

# Safeguarding of Vulnerable Adults (SOVA)



## **Aims of the session**

- To raise the Carers awareness of Abuse:
- Preventing harm and reduce risk
- Stop abuse or neglect
- Address causes of abuse or neglect
- Support decision making and choices
- Improve lives of others
- Raise public awareness
- Provide accessible information and support

## **At the end of this session carers will:**

- Be able to identify different types of abuse and recognise 'signs' of abuse.
- Understand some of the causes of abuse.
- Have increased their confidence in responding to situations of actual or suspected abuse.
- Have considered issues of confidentiality and disclosure.
- Be able to identify sources of support.

## **Safe Guarding of Vulnerable Adults:**

“Safeguarding means protecting peoples health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. It’s fundamental to high quality health and social care”

# Safeguarding of Vulnerable Adults

We have a duty to protect our service users and carers from abuse.

- Human Rights Act 1998
- Mental Capacity Act 2005
- DoLs 2007
- Equality Act 2010
- Care Act 2014
- Care and Support Statutory Guidance 2014
- Health and Social Care Act 2008
- The Counter – Terrorism and Security Act 2015
- Spinal Homecare Policies and Procedures

## **A ‘Vulnerable Adult’ is a person:**

“who is or may be in need of community care services by reason of mental or other disability, age or illness: and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation”. (“Who decides” 1997)

# Does Abuse happen?

Office for National Statistics

Domestic abuse prevalence and trends, England and Wales: year ending March 2019

1,316,800 abuse cases were reported to the police in the year ending March 2019. 5.7% of adults (2.4 million) experienced abuse in the same year.

There will be far more cases of abuse that are not reported, as well as cases in Scotland and Northern Ireland, so this is not an accurate figure.

# Where abuse happens

- Own home 70%
- Nursing Home 10%
- Sheltered housing 8%
- Residential Home 7%
- Hospital 3%



# Why does abuse happen?

- Talk among yourselves and make a list of reasons why abuse could happen

# Types of abuse

- Physical
- Sexual
- Emotional
- Neglect – neglect by self or neglect by others
- Financial
- Organisational
- Discriminatory
- Modern Slavery (Human Trafficking)
- Domestic Violence (Honour based violence)

# General Indicators

- Difficulty getting access to the vulnerable adult
- Difficulty in interviewing the person alone.
- Repeated visits to GP or 'Accident and Emergency Dept'
- Refusal of support services.

# Physical Abuse

## Signs:

- Cuts, burns, bruises, bites and scratches
- Injuries and wounds in concealed places.
- Injuries in protected areas, e.g underarms
- Untreated injuries
- Under or over use of medication.
- Unsafe moving and handling techniques (standing transfers)
- Time Management

# Psychological Abuse

Signs:

- Crying, self harm, self deprecation, low self esteem, demotivation, clingy, depression, suicidal
- Eating disorders
- Poor mental health – unexplained paranoia
- Unkempt
- Subservience (less important)

# Financial Abuse

Signs:

- Loss of money
- Limited knowledge of finances
- Debt letters, Bailiffs
- Evasive answers
- Controlling family and friends
- Loss of property
- No resources or equipment
- Patterns of friends
- Feeling guilty

# **Neglect (self neglect or neglect by others)**

Signs:

- Poor hygiene, Poor health
- Tired, Unkempt
- Limited clothing
- Pressure sores, Unhealed injuries
- Limited essential items, Depression
- Quiet or aggressive
- Cold
- Incomplete or no record keeping

# Sexual

Signs:

- Rape, Bruising, Tearings, Bleeding
- Refusal
- Withdrawal, Depression
- Unexpected pregnancy
- Bed wetting
- Self harming
- Knowledge about developments
- Unkempt



# Organisational Abuse

- Quiet
- Limited resources, Forced activities
- Dictatorial staffing
- Poor staffing levels
- Locked doors, Locked food storages
- Poor quality food and drinks
- Negative atmosphere
- No choices, No visitors

# Discriminatory Abuse

- Isolation
- Discriminatory actions
- Fearful and scared, Disrespected
- Not allowed to practice religious and cultural beliefs
- Ignored
- Ostracized
- Anxiety and critical
- No choice over clothing and dress
- Overlooked

# Modern Slavery

- Human trafficking
- Forced labour and domestic servitude

# Domestic Violence

- Incident or pattern of incidents of controlling, coercive or threatening behaviour, violence of abuse by someone who is or has been an intimate partner or family member regardless of gender or sexuality
- Honour Based Violence
- Forced Marriages

# Who is the abuser?

- A partner, spouse, child or relative
- A friend or neighbour
- A paid care worker
- A volunteer
- Another professional e.g. Nurse, GP etc

# How to respond to abuse and neglect.

- A service user may disclose to you that he or she is being abused or neglected.
- You may have clear evidence that abuse or neglect is happening.
- You may have concerns or suspicions, but no definite evidence.

# Disclosure

This is the correct term for a service user telling you about abuse or neglect.

## Disclosure Do's

- Listen attentively and observe the adult in question
- Take it seriously
- Try not to show you are shocked, stay calm
- Explain about confidentiality
- Confirm the victims story
- Reassure them that they have done the right thing in talking to you.
- Report to your line Manager and record information
- Remember it is not your responsibility to deal with this situation alone.



# Disclosure Don'ts

- Directly question the individual (abuser)
- Ask leading questions
- Contact the alleged abuser
- Protect potential perpetrators
- Gossip about individuals

# What to do if you suspect abuse?

- Always talk to the victim in a safe and private place.
- Listen sensitively but be careful not to ask leading questions.
- Do not challenge abuser.
- Follow Spinal Home Care Policy, inform your line manager at earliest opportunity.

# Whistleblowing

Spinal Home Care actively encourages both employee and service user to report any incidents of concern, as a result of a 'report' an investigation would be undertaken and appropriate actions taken. See Policy No POL003

# Contact numbers

If you are unsure about what steps to take, call the office on 01539 730777 during office hours, outside of office hours call the same number and choose option 1 to speak to the on call person.

Office hours are Monday to Friday

09.00am and 16.30pm

On Call hours 16.30pm – 09.00am