

# SIGHTLINE VOLUNTEERS

## SAFEGUARDING PROCEDURES

### What do we mean by safeguarding?

- Protecting an adult's right to live in safety, free from harm, abuse, and neglect,
- The need for organisations and people to work together to prevent and stop not only the risk of abuse, but then how we support people who have experienced abuse and/or neglect.
- Ensuring that an adult at risk's wellbeing is promoted and that their views, wishes, feelings and beliefs are considered before deciding any actions.

### What do we mean by an adult at risk of abuse?

- A person at risk is someone who is or may need community care services by reason of disability, age, or illness; and is or may be unable to take care of or unable to protect him or herself against significant harm or exploitation.
- This definition of an Adult covers all people over 18 years of age.
- Safeguarding covers people who have a physical or learning disability, a severe illness or are frail, a sensory impairment, poor or ill mental health, suffer with dementia and/or substance misuse and abuse issues.

### What is abuse?

Safeguarding Adults and Children with Learning Disabilities Against Abuse, Council of Europe 2002 stated abuse as the following:

“Any act, or failure to act, which results in a significant breach of a vulnerable person's human rights, civil liberties, bodily integrity, dignity or general wellbeing whether intended or inadvertent; including sexual relationships or financial transactions to which a person has not or cannot validly consent or are which deliberately exploitative.”

### What are the types of abuse?

The Care Act 2014 defines types of abuse as – Physical, Financial / Material, Sexual, Emotional / Psychological, Discriminatory, Organisational, Neglect, Self-Neglect, Domestic and Modern Slavery.

A person will also be considered as being abused or at risk of abuse when their basic needs are not met either through:

- **Acts of Commission** – somebody doing something which leads to harm, injuries or a sexual assault.
- **Acts of Omission** – somebody failing to do something that leads to a person being harmed, such as failing to provide adequate & suitable food.

## What are some of the common indicators of abuse?

- Mental health problems
  - Learning disabilities
  - Physical disabilities
- Unequal power relationships
- Considerable change in a carer's lifestyle
  - Change in behaviour
- Emotional and social isolation
- Caring needs in excess of the carer's ability to meet them
  - Financial problems
- Poor communication or a breakdown of communication
  - Becoming immobile
- Urinary or faecal incontinence
- An inappropriate or dangerous physical or psychological environment (e.g. lack of personal space)
- Living in the same household as a known abuser or a person who has a history of mental health problems, alcohol or drug misuse or sexual offending

## How do you personally respond during a disclosure of abuse?

You should stay calm, listen carefully, reassure the person, be supportive and tell them what will happen next (i.e. you will report it to the Sightline Designated Safeguarding Lead).

You do not need to take notes as all Sightline calls are recorded.

## What do you do upon disclosure of abuse?

When the disclosure requires urgent action (e.g. threat of suicide, immediate physical harm may occur) then call the Sightline Designated Safeguarding Lead using the emergency number **07444 151180**. In the unlikely event that the call goes unanswered leave a message and call 999.

**Please use the emergency number for reporting urgent safeguarding disclosures only.**

When the disclosure does not require urgent action (e.g. disclosure of historical abuse) then call Sightline on **0800 587 2252** and ask to speak to the Sightline Designated Safeguarding Lead.

Whether the disclosure is urgent or non-urgent there is no requirement for a Sightline Volunteer to report anything to a third party (e.g. Social Services).

## Who are the Sightline Designated Safeguarding Leads?

- Designated Safeguarding Lead – Charity Director
- Deputy Designated Safeguarding Lead – Services Manager