

The Charity of Mrs Mabel Luke

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Charity Commission Reg. no: 236518

Registered Provider no: 4840



Safeguarding policy and procedure

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1. Policy

1.1 The Directors of the Charity of Mrs Mabel Luke (the Charity) acknowledge that all residents, staff, volunteers, contractors and visitors have the right to a safe and secure environment and respect for their dignity, privacy, independence and individuality.

1.2 This safeguarding policy has been developed to protect adults and children who live, work at or visit Mabel Luke Place and to ensure any concerns about physical, sexual, emotional or financial abuse or about neglect will be dealt with quickly and effectively.

1.3 Safeguarding is everyone's concern and anybody can raise a safeguarding concern.

1.4 The responsibility for protecting children and adults lies with statutory services.

1.5 The Charity is not responsible for ensuring the safety of people in their everyday lives but will assist and encourage residents, Directors, employees, contractors or others to report safeguarding concerns to the relevant statutory services.

1.6 The Charity's designated Safeguarding Lead Director, or in her/his absence the Clerk, will provide support and information on sources of help and advice if required.

1.7 The Charity's Safeguarding Lead Director can be contacted at [safeguarding@mabelluke.co.uk] or by leaving a message on the Charity's telephone: 07555 779207. All residents will be given these contact details.

1.8 The email address and phone number are monitored as often as possible during the working week and staff/Director will take appropriate action as soon as a concern is received and will make contact with the person raising the concern within 24 hours. However, at weekends and over some holiday periods there will not be anybody available from the Charity to respond to messages and it is important that the person raising the concern does not wait if they believe a child or adult to be at any risk of harm. In these circumstances the person should contact the police on 999 if there is immediate danger, or 101 if there is less urgency.

1.9 The Safeguarding Lead Director will keep a record of concerns reported to her/him. The record will be stored securely and protected with a password. Access will be given to other Directors only if absolutely necessary.

1.10 If the person reporting a concern asks for anonymity, they will be advised that the Charity will maintain confidentiality as far as possible but

if someone is at risk of harm or if an offence has been committed, the Charity is under an obligation to pass information on to the relevant authorities.

1.11 If a safeguarding concern has been reported to the authorities by the Charity, the Safeguarding Lead Director will make a decision about informing the subject of the concern. The Charity acknowledges that it is best practice to do so in order to maintain a good relationship with the person, unless it puts anybody at risk of harm.

1.12 The Charity Commission must be notified of serious incidents, including if a report has been made to the Council's Child Protection or Safeguarding Adults teams (see Points of contact below), but the Charity will not share details of the incident or personal information.

1.13 Every case will be different and the Charity will always adopt a flexible and sensitive approach to the people involved.

1.14 In the absence of the Safeguarding Lead Director, the Clerk will receive reports and either deal with them herself/himself or refer them to the designated stand-in Director.

1.15 All Directors and employees of the Charity will have training in safeguarding and will familiarise themselves with the Charity's policy and procedure.

1.16 Residents will be given:

- a copy of this policy
- contact details for the statutory authorities
- Appendix 1, Guidelines for recognising abuse
- the name of the Charity's Safeguarding Lead Director.

2. Contact details for statutory authorities

- Police: 999 if someone is in immediate danger, 101 if the situation is less urgent.
- West Berkshire Council's Safeguarding Adults team: 01635 519056
safeguardingadults@westberks.gov.uk
- West Berkshire Child Protection team: 01635 503090
WBLSCB@Westberks.gov.uk

Appendix 1: Guidelines for recognising abuse

Type of abuse	Indicators
<p>Physical abuse:</p> <p>This type of abuse involves hitting, kicking, spitting and biting. It can also involve restraining someone, making someone intentionally uncomfortable or withholding food, water or medication</p>	<p>These could include if someone has physical injuries such as bruising, cuts or burns and is unable to provide a consistent explanation of the injuries they have.</p>
<p>Domestic violence or abuse:</p> <p>This type of abuse not only applies to physical abuse but also includes the following:</p> <ul style="list-style-type: none"> ● psychological ● sexual ● financial ● emotional <p>It includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been, intimate partners or family members regardless of gender or sexuality. It also includes so-called 'honour'-based violence, female genital mutilation and forced marriage</p>	<p>These could include the following:</p> <ul style="list-style-type: none"> ● low self esteem ● feeling that the abuse is their fault when it is not ● physical evidence of violence such as bruising, cuts, broken bones ● verbal abuse and humiliation in front of others ● fear of outside intervention ● damage to home or property ● isolation – not seeing friends and family ● limited access to money
<p>Sexual abuse:</p> <p>This type of abuse includes rape, any inappropriate touching, indecent exposure, sexual acts to which the adult has not consented or lacks the capacity to consent, sexual photography or forced use of pornography or the witnessing of sexual acts</p>	<p>It may be more difficult to pick up on indicators for this type of abuse as they can include physical symptoms such as bruising or bleeding in places covered by clothing. However the following may be noticeable:</p> <ul style="list-style-type: none"> ● bruising to the upper arms and marks on the neck ● unusual difficulty in walking or sitting ● self-harming

<p>Psychological and emotional abuse:</p> <p>This type of abuse includes 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</p>	<p>The indicators of this type of abuse can include the following:</p> <ul style="list-style-type: none"> ● an air of silence when a particular person is present ● withdrawal or change in the psychological state of the person ● insomnia ● low self-esteem ● uncooperative and aggressive behaviour ● a change of appetite, weight loss/gain ● signs of distress: tearfulness, anger ● apparent false claims, by someone involved with the person, to attract unnecessary treatment
<p>Financial or material abuse:</p> <p>This type of abuse can involve theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits</p>	<p>These could include the following:</p> <ul style="list-style-type: none"> ● unexplained lack of money or inability to maintain lifestyle ● unexplained withdrawal of funds from accounts ● power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity ● the person allocated to manage financial affairs is evasive or uncooperative ● the family or others show unusual interest in the assets of the person ● signs of financial hardship in cases where the person’s financial affairs are being managed by a court-appointed deputy, attorney or LPA ● recent changes in deeds or title to property ● rent arrears and eviction notices ● disparity between the person’s living conditions and their financial resources, e.g. insufficient food in the house ● unnecessary property repairs
<p>Modern slavery:</p> <p>This type of abuse encompasses slavery, human</p>	<p>These could include the following:</p> <ul style="list-style-type: none"> ● signs of physical or emotional abuse

<p>trafficking, forced labour and domestic servitude</p>	<ul style="list-style-type: none"> ● appearing to be malnourished, unkempt or withdrawn ● isolation from the community, seeming under the control or influence of others ● living in dirty, cramped or overcrowded accommodation and/or living and working at the same address ● lack of personal effects or identification documents ● always wearing the same clothes ● avoidance of eye contact, appearing frightened or hesitant to talk to strangers
<p>Discriminatory abuse: Including forms of harassment, slurs or similar treatment because of age, race, religion or belief, sex, sexual orientation, gender reassignment, disability, marriage and civil partnership, pregnancy and maternity</p>	<ul style="list-style-type: none"> ● the person appears withdrawn and isolated ● expressions of anger, frustration, fear or anxiety ● the support on offer does not take account of the person's individual needs in terms of a protected characteristic
<p>Organisational or institutional abuse: Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one-off incidents to ongoing ill-treatment</p>	<p>These could include the following:</p> <ul style="list-style-type: none"> ● inadequate staffing levels ● people being hungry or dehydrated ● poor standards of care ● lack of personal clothing and possessions and communal use of personal items ● lack of adequate procedures ● poor record-keeping and missing documents ● absence of individual care plans ● lack of management overview and support
<p>Neglect and acts of omission: Including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or</p>	<p>These could include the following:</p> <ul style="list-style-type: none"> ● failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care ● providing care in a way that the person dislikes

<p>educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating</p>	<ul style="list-style-type: none"> ● failure to administer medication as prescribed ● refusal of access to visitors ● not taking account of the person's cultural, religious or ethnic needs
<p>Self-neglect:</p> <p>This covers a wide range of behaviour that is neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding</p>	<p>These could include the following:</p> <ul style="list-style-type: none"> ● very poor personal hygiene ● unkempt appearance ● lack of essential food, clothing or shelter ● malnutrition and/or dehydration ● living in squalid or unsanitary conditions ● neglecting household maintenance