

WELLCOME CARE HOMES Ltd Annedd Residential Care Home	Review 29/03/2026
Safeguarding	9 pages

Policy Statement

The policy is written in line with the safeguarding standards developed under Part 7 (Safeguarding) of the Social Services and Well-being (Wales) Act 2014, Regulation and Inspection of Social Care (Wales) Act 2016 and the Wales Safeguarding Procedures 2019.

The service seeks to comply in all respects with current safeguarding legislation and regulations, as developed by the Social Services and Well-being (Wales) Act 2014.

It seeks to work in line with local authority safeguarding adults policies and procedures and guidance from the Care Inspectorate Wales (CIW) as well as other statutory bodies. It recognises the importance of national guidance such as that contained in All Wales Safeguarding Procedures and subsequent guidance issued by the Welsh Government.

Staff will also need to be reminded of their duties to protect vulnerable people, which are included in their Code of Practice for Social Care Workers.

The care service recognises that service users who lack mental capacity are particularly vulnerable to abuse/harm and exploitation. It is accordingly mindful of the need to follow the principles and practice guidance that has accompanied the Mental Capacity Act 2005. These apply particularly to investigations of possible abuse/harm in which it is important to seek means of ascertaining the experiences and views of any victim or indeed alleged perpetrator who might lack capacity, eg by seeking the services of independent advocates.

Policy Aims

The central aim of this safeguarding policy is to set out for all relevant parties the:

- principles and values underlying this care service's approach to the safeguarding of its service users
- ways in which the service does this
- steps taken to avoid abuse/harm taking place
- actions taken to deal with abuse/harm if it occurs.
- Work within the Wales Safeguarding Procedure, using a person-centred approach
- Identify roles and responsibilities

This service is committed to safeguarding its service users from all forms of abuse/harm. It recognises that it must always protect its service users and identify and deal with specific instances of abuse/harm if they occur. Wellcome Care Home LTD has a zero tolerance towards abuse.

It will continue to exercise its safeguarding responsibilities fully in any emergency that might arise including during the Covid-19 outbreak.

The care service is always aiming for the very best quality of care and will not be satisfied with anything that falls short of this. It takes every possible action to prevent abuse/harm and to deal with it as promptly and effectively as possible if it occurs.

Defining Abuse

The care service recognises that abuse/harm of service users may take the following forms.

- Physical abuse/harm.
- Financial or material abuse/harm.
- Psychological or emotional abuse/harm.
- Bullying and harassment (including online forms).
- Sexual abuse/harm.
- Neglect and self-neglect.
- Discriminatory abuse/harm.
- Self-harm.
- Inhuman or degrading treatment.
- Inappropriate or excessive restraint and other forms of organisational abuse/harm.

The terms abuse/harm are provided as alternatives as different local authorities and safeguarding bodies might prefer one or the other.

It is recognised that service users must be protected from all these forms of abuse/harm and others such as domestic abuse and violence and modern slavery, where they might be evident in the delivery of the care service.

It is also recognised that the service must always protect its users and identify and deal with specific instances of abuse/harm if they occur.

The care provider applies the principles underpinning all adult protection legislation and official guidance, which require consideration of:

- the wishes of the vulnerable adult
- the views of others, eg nearest relative, primary carer or guardian
- the importance of the vulnerable adult participating as fully as possible, assuming capacity and informing person when safeguarding referral is made (even in the case where a safeguarding referral goes ahead without their consent)
- making sure that the adult is not treated less favourably than someone not considered to be an “adult at risk”
- the adult’s abilities, background and characteristics, eg sexual orientation or religious persuasion, which could be factors in the perpetration of the abuse/harm.

In applying these principles, the service seeks to work in line with local authority support and protection policies and procedures and Care Inspectorate Wales guidance.

Identifying Perpetrators of Harm

The provider accepts that abuse/harm can be committed by a range of possible people. It therefore accepts its responsibility to protect its service users from possible abuse/harm from all sources. These include the agency's employees, family members and others, including peers, if the employees find or suspect they are harming a person at risk.

The Role and Accountability of Staff in Relation to Abuse

All staff have a responsibility to:

- provide service users with the best possible care
- desist from any abusive/harmful action in relation to service users
- report anything they witness which is or might be abusive/harmful (this may be taking the report directly to the Local Authority if they feel the service is not taking appropriate action)
- co-operate in every possible way in any investigation into alleged abuse
- take part in training activities relating to abuse/harm and protection from harm.

The care service requires its managers to take responsibility for:

- developing the systems and structures within which it is possible to deliver the best possible care
- encouraging a culture and ethos for the service that is hostile to any sort of abuse/harm
- producing and regularly revising the policies and procedures to prevent and deal with abuse/harm
- operating personnel policies which identify, appropriately deal with and if necessary, exclude from practice potential or actual abusers
- providing training for staff in all aspects of safeguarding, abuse/harm and protection
- investigating any evidence of abuse/harm speedily and sympathetically
- implementing improvements to procedures if an investigation into abuse/harm reveals deficiencies in the way in which the service operates
- collaborating with all other relevant agencies in combating abuse/harm and improving the safeguarding and protection of service users.

Any individual making a report is identified as the 'Report Maker', the individual within Social Services who receives the report is the 'Report Taker'.

'Handling Individual Cases' within the All Wales Safeguarding Procedure describes the principles that should underpin safeguarding systems for both children and adults at risk. It defines a **person-centred approach** recognising:

- the rights of the individual should be paramount to the approach,
- their best interests should always be paramount, the individual's views, wishes and feelings should be ascertained,
- the importance of promoting and respecting the dignity of the individual,
- have regard to the characteristics, culture and beliefs of the individual

- have regard to the importance of providing appropriate support to enable the individual to participate in the process.

Within the Wales Safeguarding Procedure, it states:

- Early intervention should be offered to individuals whenever possible to prevent them from becoming an adult at risk and essential that the adult is actively engaged in determining the best way in which their needs can be met.
- Taking a person-centred approach, and co-production with the adult at risk is emphasised throughout the new procedures, this includes outcomes based on what they wish to achieve
- Practitioners will need to have the skills, knowledge and resources available to them if the safeguarding principles are to be applied; managers and agencies need to support ongoing development of relevant skills/ knowledge amongst staff, as well as ensure appropriate resources are available to support co-production, person centred ways of working, and enable engaging with adults at risk in the ways the new procedures suggest.

Role of Designated Safeguarding Person

The 'Designated Safeguarding person' (DSP) is the identified person within the organisation (outside of LA) who:

- Is available to discuss safeguarding concerns-Should be consulted, when possible as to whether to raise a safeguarding concern with the LA
- Will manage any immediate actions required to ensure the individual at risk is safe from abuse
- All practitioners should know who to contact in their agency for advice. Whilst every effort should be made to seek advice from the DSP, a practitioner may need to contact social services directly particularly where contacting the DSP would result in undue delay. When seeking advice from the safeguarding team, following the discussion, the responsibility on whether to submit a report or not remains with the report maker.

The Designated Safeguarding Person within Care Home is the Registered Manager currently you will find her contact details on the board of contacts in the home.

Recruitment Practices

The care service takes great care in the recruitment of staff, carries out all possible checks on recruits to ensure that they are of a high standard and co-operates in all initiatives regarding the sharing of information on care workers who are found to be unsuitable to work with people at risk. The service ensures that new employees working in regulated activity are checked through the Disclosure and Barring Service (DBS) and against the barred lists, as well as obtaining suitable references.

Preventing Abuse/Harm

The service is committed to taking all possible steps to prevent abuse/harm from occurring including:

- setting out and making widely known the procedures for responding to suspicions or evidence of abuse/harm, as well as preventing abuse from happening
- operating personnel policies which ensure that all potential staff working in regulated activity are rigorously checked, by the taking up of references and clearance through DBS checks and the barred list checks, with equivalent checks for staff employed from overseas
- incorporating material relevant to abuse/harm into staff training at all levels
- maintaining vigilance concerning the possibility of abuse/harm of service users from whatever source
- encouraging among staff, service users and all other stakeholders a climate of openness and awareness that makes it possible to pass on concerns about behaviour that might be abusive or that might lead to abuse/harm
- devising systems that minimise the risk of abuse of service users by other service users by understanding and dealing appropriately with any form of aggression
- maintaining procedures for regulating any contact the staff of the service need to have with service users' property, money or financial affairs
- communicating concerns to the appropriate officers of the local authority safeguarding service and CIW in line with current policies and authoritative professional guidance
- helping service users as far as possible to avoid or control situations or relationships that would make them vulnerable to abuse/harm.

Identifying Actual or Possible Abuse/Harm

The service aims to identify any instances of actual or possible abuse/harm involving our service users by all possible means including:

- fostering an open and trusting communication structure within the service so that staff, service users and others feel able to discuss their concerns with someone authorised to act
- ensuring that all staff and service users know whom they may turn to for advice and action if they become aware or suspect that abuse/harm is occurring
- encouraging staff to recognise that a commitment to the highest possible standards of care must, when necessary, overrule loyalty to colleagues individually or corporately
- making it clear to staff that failing to report incidents or suspicions of abuse is itself abusive and may lead to disciplinary or criminal proceedings
- operating systems of management, supervision, internal inspection and quality control that have the potential to reveal abuse/harm where it exists.

Procedures for When Abuse/Harm Has Occurred or is Alleged to Have Occurred

If abuse/harm is clearly occurring or is alleged to have occurred, the service takes swift action to limit the damage to service users and to deal with the abuse, as follows.

Initial procedures

- A staff member who witnesses a situation in which a service user is in actual or imminent danger must use their judgment as to the best way to stop what is happening without further damage to anyone involved including themselves, either by immediately intervening personally or by summoning help.
- Any staff to whom actual or suspected abuse/harm is reported — usually the manager or a senior staff member — must immediately take any further action necessary to provide protection, support or additional care to a service user who has been harmed.
- The manager will discuss with the known or suspected abused/harmed person what actions they consider to be appropriate. In some circumstances, the person might not wish any action to be taken or agree to a referral being made on their behalf. In such cases, the manager will consider whether there are reasons for overriding the person's wishes, eg because it is in the public interest and to prevent further harm. This could include seeking advice on the correct action to take on an anonymous basis from the Safeguarding Adults Board.
- Any "victim" whom it is thought might lack mental capacity to give their consent for the abuse/harm to be reported will be assessed for their capacity to decide and a "best interests" decision will be taken in line with Mental Capacity Act procedures.
- The senior staff member or manager (or whoever has authority at the time) will then alert the local authority safeguarding unit for vulnerable adults and follow its procedures and guidance from that point on. This will usually involve a strategy meeting and an action plan to be implemented from the strategy meeting.
- In some instances, the registered manager might need to report the matter directly to the police and take guidance from them on the measures to be taken.
- The registered manager must take steps to ensure that there is no further risk of the victim being abused/harmed by the alleged or suspected perpetrator.
- The registered manager must ensure that the needs of the alleged victim of the abuse/harm for any special or additional care, support or protection or for checks on health or wellbeing are met at the outset and subsequently throughout the proceedings.
- If the alleged abuser is a staff member and there is sufficient evidence that abuse/harm has or might have occurred, the registered manager will suspend the person from duty pending the outcome of a disciplinary investigation. The manager will receive guidance on the steps to be taken following the local authority safeguarding adults strategy meeting, which will be held following the reporting of the abuse or suspected abuse/harm and any advice from the CIW which will have been notified also.
- If the evidence is insufficiently strong to warrant suspension, the staff member against whom the allegation has been made will be instructed not to have further unsupervised contact with any service users until the matter is resolved.

Duty to report:

As a partner working with Carmarthen County Council, we have a duty to report concerns or suspicions of abuse to the local authority. This will mean making a referral to social services who, alongside the police, have statutory powers to investigate suspected abuse or neglect. A report should be made whenever there are concerns for an adult at risk who:

1. is experiencing or is at risk of abuse or neglect,

2. has needs for care and support (whether or not the authority is meeting any of those needs), and
3. as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

(S.126 of the [Social Services and Well-being Act 2014](#))

Investigating alleged abuse/harm

In many cases, an investigation will be carried out or led by a member of an external agency in line with the action plan determined by the initial strategy meeting convened by the local authority safeguarding service. If a staff member is expected to carry out an investigation, the following guidance should be followed.

- An appointed investigating officer will usually consult the person who may have been abused/harmed to hear their account of what has occurred and their views about what action should be taken, involving the service user's relatives, friends or representatives if that is appropriate and in line with the wishes of the service user.
- The investigating officer is expected to take into account in his or her conducting of the investigation:
 - the fears and sensitivity of the abused/harmed person
 - any risks of intimidation or reprisals
 - the need to protect and support witnesses
 - any confidentiality or data protection issues
 - the possible involvement of other agencies, including the police, local authority safeguarding team and the CIW
 - the obligation to keep the abused/harmed person and in specific instances the alleged perpetrator on the progress of the investigation.
- The investigating officer will assure the person who may have been abused/harmed that they will be taken seriously, that the comments will as far as possible be treated confidentially, that they will be protected from reprisals and intimidation, and that they will be kept informed of actions taken and of the outcome.
- The investigating officer will consider if the service user needs independent help or representation in presenting their evidence and, in conjunction with the registered manager if necessary, will arrange for the appropriate help or support to be made available. This will be in line with the rights of people to have access to Independent Professional Advocacy under the Social Services and Well-being (Wales) Act 2014.
- If the abused/harmed person expressly states a wish that no further action should be taken, the investigating officer will consider whether:
 - a danger to others exists from not investigating further
 - in the light of that assessment it is possible to follow the person's wishes
 - in any case, precautionary measures should be taken to protect others from the possibility of abuse from the same source.

The person will be informed of what is to happen.

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- If it is decided that an investigation should proceed, the investigating officer will, as discreetly and confidentially as possible, look into all aspects of the situation.
- The investigation will include interviewing the staff involved in the incident up to that point, hearing and assessing evidence from any others who might be in a position to supply

information, exploring every other possible source of evidence, maintaining appropriate contact with any other agencies involved, and if necessary seeking expert advice on any technical aspects of the situation which are outside the knowledge or expertise available within the organisation.

- Any staff from whom evidence is taken will be assured that they will be dealt with in a fair and equitable manner and informed of their employment, legal and procedural rights.
- The alleged victim of the abuse/harm, and where appropriate their relatives, friends or representatives, will at all times be kept as fully informed as possible of what is happening regarding the suspected abuse/harm.
- The investigation will be carried out as quickly as possible and the findings presented to the local safeguarding adults strategy group, which will then decide what further action to take.
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Following the investigation

- If it seems from the investigation that on the balance of probabilities abuse/harm did indeed take place, the registered manager will, if the abuser is a staff member, initiate and carry through proceedings according to the service's disciplinary policy or, if the abuser is not a member of staff, involve other responsible bodies.
- If abuse/harm is proved against a staff member, the registered manager will initiate appropriate action, which most likely will be dismissal and referral to the DBS.
- Other employment sanctions could apply depending on whether there might have been mitigating or extenuating circumstances. In some cases, retraining could be appropriate.
- The service user or representatives will be informed of the outcome of the investigation and any further action and will be consulted about whether any redress or apology would be appropriate and helpful to them.
- The registered manager will take appropriate steps to inform the DBS for possible inclusion of the person on its barring lists as someone who is unsuitable to work again with adults, and possibly children, at risk.
- At all stages of the process, a careful record will be kept of all actions taken, paying particular attention to the sensitivity of the abused/harmed person.

Planning further action

At the end of an incident involving possible or actual abuse/harm, managers should review what has happened with a view to assessing whether the service or its management has been in any way culpable, ineffective or negligent, learning lessons for the way the service should operate in the future, and passing on any appropriate information to other agencies.

If necessary, the service's policies, procedures and training arrangements should be modified in response to any material that has emerged from the incident or the investigation. The service might carry this out with advice and guidance from the local authority safeguarding service.

Contacts and sources of assistance

List here the names and contact details of:

- Carmarthen County Council safeguarding service (including emergency contact telephone numbers) Single Point of Access on 0300 333 222
- CIW 0300 0628417
- the police (including Adult Protection Team details if known) 101 or 999
- CAIS advocacy services 0345 06 121 12
- GP Service Bro Pedr 01570 422665 GP Out of Hours 111

Record Keeping

The care service ensures that all details associated with allegations of abuse/harm are recorded clearly and accurately. The records are kept securely and the service's rules on confidentiality are carefully followed. Reports are made as required to the CIW and other safeguarding agencies involved.

Referrals to DBS Barred Lists

The care service always complies with its legal requirement to refer a care worker, where it has evidence that the staff member in question has been guilty of misconduct by harming or putting at risk of harm a service user or other person at risk from their work, to the DBS's barred lists following the procedures issued by the DBS.

Related Policies

This policy should be read in conjunction with the several other policies of the service that relate to safeguarding of service users. They include the policies on complaints, physical restraint, the management of service users' money and financial affairs, recruitment, induction, staff development and training, staff supervision and importantly whistleblowing. The policy on mental capacity will also be relevant in some circumstances.

Training

All new staff receive training in recognising abuse/harm and carrying out their responsibilities under this policy as part of their induction programme in line with the *All Wales Induction Framework for Health and Social Care*. All staff complete annual training on safeguarding and updates are communicated through our regular staff meetings or further in-house training.

Signed:

Date:

