



**Apex Care Homes Ltd**

## **Safeguarding Vulnerable Service Users**

**Everyone has the right to live free from abuse and exploitation by other people and at Apex Care Homes we are committed to doing all we can to ensure that service users who are vulnerable are protected from abuse and exploitation.**

**This leaflet outlines for service users Apex Care Home's policy and procedures on the Safeguarding of Vulnerable Adults.**

Many of our Service Users are “Vulnerable” in some way, although most people become more vulnerable at some stage in their lives.

### *What is Abuse?*

Abuse can occur in a number of ways:

- Financial e.g. theft, fraud, pressure to make or change a will
- Physical e.g. hitting, slapping, pushing, using unnecessary physical restraint
- Emotional/psychological e.g. shouting, swearing, threats, denial of choice, loss of privacy or dignity, intimidation, not allowing a service user to express their own views
- Neglect e.g. not having medical or physical needs met, not being given basic things such as food and heating
- Sexual e.g. rape, sexual assault, unwanted sexual contact
- Discriminatory e.g. being treated badly because of race, sex, sexuality, age or disability

### *Who might be responsible?*

Abuse within a care setting can be committed by other service users, relatives, friends, professionals working with a service user or staff.

### *Policy and Procedure*

We believe that everyone has the right to live free from abuse. As a result we have developed a policy in line with national guidelines and local protocol to deal with the suspected abuse of vulnerable adults. All our staff are aware of our policy and are trained in how to deal with a SOVA situation.

### *What should I do?*

If you think you are suffering abuse or exploitation you should tell a member of staff, your manager or someone you feel you can trust such as a family member or advocate. You can, if you prefer, contact the local Adult Protection Team based at the local authority on the number listed at the end. If you think another service user may be suffering abuse you may want to try and encourage them to report it or you yourself discuss it with a member of staff or manager of the home or someone you feel you can trust.

### *What can Apex Care Homes do?*


Staff will record all the information that is given to them. The Manager of the home in consultation with the Operations or General Manager and the service user concerned where possible will decide what if any immediate action is required to ensure the safety of any vulnerable adult which may include contacting the police, suspending a member of staff pending investigation, informing the GP whilst completing a referral to the appropriate Adult Protection co-ordinator.


Under local protocol the Adult Protection Coordinator will consider convening a strategy meeting to decide how best to investigate the allegations or what further action is required. The next of kin of any service user will also normally be informed of such a referral at this stage, so long as the service user has no objections and consideration given to involving an advocate or the IMCA, (Independent Mental Capacity Advocate) where no next of kin exists.

No action will be taken without your permission and agreement sought on what action should be taken next, unless the service user affected by the abuse lacks the capacity to make a decision for themselves.

At all times we will try and make decisions that cause the least disruption to you. Above all we will be guided by what you tell us what to do next and the relevant procedures and policies we are obliged to comply with locally.

If you wish to report suspected abuse to the local Adult Protection Team please call:

 Luton 01582 547659

 Bedford 01234 276222