical illness. The safety and well-being of all our stakeholders is at the heart of everything we do at Make-A-Wish UK. Therefore, our Safeguarding and Child Protection Policy, Procedures and Code of Conduct are an essential foundation to all the work we do. We recognise that children and young people who are critically ill or disabled may be particularly vulnerable and so we must ensure everything possible is done to ensure that they are protected from harm during their engagement with our organisation and in wish fulfilment.

Child and adult abuse can have serious consequences including injury, disability, threats to survival or even death. It can affect a person's development, mental health, ability to form relationships including parenting ability, self-confidence, or achievements. It can have huge personal and economic consequences for the individual, their family, community, and society. Make-A-Wish UK has a duty of care for its employees and volunteers as well as for our beneficiaries. We recognise our staff and volunteers need protection from bullying, harassment and sexual harassment too. Our Safeguarding and Child Protection Policy, Procedures and Code of Conduct, alongside other related policies and procedures that promote a safe and trusted work environment, will serve to protect all as well as preserve the reputation of our organisation and brand.

This document focuses on the protection of adults (18 years +), in particular those with care and support needs but we have other policies and procedures to safeguard children. It is the responsibility of employees, volunteers and suppliers to report if there is a cause for concern about an adult or the behaviour of another person towards an adult but it is not their responsibility to determine if abuse has occurred or what protective action is required. Responsibility for deciding whether to escalate a concern to the appropriate authority lies with those employees and volunteers who have specific safeguarding responsibilities within Make-A-Wish UK.

Make-A-Wish UK will not tolerate the abuse of adults in any of its forms and is committed to safeguarding adults with care and support needs from harm.

This policy outlines the steps Make-A-Wish UK will make to safeguard an adult with care and support needs if they are deemed to be at risk or at risk. This policy sets out the roles and responsibilities of Make-A-Wish UK in working together with other professionals and agencies in promoting the adult's welfare and safeguarding them from abuse and neglect.

Make-A-Wish UK will ensure that decisions made will allow adults to make their own choices and include them in any decision making. Make-A-Wish UK will also ensure that safe and effective working practices are in place.

This policy is intended to support staff and volunteers working within Make-A-Wish UK to understand their role and responsibilities in safeguarding adults. All staff and volunteers are expected to follow this policy.

The key objectives of this policy are for all employees and volunteers of Make-A-Wish UK to:

- have an overview of adult safeguarding
- be clear about their responsibility to safeguard adults
- ensure the necessary actions are taken where an adult with care and support needs is deemed to be at risk

This policy is based on:

- The Care Act 2014 and the Care and Support statutory guidance

Under the Human Rights Act 1998, everyone has the right to live free from abuse and neglect. <https://www.equalityhumanrights.com/en/human-rights/human-rights-act>

Copies of this policy should be available within Make-A-Wish UK and Make-A-Wish UK will not tolerate the abuse of adults in the organisation and staff and volunteers should be made aware of how this policy can be accessed.

What is Safeguarding adults?

'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 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.'

Care and Support Statutory Guidance, Department of Health, updated February 2017

All adults should be able to live free from fear and harm. But some may find it hard to get the help and support they need to stop abuse.

An adult may be unable to protect themselves from harm or exploitation due to many reasons, including their mental or physical incapacity, sensory loss or physical or learning disabilities. This could be an adult who is usually able to protect themselves from harm but maybe unable to do so because of an accident, disability, frailty, addiction or illness.

Make-A-Wish UK adheres to following the six key principles that underpin safeguarding work (See Care Act guidance)

- Empowerment
- Prevention

- Proportionality
- Protection
- Partnership
- Accountability

Make-A-Wish UK will not tolerate the abuse of adults in staff and volunteers should ensure that their work reflects the principles above and ensure the adult with care and support needs is involved in their decisions and informed consent is obtained. Make-A-Wish UK should ensure that the safeguarding action agreed is the least intrusive response to the risk. Partners from the community should be involved in any safeguarding work in preventing, detecting and reporting neglect and abuse. Make-A-Wish UK should be transparent and accountable in delivering safeguarding actions.

What is Making Safeguarding Personal (MSP)?

MSP means a case should be person-led and outcome-focused. The individual should be involved in identifying how best to respond to their safeguarding situation by giving them more choice and control as well as improving quality of life, wellbeing and safety.

Make-A-Wish UK will not tolerate the abuse of adults Make-A-Wish UK will ensure that adults are involved in their safeguarding arrangements and each individual is dealt with on a case by case basis. As adults may have different preferences, histories and life styles, the same process may not work for all. **Appendix 1** to this document provides additional guidance on the signs of adult abuse.

Who do adult safeguarding duties apply to?

The Care Act 2014 sets out that adult safeguarding duties apply to *any* adult who:

- has care and support needs, and
- is experiencing, or is at risk of, abuse and neglect, and
- is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs.

Who do I go to if I am concerned?

All named responsible persons for safeguarding duties for Make-A-Wish UK can be found in **Appendix 2** to this document.

All staff and volunteers should contact Make-A-Wish UK for any concerns/queries they have in regards to safeguarding adults. A log of the concern must be kept.

The Make-A-Wish UK designated Safeguarding Officer will be responsible to make decisions about notifying adult social services if required and consider alternative actions, where necessary.

The Make-A-Wish UK designated Safeguarding Officer will also ensure that the safeguarding adults policies and procedures are in place and up to date. They will ensure a safe

environment is promoted for staff and volunteers and adults accessing the service. They will ensure they are up to date with their safeguarding adults training.

What should I do if I am concerned?

Staff and volunteers at Make-A-Wish UK who have any adult safeguarding concerns should:

Respond

Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention. Dial 999 for emergency services. Get brief details about what has happened and what the adult would like done about it, but do not probe or conduct a mini-investigation. Seek consent from the adult to take action and to report the concern. Consider whether the adult may lack capacity to make decisions about their own and other people's safety and wellbeing. If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this.

Report

Name the person to whom staff/volunteers need to report any potential safeguarding concerns. This will usually be the organisation's designated safeguarding lead (see above)

Record

Please complete the Make-A-Wish UK Safeguarding Concern Form that can be found in **Appendix 3** to this document. Complete as much detail as you are able. Don't delay making a referral if there is information missing. As far as possible, records should be written contemporaneously, dated and signed. Keep records about safeguarding concerns confidential and in a location where the alleged abuser will not have access to the record. Access should not be given to any unauthorised personal for accessing confidential information including the sharing of passwords. <https://www.make-a-wish.org.uk/about-us/policy-and-procedures/privacy-policy/>

Refer

In making a decision whether to refer or not, the designated safeguarding lead should take into account:

- (1) the adult's wishes and preferred outcome
- (2) whether the adult has mental capacity to make an informed decision about their own and others' safety
- (3) the safety or wellbeing of children or other adults with care and support needs
- (4) whether there is a person in a position of trust involved
- (5) whether a crime has been committed

This should inform the decision whether to notify the concern to the following people:

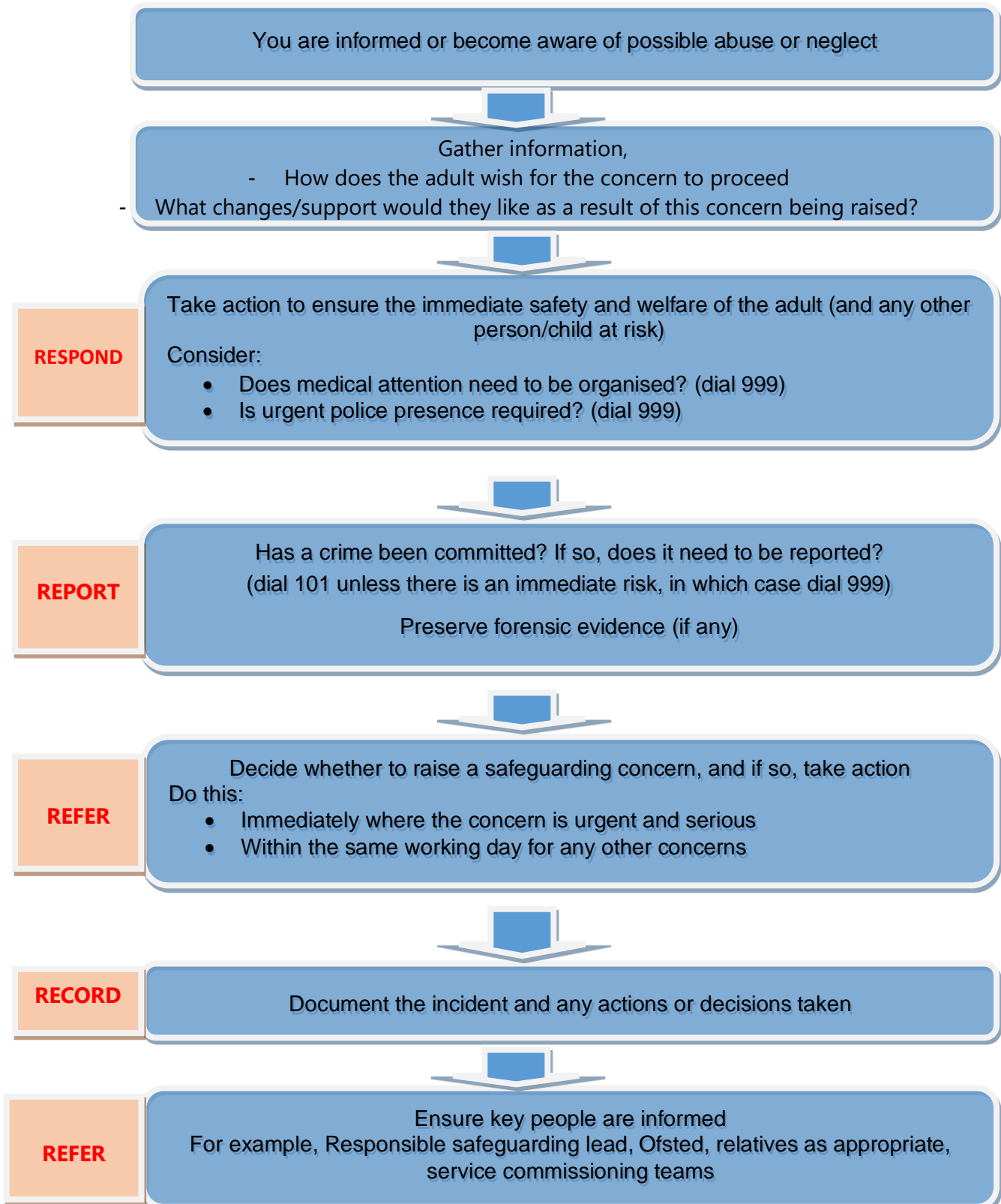
- the police if a crime has been committed and/or
- relevant regulatory bodies such as Care Quality Commission, Ofsted, Charities commission
- family/relatives as appropriate (seek advice from adult social services)

The designated safeguarding lead should keep a record of the reasons for referring the concern or reasons for not referring. Incidents of abuse may be one-off or multiple and may affect one person or more. Staff and volunteers should look beyond single incidents to

identify patterns of harm. Accurate recording of information will also assist in recognising any patterns.

As soon as Adult Social Services becomes involved, a 4-stage safeguarding adults process is followed.

Raising a safeguarding concern





SUPPORT



Provide support or feedback for the person identifying the safeguarding concern

What are your roles and responsibilities?

All staff, management, trustees and volunteers at Make-A-Wish UK are expected to report any concerns to the named person for safeguarding. If the allegation is against one of Make-A-Wish UK members, volunteers, trustees or directors, seek advice from Make-A-Wish UK designated safeguarding lead (**Appendix 2**)

The designated safeguarding adults lead should be responsible for providing acknowledgement of the referral and brief feedback to the person raising the original concern. Feedback should be given in a way that will not make the situation worse or breach the Data Protection Act. If the police are involved, they should be consulted prior to giving feedback to the referrer to ensure any criminal investigation is not affected.

The local authority will decide on who will lead on a safeguarding enquiry should it progress to that stage. The named organisation should not conduct its own safeguarding enquiry unless instructed to do so by the local authority.

Staff and volunteers should ensure that the adult with care and support needs is involved at all stages of their safeguarding enquiry ensuring a person-centred approach is adopted.

Complaints procedure

Make-A-Wish UK promotes transparency and honesty when things go wrong. All staff and volunteers should apologise and be honest with service users and other relevant people when things go wrong.

If a staff or volunteer or any other member of the organisation is unhappy with Make-A-Wish UK decision about the safeguarding concern, refer them to the Make-A-Wish UK Complaints Policy. <https://www.make-a-wish.org.uk/about-us/policy-and-procedures/complaints-policy/> Make-A-Wish UK is committed to ensuring that staff and volunteers who in good faith whistle-blow in the public interest, will be protected from reprisals and victimisation

The Mental Capacity Act 2005 is to be used when decisions on behalf of those adults with care and support needs who are unable to make some decisions for themselves. Refer to the Mental Capacity Act Code of Practice, <https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice>. You will need to involve an advocate if the person lacks capacity to make decisions about the safeguarding concern.

Why is it important to take action?

It may be difficult for adults with care and support needs to protect themselves and to report abuse. They rely on you to help them.

Confidentiality and information sharing

Make-A-Wish UK expects all staff, volunteers, trustees to maintain confidentiality at all times. In line with Data Protection law, Make-A-Wish UK does not share information if not required.

It should however be noted that information should be shared with authorities if an adult is deemed to be at risk of immediate harm. Sharing the right information, at the right time, with the right people can make all the difference to preventing harm. For further guidance on information sharing and safeguarding see: <https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp>

Recruitment and selection

Make-A-Wish UK is committed to safe employment. Safe recruitment practices, such as Disclosure and Barring checks reduce the risk of exposing adults with care and support needs to people unsuitable to work with them. Refer to the Make-A-Wish UK guidance on Safer Recruitment.

Training, awareness raising and supervision?

Make-A-Wish UK ensures that all staff and volunteers receive basic awareness training on safeguarding adults as they may come across adults with care and support needs who may be at risk of abuse. Those adults may report things of concern to staff or volunteers who should be equipped with the basic knowledge around safeguarding adults and be confident to identify that abuse is taking place and action is required. All staff and volunteers should be clear about the core values of Make-A-Wish UK and commitment to safeguarding adults.

It is also useful to discuss training with staff who have attended training sessions to ensure they are embedding this in practice.

Similarly, staff and volunteers may encounter concerns about the safety and wellbeing of children. For more information about children's safeguarding, refer to Make-A-Wish UK Children's safeguarding policy. https://assets.make-a-wish.org.uk/live/media/filer_public/8d/43/8d436e88-bb64-4c06-ae19-99fb3c8151dd/mawuk_safeguarding_and_child_protection_policy_31032020.pdf

Prevent

Radicalisation and extremism of adults with care and support needs is a form of emotional/psychological exploitation. Radicalisation can take place through direct personal contact, or indirectly through social media.

If staff are concerned that an adult with care and support needs is at risk of being radicalised and drawn into terrorism, they should treat it in the same way as any other safeguarding concern.

For more information about Prevent see:

<https://www.gov.uk/government/publications/prevent-duty-guidance>

Appendix 1

What are the types of safeguarding adults abuse?

The Care and Support statutory guidance sets out the 10 main types of abuse:

- Physical abuse
- Neglect
- Sexual abuse
- Psychological
- Financial abuse
- Discriminatory
- Organisational
- Domestic violence
- Modern Slavery
- Self-neglect

However, you should keep an open mind about what constitutes abuse or neglect as it can take many forms and the circumstances of the individual case should always be considered.

For more information, read section 14.17 of the Care and Support Statutory Guidance.

What are the possible signs of abuse?

Abuse and neglect can be difficult to spot. You should be alert to the following possible signs of abuse and neglect:

- Depression, self-harm or suicide attempts
- Difficulty making friends
- Fear or anxiety
- The person looks dirty or is not dressed properly,
- The person never seems to have money,
- The person has an injury that is difficult to explain (such as bruises, finger marks, 'non-accidental' injury, neck, shoulders, chest and arms),
- The person has signs of a pressure ulcer,
- The person is experiencing insomnia
- The person seems frightened, or frightened of physical contact.
- Inappropriate sexual awareness or sexually explicit behaviour
- The person is withdrawn, changes in behaviour

You should ask the person if you are unsure about their well-being as there may be other explanations to the above presentation.

Who abuses and neglects adults?

Abuse can happen anywhere, even in somebody's own home. Most often abuse takes place by others who are in a position of trust and power. It can take place whether an adult lives alone or with others. Anyone can carry out abuse or neglect, including:

- partners;
- other family members;
- neighbours;
- friends;
- acquaintances;
- local residents;
- people who deliberately exploit adults they perceive as vulnerable to abuse;
- paid staff or professionals; and
- volunteers and strangers

Appendix 2

Make-A-Wish UK Safeguarding Contacts

Designated Safeguarding Manager (DSM) – Jenny Cook

jenny.cook@makeawish.org.uk

The Designated Safeguarding Officer (DSO) role exists in all our key functions and will be undertaken by the following people:

Wish Grant Team: Daniel O'Reilly danielloreilly@makeawish.org.uk Holli

Lawless holli.lawless@makeawish.org.uk

Income and Engagement: Shirley Bird shirley.bird@makeawish.org.uk

Volunteer Leads: Shane Coleman, Cathy Brain

Appendix 3

Make-A-Wish UK Safeguarding concern form

Appendix 8 : Safeguarding Concern Form

Complete as much detail as you are able. Don't delay making a referral if there is information missing.

Part 1 Details of the Adult(s)		
Name of Adult(s)		
Gender:	Age:	Date of Birth:
Religion	Ethnicity	Any additional needs (e.g. disability, language spoken, interpreter required)
Home address of adult		
Place/time/date where the allegation was identified		
Part 2 Details of a safeguarding allegation against employees/volunteers/freelancers/partners/third parties		
Name and role of person who is the subject of the allegation		
Age and/or Date of Birth		
Home address		
Place/time/date where the concern was identified		
Part 3 Your Details:		
Your Name:	Your Position:	Your contact details
Part 4 Report:		
Are you reporting your own concerns or responding to concerns raised by someone else?		
<input type="checkbox"/> Responding to my own concerns <input type="checkbox"/> Responding to concerns raised by someone else	If responding to concerns raised by someone else, please provide their name, role and contact details (if known):	
Please provide details of the safeguarding concern or allegation including times, dates or other relevant information. Make it clear whether you are giving a fact, expressing your opinion or expressing the opinion of someone else.		

The adult's account of what happened (e.g. of any incident, injury, disclosure, behaviour) if known
Please provide details of the person alleged to have caused the incident/injury if known (e.g. names(s) /address/ incident address /relationship to child or adults
Please provide details (name, role contact details if known) of any witnesses to the incident/concerns:

Part 5: Actions Taken	
State any risk of immediate harm	
Identify any action taken already e.g. contact with police, manager, adult social services, helpline etc.	
Any known previous history of safeguarding concerns or allegations	
Any further information or comments or actions to be taken	

Date and time of report being submitted and to whom.....

Part 6: Immediate action and decisions by DSO