



## **VULNERABLE ADULTS POLICY**

Mammas provides services to a wide range of individuals and organisations throughout Leicester and we recognise that some of our clients will be young people and vulnerable adults. In the context of this policy a young person is defined as anyone aged under 18 years. A person, being aged 18 years or over, may be considered to be vulnerable if that person:

- receives personal care, or nursing, or support to live independently in their own home, or a care home
- receives any health or social services
- has a substantial learning or physical disability, or has a physical or mental illness, chronic or otherwise, including addiction to alcohol or drugs, or a substantial reduction in physical or mental capacity due to advanced age or to illness.

All staff members and volunteers of Mammas can play an important part in promoting the safety and protection of the young people and vulnerable adults with whom the organisation works. The aim of this policy is to ensure that any vulnerable adults and young people are protected and kept safe from harm while they are in receipt of services from Mammas. In addition to this policy, Mammas has a framework of policies which are designed to ensure the emotional and physical safety of service users, staff and volunteers which includes:-

Health & Safety Policy  
Confidentiality Policy  
Grievance and Complaints Procedure  
Safeguarding Children

The named person with responsibility for the procedure is Sally Etheridge;  
Project Lead.

## **Recruitment, Selection & Training of Staff & Volunteers**

Mammas will ensure that its recruitment and selection procedures will take account of the need to protect vulnerable adults and young people. Two references will be taken up for all successful candidates prior to a formal offer of employment, and where appropriate referees will be asked to comment on the applicant's suitability to work with vulnerable adults and/or young people.

Where relevant to the post, the successful applicant will be asked to agree to an appropriate Criminal Record Bureau check. The check will be requested prior to the applicant taking up post.

Induction for new staff and volunteers will include information on all relevant policies and procedure, including the protection of vulnerable adults and young people, and on-going training will be provided if necessary.

All staff and volunteers will have a designated supervisor who will provide appropriate ongoing support and supervision.

## **Reporting Procedure**

Abuse of vulnerable adults and young people can take many forms including physical, emotional, sexual and financial. It is not the responsibility of anyone working within Mammas in a paid or unpaid capacity to decide whether or not abuse has taken place. It is therefore vital that staff members raise all cases of suspected or alleged abuse in line with the procedures identified in this policy. It is important to do this as there may already have been concerns expressed by other members of staff and failure to report concerns may put a young person or vulnerable adult at risk.

Any disclosure or suspicion of abuse should be reported to the staff member/volunteer's line manager as soon as possible.

The line manager, in consultation with a member of Senior Management, will gather further information and details by interviewing the person making the report or the service user directly.

The member of Senior Management will then devise an appropriate plan of action. The exact nature of the action taken will be determined by the individual circumstances, but it may include the involvement of external authorities, such as Social Work, referral organisations and the Police.

In the case of a disclosure or suspicion of abuse concerning a young person aged under 18, Mammas will always refer the matter to the appropriate external authorities, which in the first instance is likely to be Social Work.

All staff and volunteers of Mammas will be familiar with good practice guidelines on the immediate action to be taken following a report of abuse (see appendix 1).

Any allegation made against a member of staff or volunteer should be reported to their Line Manager who will investigate and take action as per the Disciplinary Policy. In the event of an allegation being made against the Chief Executive, this should be reported to the Chair the Trustee Board or their nominated representative.

If a disclosure of abuse is made by a service user, care should be taken to explain to them the procedure that will be followed and they should be told that it may not be possible for Mammas to maintain confidentiality.

If a service user of Mammias makes an allegation about another organisation this should be reported to the Chief Executive who will investigate and take appropriate action.

## **2. Good Practice**

All staff and volunteers should be familiar with and adhere to Mammias Guidelines for Good Practice for working with Service Users [see appendix 2]

## Appendix 1

The following are guidelines on immediate action to be taken following a reporting of abuse by a young person or vulnerable adult.

React calmly so not to frighten or deter him/her.

Re-assure him/her that you are glad they have told you, and it is not their fault.

Don't promise to keep it to yourself, at the earliest opportunity remind them of our confidentiality policy and explain what this means.

Explain that you need to make sure that they will be safe and may have to pass on the information to somebody trusted to deal with it appropriately.

Listen carefully to what they say and take them seriously.

Allow them to tell you what happened in their own words.

It is important to clarify what you have heard, and to establish the basic facts. However avoid leading questions and do not ask them specific questions about explicit details.

If possible make brief notes during the initial disclosure, explaining to them why you are doing this. If not possible to do at the time, make notes as soon as possible afterwards.

All notes should be dated and signed by the staff member or volunteer taking them. The information recorded should include:

- **The nature of the suspicion or allegation.**
- **A description of any visible injury.**
- **Dates and times and any other factual information.**
- **The distinction between fact, opinion or hearsay.**

## Appendix 2

## **GOOD PRACTICE GUIDELINES FOR WORKING WITH SERVICE USERS.**

If it is necessary for member of staff/volunteer to meet a service user outside of Wesley Hall Mammias' activities, where possible, this meeting should take be in a public place. Visiting service users at their home is not encouraged, but it is recognised that in certain circumstances it may be unavoidable. In the event of a staff member/volunteer visiting a service user at home they must ensure that another member of staff knows where they are going and what time they are expected to be back.

Service users should never be given access to the home address or telephone number of any volunteer or staff member of Wesley Hall Mammias. Service users' contact details should never be disclosed to anyone outside of Wesley Hall Mammias without their explicit consent.

Member of staff and volunteer should not usually be alone in the office with a service user. If a staff member or volunteer is meeting a service user outside of normal office hours they must ensure that another staff member will remain in the office until the meeting is finished.

Signed: S J Etheridge  
Name: Sally Etheridge  
Position: Project Lead  
Review date: October 2021