



Adult Protection Policy

1. Introduction

- 1.1 We are committed to practice which protects vulnerable adults from harm. Staff and volunteers in Cosgrove accept and recognize our responsibilities to develop awareness of the issues which cause vulnerable adults harm.
- 1.2 Cosgrove has a duty of care to protect all vulnerable adults involved with Cosgrove from harm.
- 1.3 Protecting vulnerable adults is everyone's responsibility. Vulnerable adults are particularly vulnerable to abuse, so it is especially important to keep a watchful eye for signs of abuse or neglect.
- 1.4 This policy applies to everyone who works for Cosgrove, whether in a paid or voluntary role.
- 1.5 Everyone who works for Cosgrove whether in a paid or voluntary role, must take immediate action where a vulnerable adult appears to be at immediate risk of harm. Even if you are not sure about what is happening, you **MUST** take advice if you are worried.
- 1.6 Everyone who works for Cosgrove whether in a paid or voluntary role will be aware that they can report matters of concern to relevant external agencies if necessary.
- 1.7 Everyone who works for Cosgrove whether in a paid or voluntary role is required to become a member of the PVG scheme as part of the recruitment process.

2. Principles

- 2.1 This policy is based on the following principles:
- 2.2 The welfare of the vulnerable adult is paramount
- 2.3 All vulnerable adults, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity have the right to protection from abuse
- 2.4 All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately
- 2.5 All staff /volunteers have a responsibility to **report concerns immediately**
- 2.6 Staff/volunteers are not trained to deal with situations of abuse or to decide if abuse has occurred. A clear responsibility for all staff and volunteers is to report any concerns to their line manager, senior member of staff or the Designated Protection Officer immediately.
- 2.7 Cosgrove has a clear, comprehensive Whistleblowing Policy to help you protect vulnerable adults from those who might put them at risk. The Whistleblowing Policy is designed to protect you during the process of investigation; Whistleblowers are protected by the law. See the Whistleblowing Policy for more details.

3. Definitions

3.1 For the purposes of this policy a vulnerable adult' is defined as anyone aged 16 years or over who may need help and services to live in the community. Vulnerable adults may be unable to take care of themselves and unable to protect themselves from harm, abuse or exploitation by other people because they have a physical or sensory disability, learning disability, mental health needs or are frail older people.

3.2 Cosgrove uses the following definition of protection:

- **Protecting vulnerable adults from maltreatment**
- **Preventing impairment of vulnerable adults' health or development**
- **Ensuring that vulnerable adults live in circumstances consistent with the provision of safe and effective care**
- **Taking action to enable all vulnerable adults to have the best outcomes**
- **Adult protection is a part of safeguarding and promoting welfare. This refers to the activity that is undertaken to protect specific vulnerable adults who are suffering, or are at risk of suffering, significant harm.**

3.3 Harm is defined in the Adult Support and Protection (Scotland) 2007 Act. Section 53 states harm includes all harmful conduct and, in particular includes:

- conduct which causes physical harm,
- conduct which causes psychological harm (for example by causing fear, alarm or distress),
- Unlawful conduct which appropriates or adversely affects property, rights or interests (for example theft, fraud, embezzlement or extortion), conduct which causes self-harm. The list in the definition is not exhaustive and no category of harm is excluded simply because it is not explicitly listed. In general terms, behaviours that constitute 'harm' to others can be physical (including neglect), emotional, financial, sexual or a combination of these. Also, what constitutes serious harm will be different for different persons. Abuse can be physical, financial, verbal or psychological. It can be the result of an act or a failure to act.

3.3 Abuse can lead to a violation of someone's human and civil rights by another person or persons.

3.4 Abuse can happen when a vulnerable adult is persuaded into a financial or sexual exchange they have not consented to, or can't consent to. Abuse can occur in any relationship and may result in significant harm or exploitation.

3.5 Abuse can take many forms. It might not comfortably fit into any of these categories, or it might not fit into more than one. Abuse can be carried out by one vulnerable adult towards another. This is still abuse and should be reported. The vulnerable adult who abuses may also be neglecting him/herself which could also be reason for an adult protection referral.

4 Policy statement and overview

4.1 We are committed to practice which protects vulnerable adults from harm. Staff and volunteers in this organisation accept and recognise our responsibilities to develop awareness of the issues which cause vulnerable adults harm.

4.2 All vulnerable adults have the right to be protected from abuse.

4.3 Protecting the welfare of the people we support is the responsibility of every Cosgrove worker, whether salaried or voluntary, whatever their role or status.

4.4 Cosgrove staff and volunteers have a responsibility to report concerns of suspected abuse or poor practice immediately. Reports can be made to any line manager, the designated person for protection within their service or Designated Protection Lead with responsibility for child and vulnerable adult protection or to external statutory agencies. If there is risk of immediate harm, statutory agencies must be notified immediately.

4.5 This policy is intended to ensure that Cosgrove staff and volunteers play their part in the achievement of positive outcomes for vulnerable adults we support.

4.6 Any vulnerable adult, whether with a disability or not, with whom a staff member or volunteer may come into contact in the course of Cosgrove duties has the same right to be protected from abuse or neglect.

4.7 Each vulnerable adult should be treated as an individual, encouraged to express their own needs and wishes, and be listened to by the worker.

4.8 Vulnerable adult's complaints and concerns should be taken seriously and responded to swiftly and appropriately. In the context of adult protection, you cannot keep something that has been shared in confidence. You must explain to the vulnerable adult that to help keep them safe you will have to tell someone.

4.9 Cosgrove is committed to working in line with local inter agency procedures and Cosgrove staff will work co-operatively with all agencies who share responsibility for protecting vulnerable adults from abuse.

4.10 Cosgrove encourages working in partnership with people we support, parents and carers, whenever possible, where there are concerns or suspicions about abuse.

4.11 All workers who have direct contact with vulnerable adults and their families will be recruited, trained and supervised to ensure that they are properly equipped to:

- a) Identify where there may be a concern
- b) Know how and where to record this
- c) Know who to speak to internally about this concern
- d) Know how to obtain speedy and professional advice if necessary
- e) Refer concerns appropriately to specialist workers as necessary
- f) Contribute to the maintenance of a safe working environment
- g) Protect themselves from allegations of abuse

4.12 All line managers and protection leads will be aware of procedures to report concerns to external agencies where appropriate.

4.13 Cosgrove will ensure that those who work with vulnerable adults and their families are subject to satisfactory references and a satisfactory Disclosure from Disclosure Scotland, in accordance with the Police Act 1997 and the Rehabilitation of Offenders Act 1974. **Any individual who is to carry out a regulated role (paid or voluntary) with children, protected adults or both, must be a member of the PVG scheme, prior to carrying out that role as per Disclosure (Scotland) Act 2020.**

4.14 All workers are required to work within the **Cosgrove Code of Conduct**

4.15 Cosgrove is committed to responding to any allegations of abuse by staff or volunteers promptly. Managers must implement the appropriate complaints, disciplinary and appeals procedures as necessary. Where there is an allegation 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.

The results of the police and adult protection investigation may well influence and inform the disciplinary investigation, but all available information will be used to reach a decision.

4.16 Information sharing will be compliant with current data protection and human rights legislation.

4.17 This policy and the procedures and guidance document will be reviewed annually for legislative changes and fully every three years.

5. Using the Adult Protection Policy, Flowchart and Leaflet

5.1 The Cosgrove Adult Protection Policy and associated documents support your work in protecting the people we support. It will help you to develop good practice protect people we support.

5.2 In order to do this effectively, you must complete adult protection training as appropriate to your role. Some roles will require you to undertake more detailed training.

5.3 Throughout this document, certain words, phrases and names of policies are highlighted in order to help you find the information you need.

5.4 This **policy** tells you about protecting vulnerable adults and the principles the organisation supports.

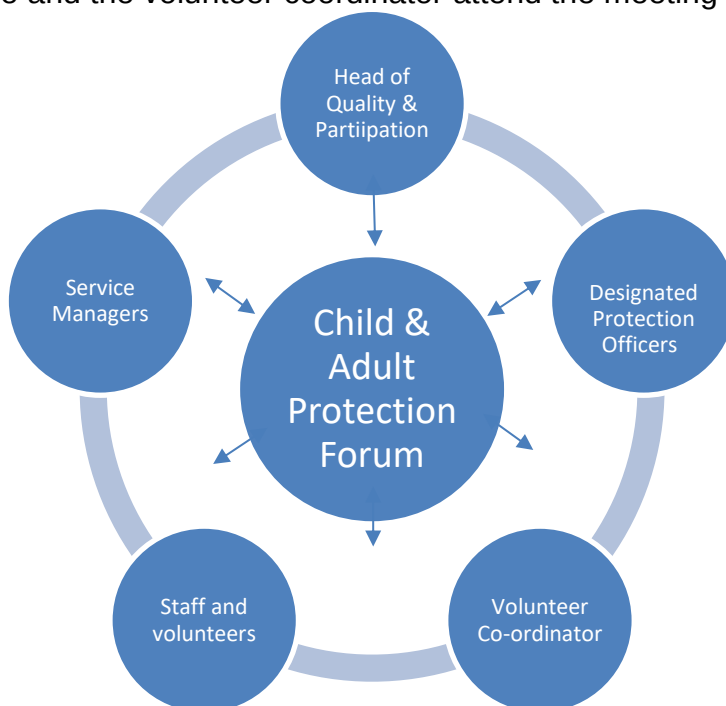
5.5 The **policy** tells you what you must do if you have a concern about a vulnerable adult, what your responsibilities are and how to respond even if it is out of hours. This is simplified in the **flowchart**.

5.6 The **policy** also tells you how to respond if you think a vulnerable adult may be abusing another vulnerable adult and what to do if you think an adult working with children or vulnerable adult is unsafe to do so. This is simplified in the **leaflet**.

- 5.7 The **policy** contains information about some of the signs which might indicate that someone is suffering abuse or neglect. This is simplified in the **leaflet**.
- 5.8 The **policy** and **leaflet** gives **contact information** which should help you with your responsibilities.
- 5.9 There is a **form** to help you record clearly any concerns about a vulnerable adult and any action taken.

6. Cosgrove Child & Adult Protection Forum

- 6.1 The Cosgrove Designated Protection Lead is Mairi Monaghan.
mmonaghan@cosgrovecare.org.uk
- 6.2 The Designated Protection Lead has responsibility for child and adult protection within the organisation and chairs a quarterly meeting of the child and adult protection forum.
- 6.3 The forum reviews organisational practice and learning and takes responsibility for sharing information in relation to these areas of protection across the organisation.
- 6.4 Registered Managers along with designated protection officers from each area of service and the volunteer coordinator attend the meeting to share best practice.



7. Physical altercations affecting people we support.

At times people we support can become stressed and/or distressed in relation to their disability, their environment or a specific incident that has occurred. In particular, people we support who share accommodation, can at times experience relationship tensions through day to day living and sharing space. These factors can, on occasion, lead to an altercation occurring between people that can be verbal or physical. Cosgrove take seriously all matters of physical

harm to the people we support, and will always report to HSCP via and AP1 submission as required. We will also follow up immediately by making contact with families/carers/guardians where relevant and also make contact with the Social Worker or Care Manager directly. Where an incident involving physical harm has taken place, we will contact the Police Protection Hub to outline the circumstances and seek advice on whether intervention from the Police is required. The Police may or may not attend to assess if a criminal act has occurred and follow their own procedures. Where an incident involving physical harm of a serious nature has taken place, we will contact the Police immediately. Where there are repeated incidents, we will have proactive discussions with the Police Protection Hub on how best to manage the situation in terms of reporting and potential police response - under the auspices of Adult Support and Protection procedures.

At all times, we will work in partnership with Social Work and the Police on all matters relating to physical harm including ensuring that people who have a learning disability or Autistic Spectrum Disorder have access to an Appropriate Adult to support any interaction with the Police.

8. Digital Abuse / Adult Protection

8.1 Online abuse is any type of abuse that happens on the internet, facilitated through technology like computers, tablets, mobile phones and other internet-enabled devices (Department for Education, 2018; Department of Health, 2017; Scottish Government, 2014)

8.2 It can happen anywhere online that allows digital communication, such as:

- Social networks
- Text messages and messaging apps
- Email and private messaging
- Online chats
- Comments on live streaming sites
- Voice chat in games.

8.3 Reporting

If any of Cosgrove staff think an adult is in immediate danger, contact the police on 999. If staff are worried about a child but they are not in immediate danger, they should share their concerns immediately with Cosgrove's Designated Protection

Office, their line manager or any Cosgrove manager. If the concerns arise out of office hours, staff should contact Cosgrove's on call system.

Please see separate guidance on Digital Abuse / Adult Protection

9. Useful Contacts

Head of Quality & Participation

Mairi Monaghan

Designated Protection Lead

mmonaghan@cosgrovecare.org.uk 07889 574802

Adult & Child Outreach Manager

Liz Grant

07841 461317

LGrant@cosgrovecare.org.uk

Supported Living Manager

David Hughes

07841 461460

dhughes@cosgrovecare.org.uk

Volunteer coordinator

Lauren Jarvis

0141 620 2500

lj Jarvis@cosgrovecare.org.uk

External Agencies Contact details:

Local Authority Adult Protection contacts in the areas Cosgrove works:

East Renfrewshire Adult Safety and Protection **0141 800 7850**

East Renfrewshire Social Work Standby Service **0300 343 1505**

Glasgow City Council Adult Protection **0141 287 0555**
Out of hours' emergency Social Work service **0300 343 1505**

South Lanarkshire Emergency Social Work Service
Care Inspectorate

0303 123 1008
0345 600 9527

Police Protection Hub

0141 532 6763

Police Scotland – 101 then ask for Public Protection Unit
Emergency Police - 999

Mental Welfare Commission:

0131 313 8777

Reviewed by:

Mairi Monaghan
Head of Quality and Participation

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