

# Adult safeguarding policy

February 2024

## Purpose and scope

At Imperial College Health Partners (ICHP), our mission is to effectively help our members and clients navigate and deliver complex change throughout the health and care sector. Our ambition and values are aligned to the wider health and care community – just like the members and clients we support, we are here to create healthier populations. We do this through providing expert support to our members, and others, across the health and care sector.

Our work actively involves people with lived experiences – patients, carers and public groups - so that they have opportunities to share their knowledge, experiences and views to shape and influence what we do to improve health and care in North West London and beyond.

Throughout the work of ICHP, the safety and wellbeing of people we involve is a priority. Safeguarding is everyone's responsibility.

We have developed our Safeguarding Policy to ensure that:

- The safety, welfare and wellbeing of individuals and groups we work with is paramount.
- Appropriate actions are taken to protect everyone's safety, welfare and wellbeing
- ICHP staff understand their safeguarding responsibilities and how to act upon concerns to protect individuals and groups
- People working with ICHP have an understanding of our organisational responsibilities to protecting their safety, welfare and wellbeing, and how to raise safeguarding concerns.
- Partners we work with are aware of our organisational responsibilities and how we raise and report safeguarding concerns

This policy outlines the principles, commitments and processes that apply to everyone at ICHP who work with patients, carers and the public, including staff, interns and other representatives.

**The policy should be read in conjunction with our 'Standard Operating Procedure for safeguarding adults' document.**

## Policy review:

This policy will be reviewed as necessary, always following an incident which is reported to Local Authority, when legislation changes and at least once every two years. The policy was last reviewed in March 2024 and approved by Amy Darlington, Director and Safeguarding Lead, and is due for review in March 2026.

## ICHP safeguarding contacts:

If you have any questions relating to safeguarding and this policy, please contact the safeguarding contacts below. This team can also help you in deciding if actions should be taken and support you through the reporting process.

Name	Email address
Erika Aquino, Sadie Myhill (Safeguarding Officers)	safeguarding@imperialcollegehealthpartners.com
Amy Darlington (Safeguarding Lead)	safeguarding@imperialcollegehealthpartners.com

## What is safeguarding and who does it apply to?

Safeguarding are the actions that we can take to protect an individual's health, wellbeing and human rights — enabling individuals to live free from harm, abuse and neglect. It is fundamental to high-quality health and care and therefore is at the heart of the work that we do.

Safeguarding applies to adults at risk of harm. An adult at risk is a person over 18 who has care and support needs, is experiencing, or is at risk of, abuse or neglect and as a result of those needs is unable to protect themselves against abuse or neglect. Adults maybe be included in this at-risk group if they have any of the following:

- Learning disabilities
- Physical disabilities
- Mental ill health
- Dementia
- Brain injuries
- Substance misuse
- Frailty due to age

**If you have contact with an adult who is experiencing abuse, harm or neglect, but is not classified as at risk, this is not reportable as a safeguarding concern. As part of your wider duty of care, you should support this individual by signposting to other resources (i.e. charities, support groups) that are available to help them. You can ask the ICHP Safeguarding Officer for advice and support with this.**

## What is abuse and neglect?

Abuse is the misuse of power by one person over another and has an impact on a person's independence. Neglect can stop a person who is dependent on others for their basic needs being able to choose or control parts of their life. It doesn't matter whether there was an intention to cause harm via abuse or neglect. Abuse or neglect can be carried out by anyone: from family members and friends, to care provisioners, to staff within an organisation.

There are many different types of abuse and neglect that individuals can experience, including:

- Physical abuse (e.g. hitting, slapping, inappropriate use of restraint)
- Sexual abuse (e.g. inappropriate touching, any sexual activity that the person lacks the capacity to consent to)

- Psychological or emotional abuse (e.g. preventing someone accessing services, education or seeing friends, intimidation, humiliation)
- Financial and material abuse (e.g. stealing money or items, fraud, exploitation of a person's money)
- Discriminatory abuse (unequal treatment of an individual due to their protected characteristics, as defined by the Equalities Act 2010)
- Organisational abuse (where statutory authorities have ignored the individual's needs e.g. not offering choice or promoting independence)
- Modern slavery (e.g. human trafficking)
- Neglect (e.g. failure to provide or allow access to food, shelter, clothing, medical care)
- Self-neglect (where the person is unable, or unwilling, to look after themselves), including inability to avoid self-harm
- Domestic violence or abuse (this may include elements of all the above, but is a category in itself to ensure the correct agencies are involved in response).

You can find out more about the types of abuse and neglect, and their signs and indicators on the [Social Care Institute for Excellence website](#).

## Our safeguarding commitments

At ICHP we seek to keep everyone safe through:

- Having an organisational culture that does not tolerate abuse or harm to the people we work with
- Requiring job candidates to disclose any 'unspent' criminal convictions as part of their pre-employment checks, and requiring staff to report any unspent convictions and/or cautions received during the course of employment at ICHP.
- Clear guidance that ensures all safeguarding concerns are recognised and reported immediately
- Ensuring ICHP staff understand their responsibility for safeguarding and for reporting incidents
- Ensuring people who work with us know who to contact for help if they have a safeguarding concern to raise
- Ensuring all staff complete the ChelWest 'Safeguarding Adults Level 1' E-Learning module as part of their induction
- Ensuring that events and activities that may involve adults at risk have appropriate Risk Assessments carried out
- Have nominated and visible Safeguarding Officers who will:
  - Be the first point of contact for ICHP staff or interns if they are concerned about safeguarding in activities carried out by ICHP
  - Provide advice and support for ICHP staff on the design and delivery of work that involves patients and the public, including adults at risk, to minimise safeguarding issues
  - Review and update the safeguarding policy and procedures as necessary
  - Undertake appropriate training and maintain an up-to-date knowledge of safeguarding requirements for ICHP
  - Support staff in providing information on appropriate action in relation to concerns raised
  - Monitor and respond to questions and concerns raised through the safeguarding email inbox

- Ensure that any concerns raised are escalated appropriately, logged and stored securely
- Maintain up-to-date contact details for relevant statutory agencies (e.g. Local Authority Designated Office (LADO), Local Safeguarding Children Board, Police, Children's Social Work Services).
- Seek support and input from the Safeguarding Lead in relation to the above as appropriate
- Having a nominated and visible Safeguarding Lead for ICHP who will be responsible for the effective implementation of the organisation's safeguarding policy and procedures and ensure that staff are equipped and supported to meet their responsibilities. The Safeguarding Lead holds ultimate responsibility and accountability for this policy.
- Making sure all safeguarding issues and concerns are recorded and kept in a secure environment (using MS Forms and permissions restriction in Sharepoint)

## Our code of conduct

The majority of the activities run by ICHP where staff may come into contact with adults at risk constitute one-off interactions. These types of occasional interactions should not necessitate the need of a disclosure check. However, such a check may be appropriate under special circumstances should the staff have prolonged or regular contact with adults at risk. The appropriateness of such a check will be discussed and agreed by the individual affected and the Safeguarding Lead.

The following is recommended with regards to behaviour around adults at risk.

### DO

- Treat everyone with respect
- Act as a role model of good and appropriate behaviour
- Respect a person's right to personal privacy
- Bear in mind that someone else might misinterpret your actions, no matter how well intentioned
- Be aware that any physical contact may be misinterpreted and so must be avoided whenever possible
- Challenge unacceptable behaviour and report all allegations and/or suspicions of abuse.

### DON'T

- Put yourself in a vulnerable situation that may lead to allegations
- Have inappropriate contact with people – physical, verbal or electronic
- Use inappropriate language – when writing, phoning, email or online
- Do things of a personal nature for people that they can do for themselves
- Allow people to behave inappropriately without being challenged
- Show favouritism to any one person
- Be under the influence of alcohol or other substances when working on activities involving patients, carers and the public
- Take photographs of people without their express permission or of their carers
- Transfer the personal data of adults at risk to third parties without their express permission or of their carers
- Let any allegations a person makes go unrecorded

- Rely on your good name or our good name to protect from allegations of abuse
- Become complacent on the (spurious) grounds that “it could never happen to me”