



The Winchester Beacon Safeguarding (Adult) Policy

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Summary:

TWB does not provide services to anyone under the age of 18 therefore this policy is focussed upon adults at risk. We do have a Children’s Safeguarding Policy for younger volunteers and visitors. However, The Winchester Beacon is committed to preventing the abuse of any person at risk, our residents, former residents, staff, and all volunteers in our care.

The welfare of all adults is paramount.

Employees, volunteers, residents or former residents who witness or suspect an incident of abuse, or are told that abuse has occurred, should report the matter as soon as possible to the Chief Executive, Operations Manager, Chair of Directors or any other director. Anyone making a complaint or allegation, or expressing concern, will be taken seriously. We will seek to protect residents or former residents from the risks of reprisals or intimidation; they will be dealt with in a fair and equitable manner. If someone associated with TWB is hurting you or treating you badly,

please be sure to tell someone.

We have a shortened summary of this Safeguarding policy on public display within the TWB premises, entitled **TWB Safeguarding Policy Executive Summary**. Staff have access to HCC Flow Chart to assist decisions as to whether to raise a safeguarding concern to the local authority.

Definition of 'adult at risk'

For the purposes of this policy, **an adult at risk is a person aged 18 or over who:**

- has needs for care and support (whether or not the local authority is meeting any of those needs);
- is experiencing, or is at risk of, abuse or neglect; and
- as a result of those needs, is unable to protect himself or herself against the abuse or neglect or the

risk of it. (*Care and Support Statutory Guidance issued under the Care Act 2014*).

For the purposes of this policy, the term "adult" means an adult at risk.

TWB Safeguarding Policy Executive Summary

Adult safeguarding is “working with adults with care and support needs to keep them safe from abuse or neglect”.

- There are **Safeguarding Rules** - Things **you must do** including but not limited to:-

behaving professionally, protecting others from harm, reporting concerns and keeping information confidential.

and things **you must not do**:-

abuse any position of trust, harm any adult, enter into an inappropriate relationship with any adult, use offensive language, spend time alone/excessive time with an adult, show favouritism, have an adult in your home or vehicle, (unless expressly authorised) or provide personal contact details to an adult, ‘friend’ an adult on social media.

Procedure for dealing with safeguarding concerns and allegations - You must know about the immediate steps to take if you have a concern that someone has been or might have been abused or harmed or is at risk of abuse or harm.

- **Reporting of safeguarding concerns and allegations** – this section outlines the protocol for when and how to report any concern or allegation.
- **Record keeping and information security** – it is important to record events clearly and accurately and this section explains how to do this.
- **Confidentiality and information sharing** – this section outlines “good practice principles” and also explains what information you can lawfully share in certain circumstances.
- **Safeguarding suite of policies and documents** – there is a list of documents you can read for further information and detail.
- **Explanatory appendices** – these provide detail on a number of matters including:-
 - Forms and Signs of Abuse and Neglect

- The Two-Stage Functional Test of Capacity
- Record Keeping
- Seven Golden Rules for Information-Sharing
- Sources of Advice and

Support The full policy is

outlined below:

1.1 Scope of this policy

This policy applies to TWB directors, employees, agency workers, independent contractors, volunteers, donors, supporters, sponsors, ambassadors, and visitors. It also applies to employees and others linked with organisations with whom TWB has a contractual or partner relationship who have contact with adults at risk involved with TWB and all others associated with or representing TWB. All these individuals are, for the purposes of this policy, associated with TWB.

All individuals associated with TWB must be familiar with and comply with the terms of this policy in all their dealings with adults.

Any individuals who do not fall within the scope of this policy and who have not had a DBS check but who may have the opportunity for contact with adults at risk (such as one off or infrequent visitors or speakers) will be supervised in their dealings with adults and will not be left alone with them.

Volunteers who apply to us to join our volunteer team are asked to undertake DBS check, and any volunteers who are unsupervised, although on site with staff member, do have individual DBS checks.

1.2 Commitment to safeguarding and aim of this policy

The welfare of adults at risk is paramount. TWB is committed to safeguarding the welfare of adults at risk and promoting their wellbeing and to safe recruitment and vetting.

The aim of this policy is to enable all those who are associated with TWB to safeguard the welfare of adults at risk and promote their wellbeing.

All adults at risk, without exception, have the right to protection from harm regardless of gender, race, disability, sexuality or religion/beliefs, sexual orientation, marital or civil partnership status, age, gender reassignment or pregnancy/maternity.

This policy is underpinned by, and its implementation must be informed by, the six safeguarding principles set out in the Care and Support Statutory Guidance, issued by the Department of Health under the Care Act 2014: empowerment, prevention, proportionality, protection, partnership and accountability.

This policy should be used in conjunction with the Hampshire multi-agency policy and procedures to safeguard adults from abuse.

This policy should be made freely available to adults at risk and others working with TWB to support them.

All Staff are asked to sign a Safeguarding Statement on joining TWB. Staff at the TWB may at times be required to lone work if it is essential to keep services operating, and they are required to inform their manager if doing so. Those staff who are Lone Working offsite must follow strict TWB Lone Working procedures.

The Coronavirus Act 2020 does not affect the safeguarding protections in the Care Act, particularly at Section 42 of the Care Act 2014.

1.3 Definition of Safeguarding

Adult safeguarding is working with adults with care and support needs to keep them safe from abuse or neglect.

In terms of who an adult with care and support needs may be, please refer to section 1.13.1. For guidance on what may constitute abuse or neglect, and for examples of patterns and signs of abuse or neglect, please refer to section 1.13.2.

1.4 Mental capacity

Adults must be assumed to have capacity to make their own decisions and be given all practicable help before anyone treats them as not being able to make their own decisions. Where an adult is found to lack capacity to make a decision then any action taken, or any decision made for, or on their behalf, must be made in their best interests.

Individuals associated with TWB need to understand and always work in line with the Mental Capacity Act 2005.

The Mental Capacity Act will apply if there is any doubt that the adult concerned has the mental capacity to make specific decisions about sharing information or accepting intervention in relation to their own safety.

The Mental Capacity Act 'Code of practice' states that: 'The person who assesses an individual's capacity to make a decision will usually be the person who is directly concerned with the individual at the time the decision needs to be made'.

In most cases an individual should be able to assess whether an adult has the mental capacity to make a specific decision by answering two questions i.e. the two stage functional test of capacity (please refer to section 1.13.3).

1.5 Safeguarding rules

If you are associated with TWB you must:

- behave, both professionally and personally, in a way which safeguards and protects the interests of adults and minimises risks to their welfare;
- protect adults and children from harm and to prevent abuse;
- cooperate with vetting and other background checks which TWB requires to be carried out in accordance with its Safer Recruitment Policy;
- report to your Safeguarding Adult Lead. **The SAL is the TWB Chief Executive** (see section 1.9.) any concern that an adult has been or may have been harmed, or is at risk of harm;
- report to your SAL any behaviour of any person, including anyone else associated with TWB, which suggests that they have or might have harmed an adult, that they might pose a risk of harm to adults, or that they are unsuitable to work with adults;
- co-operate with any investigation relating to safeguarding and keep any such matters confidential (save as required to fulfil the reporting requirements set out in this policy);
- avoid wherever possible situations which may lead to your behaviour being misinterpreted;

- keep information about adults confidential and ensure that it is not used in such a way as to render those adults vulnerable to harm;
- undertake any training (including induction training) relating to safeguarding which TWB requires you to undertake in accordance with and as appropriate to your role and responsibilities.

If you are associated with TWB you must NOT:

- exploit adults or abuse any position of trust that you hold through being associated with TWB;
- harm or physically or emotionally assault or abuse any one or act in a way which places them at risk of harm or abuse
- enter into any sexual, romantic, or otherwise inappropriate relationship with any adult employee, volunteer, resident or former resident;
- use language which is sexual or offensive
- behave or encourage others to behave in a way which is sexually provocative;
- encourage or condone behaviour which is unlawful or unsafe, or otherwise in breach of this policy;
- spend time alone with an adult except where this is necessary for the proper performance of your role;
- spend excessive amounts of time with any adult, or show favouritism or unfair differential treatment to any adult in their being able to access services which meet their particular needs, unless your manager (who should refer the issue to the SAL) has agreed that there is a good reason to treat an adult differently, e.g. by taking them on a trip on which not all their peers are invited;

If you are employed by, or volunteer for TWB you must not:

- ever have or invite a resident or former resident into your home
- invite a resident or former resident into your vehicle unless your manager has previously expressly agreed that there is an exceptional reason to do so, or that this is within your job description, and explicitly agreed in advance with your manager. This applies to all Staff;
- Volunteers are only to offer a lift to a resident or former resident with the full agreement of the Operations Manager and following all risk assessment and lone working procedures;
- spend time in a resident or former residents' home, or spend time in their vehicle, unless it is previously expressly agreed with your manager and that there is an exceptional reason to do so;
- share personal contact details (including mobile phone numbers or email addresses) unless your manager has previously expressly agreed that there is a good reason to do so; or
- 'friend' a resident or former resident through a personal account on social media, such as twitter or Facebook, or accept an equivalent invitation over social media.
- allow any children on site at our move on houses without the express permission of the TWB manager prior to every visit and ensure that no children are allowed to stay overnight in any of our properties.

In carrying out responsibilities under this policy, individuals may also need to consider a range of other policies and documents that TWB has in place (as referred to at the end of this policy). Support and training will be offered to implement TWB' policy effectively. A breach of TWB' policy may result in disciplinary action and/or further action may be taken – up to and including referral to the relevant authorities for criminal investigation and prosecution.

1.6 Procedures for dealing with safeguarding concerns and allegations

Immediate steps to take are set out below if a safeguarding concern is raised or an allegation relating to safeguarding is made.

For the purposes of this policy:

- a 'safeguarding concern' is any concern that anyone has been or might have been abused or harmed or is at risk of abuse or harm;
- a 'safeguarding allegation' is:
 - any allegation of abuse or otherwise inappropriate behaviour or
 - any allegation that an individual associated with TWB has breached this policy or has behaved in a way which suggests that they might pose a risk of harm to adults or be unsuitable to work with adults,
- whether or not the allegation has been confirmed or substantiated.

The priority of any person who becomes aware of a safeguarding concern or safeguarding allegation must be the safety, protection, and welfare of any person affected. As well as reporting the concern or allegation as set out below you should take any immediate action which is necessary to safeguard the welfare of the person / people involved.

If you are made aware of a safeguarding concern or safeguarding allegation you should:

- make sure the person is safe, and if emergency services are required, call them;
- react calmly and supportively;
- reassure the person making the report that they are doing the right thing in sharing the concern with you;
- listen, and take the concern or allegation seriously;
- keep questions to the absolute minimum necessary to ensure you understand what is being said and

ensure that any question that it is necessary to ask is open and not leading;

- explain what you will do next and who you will need to tell;
- record what was said in writing as soon as possible after the discussion; and
- report the concern or allegation as set out below.

You should not:

- criticise anyone alleged to be involved;
- attempt to confront the person alleged to have caused harm, unless the immediate welfare of the individual at risk makes this unavoidable;
- make promises of secrecy or confidentiality – instead, explain that it may be necessary to tell someone else in order to keep them and others safe.

1.7 Reporting of safeguarding concerns and allegations

All safeguarding concerns and safeguarding allegations:

- will be taken seriously by TWB and responded to appropriately;
- TWB have a Whistleblowing policy for the reporting of any suspected abuse concerns in whatever regard so that all staff, directors, employees, volunteers, residents, former residents, consultants,

contractors, casual workers and agency workers will feel able to voice whistleblowing concerns about any form of suspected abuse;

- must be recorded and, using a Safeguarding Concern Report form, reported as soon as possible and within 24 hours to the SAL or, if it involves an allegation against the SAL or a Director, to the Charity's Chair of Directors (chair@winchesterbeacon.org.uk) or another Director);
- will be dealt with in accordance with the decision-making tree at pages 251 and 252 of the Care and Support Statutory Guidance issued under the Care Act 2014, and advice of the local authority, and any other external agencies to whom a report has been made;
- will only be investigated by TWB itself if:
 - the reporting threshold is not met and therefore no report is made to the local authority or any other external agency;
 - the reporting threshold is met, and the matter has been reported to the local authority or to other external agencies, but TWB has received express permission to carry out its own investigation.

For the purposes of this policy, the reporting threshold is met if:

- anyone has been or might have been harmed or is or may be at risk or harm; or
- any person (including any person associated with TWB) is alleged to have harmed, abused or had an inappropriate sexual relationship with another person, or of behaviour which, if the allegation is substantiated, would suggest that they pose a risk of harm to others or is otherwise unsuitable to work with them.

All allegations or suspicions of abuse will be reported as described in paragraph (c) above. Borderline cases will be discussed with the local authority and/or any other external agencies without identifying individuals in the first instance.

Refer to this website for further information

https://www.hampshiresab.org.uk/professionals-area/hampshire_4lsab_multiagency_safeguarding_adults_policy_guidance/

**or contact Adult Services Referrals and Enquiries 0300 555 1386 or
Hampshire Out of Hours Service 0300 555 1373**

Following the discussion(s), the SAL, or TWB' Chair of Directors (as appropriate), will be guided by the relevant local authority and/or other external agencies in terms of whether, in their judgement, an allegation or concern indicates possible abuse and, if so, what further steps should be taken in the circumstances.

A Safeguarding Adults Board is required to initiate a Safeguarding Adults Review (SAR), in circumstances where:

- an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adults; or
- if an adult in its area has not died, but the SAB knows or suspects that the adult has experienced serious abuse or neglect. Where TWB has been involved with an adult in respect of whom a SAR is initiated, the relevant SAL will liaise directly with the SAB in the process (which will be managed by

the SAB) and provide information and reports, and attend any meetings required for the SAR.

The SAL/ Chief Executive will provide **TWB' Safeguarding Director** (and in their absence TWB' Chair of Directors) with regular reports of all referrals made under section 9.8, and the Safeguarding Director shall make regular safeguarding reports to the Board.

TWB will refer an individual to the Disclosure and Barring Service if:

- it has dismissed them because they harmed another; or
- it has dismissed them because they might have harmed another otherwise; or
- the individual resigned prior to or during any investigative or disciplinary proceedings relating to allegations of causing harm to another.

1.8 Record keeping and information security

Good record keeping is a vital component of professional practice. Whenever a complaint or allegation of abuse is raised or made, clear and accurate records must be kept and filed. Please refer to TWB data protection policy for further guidance.

1.9 SAL (Safeguarding Adult Lead)

The SAL is the TWB Chief Executive.

1.10 Confidentiality and information sharing

Adults have a general right to independence, choice and self-determination including control over information about themselves. In the context of adult safeguarding these rights can be overridden in certain circumstances.

Emergency or life-threatening situations may warrant the sharing of relevant information with the relevant emergency services without consent.

The law does not prevent the sharing of sensitive, personal information within organisations. If the information is confidential, but there is a safeguarding concern, sharing it may be justified.

The law does not prevent the sharing of sensitive, personal information between organisations where the public interest served outweighs the public interest served by protecting confidentiality – for example, where a serious crime may be prevented.

Care must be taken to ensure that confidentiality is maintained and that information is handled and disseminated on a need to know basis only. Individuals must be confident that information held about them by TWB will only be disclosed to others either with their consent or when there is a legal duty to do so.

Good practice principles must be adhered to when handling personal information, that is:

- personal information is obtained and processed fairly and lawfully;
- only disclosed in appropriate circumstances;
- accurate, relevant and not held for longer than necessary;
- kept securely.

You should:

- assess each occasion on a case by case basis, and consider the risks of not sharing safeguarding

information when making decisions;

- keep all personal information regarding an adult confidential, sharing information with others strictly on a 'need to know' basis and where it is in the best interests of the individual and the organisation;
- always try to obtain informed consent from the adult before sharing information. This may not be possible in every case, and it may be necessary to override this requirement;
- it is inappropriate to give assurances of absolute confidentiality in cases where there are concerns about harm, particularly in those situations when other adults may be at risk;
- ensure you have correct contact details for all other professionals who are providing support
- assure the person concerned that they will be kept informed of any action to be taken and why. Their involvement in the process of sharing information should be fully considered and their wishes and feelings taken into account. *(See the Care and Support Statutory Guidance issued under the Care Act 2014, as well as SCIE's guidance on Adult Safeguarding: Sharing Information, and on Adult Safeguarding Practice Questions, for further information).*

Given the duty to cooperate under the Care Act 2014, there are only a limited number of circumstances in which it would be acceptable not to share information pertinent to safeguarding with relevant multi-agency partners. As explained in SCIE's guidance on Adult Safeguarding Practice Questions, and on Adult Safeguarding: Sharing Information.

TWB will adhere to relevant local information-sharing agreements or protocols in this regard.

In situations where a request is made by another organisation for information about individuals (staff, volunteers and/or adults), the relevant SAL and TWB' Safeguarding Director must be informed, and their decision (including reasons for this decision) should be recorded by TWB' Safeguarding Director and stored in line with TWB' policies and procedures.

In all cases where information is shared, the following information should be recorded:

- date and time;
- summary of information shared;
- who the information was shared with;
- whether you are sharing with or without consent;
- how the information was shared.
- the basis for sharing the information

TWB will ensure that any data regarding adults is correctly stored and managed in line with these principles, and that it will take appropriate action regarding the sharing of information as set out in Appendix 5.

1.11 Review of policy and procedures

The Board of Directors of TWB will:

- review, approve and endorse its safeguarding policy for adults annually;
- undertake on-going monitoring to ensure that the related duties and responsibilities are being effectively implemented in practice;
- remedy any deficiencies or weaknesses in its safeguarding arrangements without delay, not just at the next policy review date, should any be necessary.

1.12 Safeguarding suite of policies and documents

This policy forms part of a suite of policies and documents that relate to TWB's safeguarding

responsibilities. This policy should be read in conjunction with the following:

- Volunteer Handbook
- Recruitment Policy
- Safeguarding Policy for Children
- Code of Conduct (see Staff Policy Manual)
- Community Emergency and Contingency Plan
- Whistleblowing Policy (see Staff Policy Manual)
- Complaints Policy (see Staff Policy Manual)
- Data Protection Policy (see Staff Policy Manual)

1.13 Explanatory appendices

1.13.1 An Adult with Care and Support Needs (Appendix 1)

An adult with care and support may be:

- an older person;
- a person with a physical disability, a learning difficulty or a sensory impairment;
- someone with mental health needs, including dementia or a personality disorder;
- a person with a long-term health condition;
- someone who misuses substances or alcohol to the extent that it affects their ability to manage their day-to-day living.

This is not an exhaustive list. In its definition of who should receive a safeguarding response, the legislation also includes people who are victims of sexual exploitation, domestic abuse and modern slavery. These are all largely criminal matters, however, and safeguarding duties would not be an alternative to police involvement, and would only be applicable at all where a person has care and support needs that mean that they are not able to protect themselves.

Adult safeguarding duties apply in whatever setting people live, with the exception of prisons and approved premises such as bail hostels. They apply regardless of whether or not someone has the ability to make specific decisions for themselves at specific times. There may be times when a person has care and support needs and is unable to protect themselves for a short, temporary period – for example, when they are in hospital under anaesthetic.

People with care and support needs are not inherently vulnerable, but they may come to be at risk of abuse or neglect at any point due to:

- physical or mental ill-health;
- becoming disabled;
- getting older;
- not having support networks;
- inappropriate accommodation;
- financial circumstances or;
- being socially isolated.

1.13.2 Forms and Signs of Abuse and Neglect (Appendix 2)

This is not intended to be an exhaustive list but an illustrative guide as to the sort of behaviour which could give rise to a safeguarding concern. Neglect and abuse can take many forms and the

circumstances of the individual case should always be considered; although the criteria in section 9.2 of this policy will need to be met before the issue is considered as a safeguarding concern.

Abuse can occur in any setting, public or private, and may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts.

Anyone can carry out abuse or neglect, including: spouses/partners; other family members; neighbours; friends; acquaintances; local residents; paid staff or professionals; volunteers and strangers; and people who deliberately exploit adults they perceive as vulnerable to abuse.

1.13.2.1 Forms of abuse

Physical abuse: Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Domestic abuse: Including psychological, physical, sexual, female Genital Mutilation, financial and emotional abuse; so called 'honour' based violence; forced marriage.

Sexual abuse: Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

Psychological abuse: Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Financial or material abuse: Including theft, fraud, internet scamming, coercion in relation to financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Modern slavery: Encompassing slavery, human trafficking, forced labour and domestic servitude.

Discriminatory abuse: Including forms of harassment, slurs or similar treatment because of race, gender, gender identity, age, disability, sexual orientation or religion.

Organisational abuse: Including neglect and poor care practice within an institution or specific care setting. This includes one-off incidents or to ongoing ill-treatment, and may result through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Neglect and acts of omission: Including 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.

Self-neglect: This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings.

1.13.2.2 Signs of abuse

Incidents of abuse may be one-off or multiple, and affect one person or more. It is important to look beyond single incidents or individuals to identify patterns of harm. In order to see these patterns, it is important that information is recorded and appropriately shared.

Patterns of abuse vary, and can include:

- serial abusing in which the perpetrator seeks out and 'grooms' individuals. Sexual abuse sometimes falls into this pattern as do some forms of financial abuse;
- long-term abuse in the context of an ongoing family relationship such as domestic abuse between spouses or generations or persistent psychological abuse; or
- opportunistic abuse such as theft occurring because money or jewellery has been left lying around; or Female Genital Mutilation and Honour Based Violence.

Particular signs of abuse or neglect can include, but are in no way limited to:

- multiple bruising or finger-marks;
- injuries the person cannot give good reason for;
- deterioration of health for no apparent reason;
- loss of weight;
- inappropriate or inadequate clothing;
- withdrawal or mood changes;
- a carer who is unwilling to allow access to the person;
- an individual who is unwilling to be alone with a particular carer; or
- unexplained shortage of money.

1.13.3 The Two-Stage Functional Test of Capacity ([Appendix 3](#))

In order to decide whether an individual has the capacity to make a particular decision, you must answer two questions:

Stage 1: is there an impairment of, or a disturbance in the functioning of, an adult's mind or brain?
If so,

Stage 2: is the impairment or disturbance sufficient that the adult lacks the capacity to make a particular decision?

The Mental Capacity Act 2005 is underpinned by five key principles to support the process determining whether someone lacks capacity or not and they are:

1. Every adult has the right to make his or her own decisions and must be assumed to have capacity to do so unless it is proved otherwise. This means that it must not be assumed someone cannot make a decision for themselves just because they have a particular medical condition or disability, or because they lack capacity in other areas.
2. People must be supported as much as possible to make their own decisions before anyone concludes that they cannot do so. This means that every effort should be made to encourage and support the person to make the decision for himself/herself. If a lack of capacity is established, it is still important that the person is involved as far as possible in making decisions.

3. People have the right to make what others might regard as unwise or eccentric decisions. Everyone has their own values, beliefs and preferences which may not be the same as those of other people. People cannot be treated as lacking capacity for that reason.
4. Anything done for or on behalf of a person who lacks mental capacity must be done in their best interests.
5. Anything done for, or on behalf of, people without capacity should be the least restrictive of their basic rights and freedoms. This means that when anything is done to, or for, a person who lacks capacity the option that is in their best interests and which interferes the least with their rights and freedom of action must be chosen.

Other considerations:

- Every effort should be made to find ways of communicating with an adult before deciding they lack capacity to make a decision.
- Different methods (e.g. pictures, communication cards or signing) should be used to support adults with communication difficulties to make sure their views are heard.
- Family, friends, carers or other professionals should be involved as appropriate.
- The mental capacity assessment must be made on the balance of probabilities – is it more likely than not that the adult lacks capacity?
- You must be able to show in your records why you have come to your conclusion that capacity is lacking for the particular decision in question.

1.13.4 Record Keeping (Appendix 4)

Good record keeping is a vital component of professional practice. *Please refer to the Care and Support Statutory Guidance issued under the Care Act 2014, as well as SCIE's guidance on Adult Safeguarding Practice Questions, for further information).*

TWB Records regarding recording of Safeguarding incidents, concerns or allegations will be kept in accordance with TWB Record and Retention Policy.

Whenever a safeguarding concern or allegation is raised or made, clear and accurate records must be kept and filed. These records should relate to the incident as well as to all subsequent decisions and actions taken and the reasons for them.

When abuse and/or neglect is raised, previous records must be examined by the SAL for past incidents, concerns, risks and patterns. Records must be kept in such a way that the information can easily be collated for local use and national data collections.

When recording information, individuals should consider:

- what information staff need to know in order to provide a high-quality response to the adult concerned;
- what information staff need to know in order to keep adults safe under TWB' duty to protect adults from harm;
- what information is not necessary; and
- what is the basis for any decision to share (or not) information with a third party.

Records should normally include:

- the date and time of any incident;
- exactly what the adult said, using their own words about the abuse and/or neglect and how it occurred or exactly what has been reported to you;
- appearance and behaviour of the adult;
- any injuries observed;
- name and signature of the person making the record; and
- if you witnessed the incident, exactly what you saw.

1.13.5 Seven Golden Rules for Information-Sharing (Appendix 5)

- Remember that the Data Protection Act and the GDPR are not a barrier to sharing information but provide a framework to ensure that personal information about living persons is shared appropriately. For further information regarding the TWB policy regarding sharing and processing of personal information, please see the TWB General Privacy Notice
- Be open and honest with the person (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be, shared, and seek their agreement, unless it is unsafe or inappropriate to do so.
- Seek advice if you are in any doubt, without disclosing the identity of the person where possible.
- Share with consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, that lack of consent can be overridden in the public interest. You will need to base your judgement on the facts of the case.
- Consider safety and wellbeing: base your information-sharing decisions on considerations of the safety and wellbeing of the person and others who may be affected by their actions.
- Necessary, proportionate, relevant, accurate, timely and secure: ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those people who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely.
- Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

1.14 Sources of Advice and Support

Please refer to the TWB Support, Services & Information booklet which is always updated.

Adult Services (HCC): The Castle, Winchester SO23 8UJ - Telephone: 0300 555 1386

**Out of hours: 0300 555 1373 from 5 pm – 8.30 am Monday – Thursday,
And from 4.30 pm on Fridays to 8.30 am on Mondays as well as all day on Bank Holidays. Or**

email: adult.services@hants.gov.uk

Ann Craft Trust: Telephone: 0115 951 5400, support for people with learning disabilities who have been abused.

- Care Quality Commission: National Customer Service Centre - telephone: 03000 616161 Childline: 0800 1111
- Coram Voice: Telephone: 0808 8005792 – advocacy for young people in care or care leavers

- Elder Abuse response: Telephone: 080 8808 8141, all calls are treated in confidence
- Hampshire Children's Services: 0300 555 1384 or 0300 555 1373 out of hours
- Hampshire Constabulary: Telephone: 101, to contact your local station
- NSPCC Child Protection Line - 0808 800 5000
- Public Concern at Work: Telephone: 020 7404 6609 (Monday-Friday, 9.00am-6.00pm). Initial enquires can be made anonymously.
- SANEline: Tel 0300 3047000; help & advice for people with mental illness (daily 4.30 to 10.30 pm).