

Safeguarding adults from abuse

Customer summary of a Genesis Housing Group policy

The protection offered by this policy applies to all adults who are living in homes that are owned or managed by subsidiaries of Genesis Housing Group. It also applies to adults in the communities where we work through the delivery of floating support services, domiciliary care and community projects.

The policy excludes customers whose housing is managed on behalf of a local authority (Hackney or Westminster).

Introduction

This policy states our commitment to raise awareness and tackle issues of abuse. We aim to develop and maintain a culture of safeguarding adults where we treat people as individuals with integrity and respect. We aim to take all reasonable measures to secure the health, safety and welfare of people involved in our work.

We fully recognise the harmful effect that abuse has, not just on the victim, but also their families and the wider community. The policy demonstrates how we will take action to help eradicate abuse within the communities where we work.

Our responsibilities

Adult protection services within local authorities are the lead agency with responsibility for co-ordinating adult protection. They have expertise in handling cases of abuse, providing support and counselling to victims and assisting the police with any criminal investigations.

Genesis staff are not trained to, and are not expected to, carry out counselling roles. Where we suspect that abuse may be occurring we will report our concerns to relevant agencies including local authorities.

What is abuse?

Abuse may be one or more of the following:

- a single or repeated act;
- physical, verbal, psychological, neglect or failure to act; or
- when a vulnerable person is persuaded to do something they haven't (or can't) agree to.

There are seven main categories of abuse.

- Physical abuse e.g. hitting, slapping.
- Sexual abuse e.g. rape or sexual assault.
- Psychological abuse e.g. bullying, blaming.
- Financial or material abuse e.g. theft, fraud.
- Neglect and acts of omission e.g. ignoring medical or physical care needs.
- Discriminatory abuse e.g. racist or sexist.
- Institutional abuse e.g. poor professional practice or poor care.

Who is an adult?

An adult is anyone aged 18 years and over. A vulnerable adult is described as someone:

- in need of community care services due to mental health, disability, age or illness;
- unable to take care of themselves; or
- unable to protect themselves against harm or exploitation.

Confidentiality and sharing information

We treat all information regarding vulnerable adults confidentially. Responsible information sharing between organisations is sometimes necessary to safeguard adults. We will only share information with appropriate organisations.

Consent to share information

Adults must clearly consent to share personal information and should not be pressured. If they do not consent then we will only share information:

- when acting in the best interest of the adult;
- if there is a need to safeguard other adults or children due to a risk; or
- when certain criminal offences have been committed (e.g. rape).

Mental capacity

Mental capacity is the ability for someone to take decisions for themselves about their own life. Some people have difficulty making decisions and this is called 'lacking capacity'. Capacity can change and some people may not be able to make decisions during certain times. We will make every effort to assist our customers to make their own decisions.

Working in partnership

Responsibility to safeguard adults is shared amongst a number of agencies. We recognise the role we have to play in taking all reports of abuse and neglect seriously. We will work with other organisations to tackle and eradicate abuse. We will refer to local multi-agency procedures on safeguarding adults.

At every opportunity we will aim to raise awareness of abuse, and its effects, to help local people understand the part they play in reporting incidents of suspected abuse.

Recruitment and staff training

We follow a rigorous staff selection, appointment and supervision procedure. To further ensure that adults are safeguarded by our staff we will:

- always carry out an enhanced Criminal Records Bureau (CRB) check on staff applying to work with vulnerable adults;
- give staff clear job descriptions and guidelines that spell out their responsibilities for safeguarding vulnerable adults; and
- train all new staff and volunteers to understand their responsibilities when working with vulnerable adults.

Further information

Knowing what to do when we suspect something is wrong is a concern for everyone. If anyone has concerns about adults in their community it is better that they speak to someone.

Customers should contact their local authority or one of the national organisations listed below for advice.

Action on Elder Abuse helpline 0808 808 8141

(free and confidential helpline)

www.elderabuse.org.uk

Age Concern Information Line 0800 00 99 66

(8am – 7pm, free advice and information)

www.ageconcern.org.uk

Contact us



If you are a **PCHA customer** phone us on **020 8451 8000** or email info@pcha.org.uk www.pcha.org.uk



If you are a **Springboard Housing Association customer** phone us on **020 8475 0033** or email info@springboardha.org.uk www.springboardha.org.uk



If you are a **Pathmeads customer** phone us on one of the numbers below: Temporary housing **020 8900 4900** Octavia Hill **020 8900 4998** Key Places **020 7380 9025** or email info@pathmeads.org.uk www.pathmeads.org.uk



If you are a **St Matthew Housing resident** phone us on **01284 732550** or email info@stmatthewhousing.org www.stmatthewhousing.org

Company number 3802456. Housing Corporation Number L4286. Registered Office: Capital House, 25 Chapel Street, London NW1 5DT

This document gives information about how we will help vulnerable customers. If you need any part of this information in large print, Braille, on audio tape or explained in your own language please contact us on the number below.

تملك هذه الوثيقة بالمعلومات اللازمة عن الطريقة التي سنساعد من خلالها السكان الضعفاء. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

এই দস্তাবেজটি আমরা কিভাবে অসহায় বাসিন্দাদের সাহায্য করতে পারি সেই সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

Ce document contient des informations sur notre système d'aide aux habitants les plus vulnérables. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

આ દસ્તાવેજ અમે આંતરિક રીતે નિર્બળ નિવાસીઓને કેવી રીતે મદદ કરીશું તેના વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી ઊંઠલ, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

Este documento proporciona-lhe informações sobre como vamos ajudar residentes vulneráveis. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassete áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Portugese

Dokumentigan wuxuu ku saabsan yahay sida noo caawino kireystaha baylah ah. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

Este documento proporciona información sobre cómo ayudamos a los residentes vulnerables. Si necesita esta información en fuentes grandes, Braille, en CD, cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Spanish

Telephone 020 7563 0037 or email info@ghg.org.uk