

Procedures for Managing Allegations of Abuse in Supported Living

- 1.1 Please also see the guidance in [ReS 2.1.1](#). Employees who do not report matters of suspicion and concern are likely to be subject to disciplinary procedures.

hg Supported Living employees who are in contact with people we support must remain alert and respond to any changes in or concerns about a person's health or wellbeing (emotional, psychological, sexual, financial or physical).

Every one of our employees, whether or not they are involved in the direct care of people, has a duty to report anything they see which gives them cause for concern that someone is at risk of or has suffered abuse. Alerts and incidents of speaking up will be taken extremely seriously and followed by Managers using the agreed procedures, which are designed to protect the person who has spoken up (see [Speaking Up Policy Corp 5.1](#)).

Despite all precautions there will be occasions when there is a suspicion or knowledge that abuse has occurred, is occurring or is at risk of occurring. Employees need to be confident in reporting their concerns and confident that they will be followed up promptly and thoroughly.

- 1.2 As soon as any member of staff becomes aware and suspects abuse or possible abuse they must immediately contact either the senior Manager on duty or the Designated Person for this purpose (as per rotas/posters displayed) in person or by telephone. Employees must not try to collect evidence themselves, this could seriously damage chances of a safe and fair investigation. A "Designated Person" is either the senior Manager for the service or a person(s) nominated by the Manager for the service and agreed with the Director of Adult Services as appropriate. Designated Persons will be sufficiently trained, skilled and competent to manage safeguarding adult concerns.

In the unusual event of a Manager being alerted who is neither the senior Manager on duty nor the Designated Person they have responsibility for recording the details in full and for taking the alert forward to the Designated Person on call.

- 1.3 Once the senior Manager on duty or other Designated Person meets with or takes a call from a member of staff who is alerting them to the concern they will ask them to go through what they saw, when and how. The Manager who has taken the call/met with the employee will write an account of what has led to the allegations or concerns using the Report of Concern Form on Ulysses. Managers need to be aware that this can be a very difficult process for some employees and will need to support them through it, see [Hesley Group speaking up charter Corp 5.1.1](#), and [speaking up debrief Corp 5.1.2](#).
- 1.4 The Manager/Designated Person who has been alerted to the concern will immediately ensure the person alleged to have been abused is made safe and receives additional support as necessary, whether this is a physical or emotional need. The alerted Manager/Designated Person may also need to consider as a matter of urgency if action is needed to preserve evidence – e.g. DNA, following an allegation of sexual abuse. If this is the case alleged victims should not be washed or showered, their clothing laundered or the scene tampered with until the Police agree.

The Designated Person/alerted Manager must consider if a serious crime is alleged whether a call to the Police should be made immediately.



If in doubt, call the police first and speak to a person able to deal with issues of harm or abuse.

- 1.5 An allegation may need to result in the removal from the scene/suspension of a person working for the organisation. This is normal and is good practice. The suspension will be “without prejudice” but takes place to a) protect the person who is alleged to have been abused and b) protect the employee by removing them from the situation.

After making sure the alleged victim is safe and dealing with any need for employees to be removed from the site, the Manager/Designated Person who has responsibility for taking the matter through the safeguarding process, as agreed at the time, will follow the procedures outlined on the Flowchart and link into the local authority procedures for Adults in the area where the person lives. Please see back page of Instructions and Guidance, P&S 2.1SL.1, for contact details of these people/organisations.

- 1.6 The care sector regulator, Care Quality Commission (CQC), must be notified either by the Registered Manager or a person delegated by the Registered Manager. Please see your Hg Supported Living safeguarding leaflet for CQC contact numbers.
- 1.7 A copy of the notification to CQC by the Registered Manager for the service is saved onto the electronic Ulysses record and accessible to those who receive notification of the concern. This includes the Chief Executive, the Director of Adult services and the Assistant Director of Adult services who is also the NI for the service.
- 1.8 If, after making an allegation an individual feels the matter has not been treated with sufficient gravity, they should contact the Assistant Director for Supported Living for the service, and if necessary; the Director of Adult services, the Director Quality or Chief Executive Officer. Alternatively, they may make contact themselves with the local Safeguarding Team and CQC. There is also a confidential “whistleblowing hotline” run by Safecall for accessible to all staff. The helpline is targeted at those who have concerns about the services they work in but are unsure how to raise them or fear the repercussions of reporting them internally.

Please see back page of ReS 2.1.1, for contact details of these people/organisations.

2 Speaking Up

- 2.1 Where any employee is worried they may be victimised for reporting concerns they should be made aware that Hesley Group has a “Speaking Up” policy (Corp 5.1). hg Supported Living is part of the wider Hesley Group. This policy lays out our expectations that employees will speak up if they witness or suspect wrongdoing. This would include safeguarding matters. There is a procedure in place that means they would be protected under the Public Interest Disclosure Act 1998 (PIDA for short) and would not be identified unless necessary as part of an investigation.
- 2.2 Where employees are required to be identified hg Supported Living will view any issues of intimidation that occur as harassment and the perpetrators of the harassment will be subject to disciplinary processes. Speaking Up is a positive thing to do and should be viewed as such. See also the Speaking Up Policy Corp 5.1. Managers should ensure they follow the Speaking Up Charter Corp 5.1.1, and the Speaking up Debrief Corp 5.1.2, processes.



3 Senior Management Responsibilities

3.1 hg Supported Living expects senior Managers will ensure sufficient numbers of Designated Persons are on duty to deal with the incidence or allegations of abuse and any required follow up, monitoring, etc., and that their contact arrangements will be publicised around sites. Designated Persons are those Managers who are deemed appropriate and adequately trained, skilled and competent to manage a safeguarding process and provide the appropriate levels of support to individuals, including our employees and people supported.

hg Supported Living also expects Designated Persons and senior Managers to ensure that full records are maintained and securely kept of any incidents/concerns/allegations, investigations and outcomes. These should all be stored on the Ulysses system.

3.2 hg Supported Living Managers will ensure that CQC is informed without delay of any safeguarding alerts or referrals in order to fulfil our legal duty (see Statutory Notifications in Adult Services Policy [P&S 2.6](#)). Additionally, a "Duty of Candour" applies where issues of concern and serious incidents should be shared with other bodies, particularly those with whom we work in partnership who need to know, ensuring we operate in a way that is transparent and open (See Being Open – Duty of Candour Policy [Corp 8.1](#)).

3.3 Hesley Group will report any employee who is dismissed as a result of safeguarding concerns or that leaves before they can be dismissed to the Disclosure and Barring Service (DBS for short). DBS will decide if the person should be placed on the list of people barred from working with children or adults at risk.

3.4 Incidents, accidents, physical interventions and complaints must be analysed and lessons learned or we lose an opportunity to improve things for people and might keep making the same mistakes and put people at risk.

hg Supported Living Managers should ensure that all employees are aware of these Procedures and Guidance [ReS 2.1.1](#).

3.5 Recording and investigating unexplained injuries - employees should use the body mapping process. Any resulting concerns will be reported through this, the Safeguarding Policy and guidance.

4 hg Supported Living Designated Persons for Adult Services

Designated Persons are Managers who are competent and skilled in dealing with safeguarding matters. The available/on call Designated Person is displayed on posters around each service and circulated by e-mail each week. The seniority of a Designated Person will depend on the size of a service. They must have the skills and knowledge and the authority to manage a safeguarding concern and ensure people are properly protected from harm.





5 Useful Contact Telephone Numbers

Doncaster Safeguarding Adults	01302 737391 (office hours) 01302 796000 (out of hours)
Care Quality Commission	03000 616161
Safe Call	0800 915 1571
Chris McSharry, Chief Executive Officer	01302 866906 ext. 1500
Scott Lovell, Assistant Director Supported Living (Nominated Individual)	01709 861663
Leigh Tudor, Director of Adult Services	01302 866906

