

# **Ulster College of Music**

## **Safeguarding of Vulnerable Adults Policy 2018**

## **Policy statement**

- The welfare of the vulnerable adult is paramount.
- All adults, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity, have the right to protection from abuse.
- All suspicions and allegations of abuse will be taken seriously and responded to quickly and appropriately.
- All staff/volunteers working for the Ulster College of Music have a responsibility to report concerns to the appropriate officer.
- The designated officers are: Ms Patricia Sargent and Miss Sheila Kerr

## **Policy aims**

The aim of this Safeguarding of Vulnerable Adults Policy is to promote good practice and to ensure all staff/volunteers make an informed and confident response to specific safeguarding issues.

We will endeavour to safeguard vulnerable adults in our care by:

- Having an effective recruitment and selection procedure including referral to the Access NI procedure
- Providing effective support for staff through training and guidance provided by the Administrators of the College and the Management Committee
- Reviewing this policy and procedures every 3 years.

**The Management Committee of the College will appoint two designated persons.** Those presently holding these positions are **Miss S. Kerr and Ms Patricia Sargent**. The designated persons have responsibility for:

- co-ordinating action within the College
- advising any tutor who seeks their advice
- liaising with Health and Social Care Trusts (primarily Belfast HSC Trust) and other Agencies about suspected or actual cases of abuse
- ensuring that procedures are followed
- ensuring training is provided in safeguarding issues to all tutors and that this training is reviewed on a regular basis.

## **Support and training of tutors**

Tutors need to be aware of their responsibility to their students in terms of ensuring they are protected from harm when in the College. Tutors will be supported through an Induction session with the Administrator of the College and through child/vulnerable adult protection training which will be provided every 3 years. This is a requirement of their contract. Existing tutors will be required to up-date their child/vulnerable adult protection training every 3 years and provide evidence of such. The College will facilitate up-date training. Each

tutor will receive copies of the Child Protection Policy and the Safeguarding of Vulnerable Adults Policy and it is each tutor's responsibility to ensure they are familiar with the contents.

The following information aims to help all staff/volunteers to recognise abuse and know what to do should they be concerned that a vulnerable adult known to them is being or has been abused.

### **Who is a vulnerable adult?**

A vulnerable adult is any person aged 18 or over who is or may be in need of community care services because of disability, age or illness, and who:

- is or may be unable to take care of themselves, or
- is unable to protect themselves from significant harm or exploitation.

Vulnerable adults could include older people, people with a visual or hearing impairment, physical disability, learning disabilities or mental health problem and people living with HIV or AIDS.

### **What is abuse?**

Abuse is a violation of an individual's human and civil rights by another person or persons.

- It may consist of a single act or repeated acts.
- It may be planned or unplanned.
- It may be the result of deliberate intent, negligence or ignorance.
- It may happen when a vulnerable adult is persuaded to enter into a transaction to which they have not consented or cannot consent.

### **Abuse can take many forms:**

- Physical abuse – for example, hitting, pushing, shaking, over medicating or otherwise causing physical harm
- Sexual abuse – for example, unwanted touching, kissing or sexual activity. Or where the vulnerable adult cannot or does not give their consent
- Psychological / emotional abuse - including verbal abuse, intimidation, isolation, humiliation, bullying or the use of threats.
- Financial abuse – theft, exploitation, the illegal or improper use of a person's money, property, pension book, bank account or other belongings.
- Neglect - the repeated deprivation of help that a vulnerable adult needs which, if withdrawn, will cause him or her to suffer.
- Discriminatory abuse - Including racist or sexist abuse, and abuse based on a person's disability, and other forms of harassment, slurs or similar treatment.

### **Where can abuse happen?**

Abuse can take place in any setting:

- In their own home
- In someone else's home
- In a residential or nursing home
- In a day centre, adult education centre or other establishment
- In a hospital or GP surgery
- At work
- In a public place.

### **Who abuses?**

The person responsible for the abuse is often well known to the adult being abused. They may be:

- A relative, friend or neighbour
- A paid or volunteer carer
- A professional worker
- Another resident or service user
- An occasional visitor or service provider

### **What should you do?**

- It is not the responsibility of anyone working for the Ulster College of Music, either in a paid or unpaid capacity, to decide whether or not a vulnerable adult is being abused or that abuse has taken place. However, there is a responsibility to act on any concerns.
- Talk to the person in a safe and private place.
- Listen sensitively but be careful not to ask leading questions. Try not to show you are shocked.
- Find out what the person wants and explain that you will discuss the situation with the designated officer.
- Contact your designated officer, who will refer the allegation to the social services department, who may involve the police.

### **What you should not do**

- Do not confront the person you think is responsible for the abuse
- Do not destroy any evidence
- Do not start to investigate the situation
- Do not be judgmental
- Do not make any promises you cannot keep
- Do not take the allegations lightly or dismiss them

### **Confidentiality**

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only.

Information should be stored in a secure place with limited access to designated people, in line with data protection laws (e.g. that information is accurate, regularly updated, relevant and secure).

Information for social services or the police about suspected abuse

To ensure that this information is as helpful as possible, a detailed record should always be made at the time of the disclosure/concern, which should include the following:

- The vulnerable adults name and date of birth.
- The vulnerable adults home address and telephone number.
- Whether or not the person making the report is expressing their own concerns or those of someone else.
- The nature of the allegation. Include dates, times, any special factors and other relevant information.
- Make a clear distinction between what is fact, opinion or hearsay.
- A description of any visible bruising or other injuries. Also any indirect signs, such as behavioural changes.
- Details of witnesses to the incidents.
- The vulnerable adults account, if it can be given, of what has happened and how any bruising or other injuries occurred.
- Have any carers/relatives been contacted?
- If so, what has been said?
- Has anyone else been consulted? If so, record details.
- Has anyone been alleged to be the abuser? Record details.

The procedures are outlined in Appendix 2. The report may be verbal but should be followed up with completion of the incident form.

### **What will happen next?**

What happens next will depend on the wishes of the person and the seriousness of the situation. If they are in physical danger, ensuring their safety will be most important.

In response to the referral, trained staff will carry out a careful and sensitive enquiry. Information and advice will be offered so that the person and their family can make an informed choice, care will be taken to support and protect them.

Where there is a complaint against a member of staff or volunteer there may be three types of investigation:

- A criminal investigation
- An adult protection investigation
- A disciplinary or misconduct investigation

# APPENDIX 2

## ACCIDENT/INCIDENT FORM

In any case where an allegation is made or concerns are present a record must be taken using this form. This will only be kept by the designated officer. Copies will not be kept by any other worker or committee member. Please record legibly recording only facts. Not opinions.

<b>Name of Vulnerable Adult:</b>	
<b>Date of Birth:</b>	
<b>Person with responsibility:</b>	
<b>Address:</b>	
<b>Telephone No:</b>	
<b>Date of Incident/Concern:</b>	
<b>Reporting Person:</b>	
<b>Reporting Person's Contact Details:</b>	
<b>Nature of Concern:</b> <i>(What has prompted these concerns? Include dates and times of specific incidents if possible, other persons present etc.)</i>	
<b>Action taken and when:</b>	<b>Date:</b>

## **GUIDELINES FOR GOOD PRACTICE IN LISTENING TO VULNERABLE ADULTS DISCLOSING ABUSE**

- Record the discussion accurately as soon as possible after the event, even if it is information you do not understand fully or like writing down. **This is of vital importance.**
- Contact the designated person(s) within the College. The designated person(s) may then discuss the concern/suspicion with Social Services and, if appropriate, make a direct contact.
- Make direct contact with Social Services if the designated person(s) is not available or if it is inappropriate to approach them.
- Record any discussion or actions **within 24 hours.**

### **USEFUL NUMBERS/REFERENCES**

Belfast Health and Social Care Trust  
Trust Headquarters  
A Floor  
Belfast City Hospital  
Lisburn Road  
Belfast  
BT9 7AB

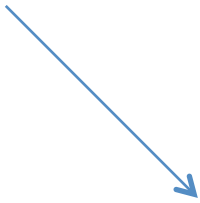
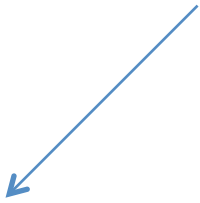
During normal working hours (9am – 5pm) - **Tel. 028 9504 1744**

Regional Emergency Social Work Service (5pm – 9am) – **Tel. 028 9504 9999**

### **OTHER USEFUL NUMBERS**

- Police Service NI – 90 650222
- Nexus (Counselling for Victims of sexual abuse and rape, 17 years plus) – 90 328603
- Women's Aid helpline 0800 9171 414
- Northern Ireland Adult Safeguarding Partnership Telephone: 028 9536 2810

STAFF /  
VOLUNTEER  
HAS A CONCERN



Discuss concern with Designated Officer (or deputy). Completes Incident form

Designated Officer considers concern. Consults with Gateway service regarding possible harm

Designated Officer makes referral to Gateway or brings issue to Management Committee (e.g. training issue) if not significant harm



Other Action:

1. Record advice given
2. Monitor
3. Review

If in doubt over further action, advice is available from:

Belfast Trust

Social Services Gateway Team

<http://www.belfasttrust.hscni.net/CareProtectionTeam-OlderPeople.htm>

Tel: 95041744

When seeking advice you do not have to give any names, you are making an enquiry

**DESIGNATED PERSON(S)**

Name: Miss S. Kerr

Tel: 07712 502382

Name: Ms Patricia Sargent

Tel: 07840 238935