

Lighthouse Christian Church Safeguarding Policy

SECTION 1

Details of the place of worship / organisation

Name of Place of Worship / Organisation: **Lighthouse Christian Church**

Office Address: **Elmwood, La Grande Route de St Jean, St John, Jersey, JE3 4FL**

Sunday Venues: **Hautlieu School, St Saviour**

Tel No: **01534-725453 OR 07829 899 919**

Email address: **office@lighthousejersey.com**

Membership of Denomination/Organisation **Jersey Evangelical Alliance**

Charity Number: **192** Company Number: **108994**

Regulators details (if any) : **None**

Insurance Company: **Employers Liability Insurance and Public / Products Liability Insurance with Aviva Insurance**

The following is a brief description of our place of worship / organisation and the type of work / activities we undertake with children / vulnerable adults:

Sunday morning Church services held in the Hautlieu School Hall, including age-appropriate children's groups for children aged birth through 18 years.

Youth events and activities for children aged 5 through 18 years held at times at various activity centres.

INTRODUCTION

Definition of Terms

For the purpose of this Safeguarding Policy, all references to:

'child', 'children', 'young person', 'young people', - whether singular or plural are used interchangeably and are taken to refer to those under 18 years of age.

'workers', 'staff', 'volunteers', 'helpers' are used interchangeably and are taken to refer to anyone interacting with children on behalf of the Church.

'child abuse' refers to any of the recognised forms of abuse – physical, emotional, sexual abuse or neglect.

Our commitment

As a Leadership we recognise the need to provide a safe and caring environment for children, young people and vulnerable adults. We acknowledge that children, young people and vulnerable adults can be the victims of physical, sexual and emotional abuse, and neglect. As a Leadership we have therefore adopted the procedures set out in this safeguarding policy.

The Leadership undertakes to:

- provide on-going safeguarding training for all its workers and will regularly review the operational guidelines attached.
- support the Safeguarding Coordinator(s) in their work and in any action they may need to take in order to protect children and vulnerable adults.
- The Leadership agrees not to allow this document to be copied by other organisations.

SECTION 2

Recognising and responding appropriately to an allegation or suspicion of abuse

Understanding abuse and neglect

Defining child abuse or abuse against a vulnerable adult is a difficult and complex issue. A person may abuse by inflicting harm, or failing to prevent harm. Children and adults in need of protection may be abused within a family, an institution or a community setting. Very often the abuser is known or in a trusted relationship with the child or vulnerable adult.

Detailed definitions, and signs and symptoms of abuse, as well as how to respond to a disclosure of abuse, are included here in our policy.

Children's Workers Code of Conduct – Appendix 1

Definitions of abuse (Children) – Appendix 2

Signs and symptoms of possible abuse (Children) – Appendix 3

Definitions of Abuse (Adults) – Appendix 4

Signs and symptoms of possible abuse (Adults) – Appendix 5

Adults Flowchart for action to help vulnerable adults – Appendix 6

Safeguarding awareness

The Leadership is committed to on-going safeguarding training and development opportunities for all workers, developing a culture of awareness of safeguarding issues to help protect everyone. All our workers will receive induction training and undertake recognised safeguarding training on a regular basis through in-house training provided by our Safeguarding Co-ordinator who has attended the Facing the Unthinkable Seminar by CCPAS.

The Leadership will also ensure that children and vulnerable adults are provided with information on where to get help and advice in relation to abuse, discrimination, bullying or any other matter where they have a concern.

RESPONDING TO ALLEGATIONS OF ABUSE

Under no circumstances should a worker carry out their own investigation into an allegation or suspicion of abuse. Procedures should be followed as below:

Heidi Matheson (hereafter the "Safeguarding Co-ordinator") tel no: **07829 777 401** who is nominated by the Leadership to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities.

In the absence of the Safeguarding Co-ordinator or, if the suspicions in any way involve the Safeguarding Co-ordinator, then the report should be made to **Bronwyn Donaldson** (hereafter the "Deputy") Tel no: **07700 354 919**

If the suspicions implicate both the Safeguarding Co-ordinator and the Deputy, then the report should be made in the first instance to the **Thirtyone:eight** PO Box 133, Swanley, Kent, BR8 7UQ. Telephone **0303 003 1111**. Alternatively contact Social Services or the police.

Where the concern is about a child, the Safeguarding Co-ordinator should contact Children's Social Services. Where the concern is regarding an adult in need of protection, contact Adult Social Services or take advice from Thirtyone:eight as above.

The local Children's Social Services office telephone number (office hours) is **01534-443500**.
In an out of hours emergency, the police should be contacted on **01534-612612**.
The local Adult Social Services office telephone number (office hours) is **01534-445731**.
In an out of hours emergency, the police should be contacted on **01534-612612**.

Where required the Safeguarding Co-ordinator should then immediately inform the insurance company and other strategic personnel within the denomination.

Gregg Donaldson, Senior Pastor. Tel: **07700 837 000**

Suspensions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with these procedures and kept in a secure place.

Whilst allegations or suspicions of abuse will normally be reported to the Safeguarding Co-ordinator, the absence of the Safeguarding Co-ordinator or Deputy should not delay referral to Social Services, the Police or taking advice from Thirtyone:eight.

The Leadership will support the Safeguarding Co-ordinator/Deputy in their role, and accept that any information they may have in their possession will be shared in a strictly limited way on a need to know basis.

It is, of course, the right of any individual as a citizen to make a direct referral to the safeguarding agencies or seek advice from Thirtyone:eight, although the Leadership hope that members of the place of worship / organisation will use this procedure. If, however, the individual with the concern feels that the Safeguarding Co-ordinator/Deputy has not responded appropriately, or where they have a disagreement with the Safeguarding Co-ordinator(s) as to the appropriateness of a referral they are free to contact an outside agency direct. We hope by making this statement that the Leadership demonstrate its commitment to effective safeguarding and the protection of all those who are vulnerable.

The role of the safeguarding co-ordinator/ deputy is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies who have a legal duty to investigate.

Detailed procedures where there is a concern about a child:

ALLEGATIONS OF PHYSICAL INJURY, NEGLECT OR EMOTIONAL ABUSE

If a child has a physical injury, a symptom of neglect or where there are concerns about emotional abuse, the Safeguarding Co-ordinator/Deputy will:

Contact Children's Social Services (or Thirtyone:eight) for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home.

Not tell the parents or carers unless advised to do so, having contacted Children's Social Services.

Seek medical help if needed urgently, informing the doctor of any suspicions.

For lesser concerns, (e.g. poor parenting), encourage parent/carer to seek help, but not if this places the child at risk of significant harm.

Where the parent/carer is unwilling to seek help, offer to accompany them. In cases of real concern, if they still fail to act, contact Children's Social Services direct for advice.

Seek and follow advice given by Thirtyone:eight (who will confirm their advice in writing) if unsure whether or not to refer a case to Children's Social Services.

ALLEGATIONS OF SEXUAL ABUSE

In the event of allegations or suspicions of sexual abuse, the Safeguarding Co-ordinator/Deputy will:

Contact the Children's Social Services Department Duty Social Worker for children and families or Police

Child Protection Team direct. They will NOT speak to the parent/carer or anyone else.

Seek and follow the advice given by Thirtyone:eight if, for any reason they are unsure whether or not to contact

Children's Social Services/Police. Thirtyone:eight will confirm its advice in writing for future reference

The following procedure will be followed where there is a concern that an adult is in need of protection:

SUSPICIONS OR ALLEGATIONS OF PHYSICAL OR SEXUAL ABUSE

If a vulnerable adult has a physical injury or symptom of sexual abuse the Safeguarding Co-ordinator/Deputy will:

Discuss any concerns with the individual themselves giving due regard to their autonomy, privacy and rights to lead an independent life.

If the vulnerable adult is in immediate danger or has sustained a serious injury contact the Emergency Services, informing them of any suspicions.

For advice contact the local Adult Social Services team.

SAFEGUARDING CO-ORDINATOR: HEIDI MATHESON TEL: 07829 777 401

DEPUTY SAFEGUARDING CO-ORDINATOR: BRONWYN DONALDSON TEL: 07700 354 919

THIRTYONE:EIGHT HELPLINE: 0303 003 11 11

JERSEY SOCIAL SERVICES: 01534-443500

POLICE: 01534-612612

ALLEGATIONS OF ABUSE AGAINST A PERSON WHO WORKS WITH CHILDREN

If an accusation is made against a worker (whether a volunteer or paid member of staff) whilst following the procedure outlined above, the Safeguarding Co-ordinator will need to liaise with Children's Social Services in regards to the suspension of the worker.

SECTION 3

Prevention

Safe recruitment

The Leadership will ensure all workers involved with children and/or vulnerable adults will be appointed, trained, supported and undergo a period of supervision. This includes ensuring that:

- There is a written job description / person specification for the post
- Those applying have completed an application form and a self declaration form
- Those short listed have been interviewed
- Safeguarding has been discussed at interview
- Verbal and/or written references have been obtained, and followed up where appropriate
- A disclosure and barring check has been completed
- Qualifications where relevant have been verified
- A suitable training programme is provided for the successful applicant
- The applicant has completed a probationary period
- The applicant has been given a copy of the organisation's safeguarding policy and knows how to report concerns.

Management of Workers - Codes of Conduct

As a Leadership we are committed to supporting all workers and ensuring they receive support and supervision. All workers have been issued with a code of conduct towards children, young people and vulnerable adults. (Appendix 4.) All workers will be required to undertake in-house safeguarding training once every three years provided by the Church.

SECTION 4

Pastoral Care

Supporting those affected by abuse

The Leadership is committed to offering pastoral care, working with statutory agencies as appropriate, and support to all those who have been affected by abuse who have contact with or are part of the place of worship / organisation. This will be assessed on an individual basis, and a structure will be put in place to offer the most appropriate support.

Working with offenders

When someone attending the place of worship / organisation is known to have abused children, or is known to be a risk to vulnerable adults the Leadership will supervise the individual concerned and offer pastoral care, but in its safeguarding commitment to the protection of children and vulnerable adults, set boundaries for that person which they will be expected to keep.

A contract will be drawn up between the organisation and the individual stating specific boundaries and expectations for behaviour whenever the individual is attending or involved in Church activities.

SECTION 5

Practice Guidelines

As an organisation / place of worship working with children, young people and vulnerable adults we wish to operate and promote good working practice. This will enable workers to run activities safely, develop good relationships and minimise the risk of false accusation.

Our general code of conduct (Appendix 1) applies at all Church activities and events, including Sunday morning children's groups. Where extra activities are organised outside of a Sunday morning, a comprehensive risk assessment of each activity will be undertaken and appropriate risk management measures put in place. Parents/guardians will be given full details of all such activities and clear behaviour guidance will be issued to children prior to attending. Consent forms will require parent / guardian signatures.

Leadership Safeguarding Statement

The Leadership recognises the importance of its ministry /work with children and young people and adults in need of protection and its responsibility to protect everyone entrusted to our care.

The following statement was agreed by the leadership/organisation on: _____

This place of worship/organisation is committed to the safeguarding of children and vulnerable adults and ensuring their well-being.

Specifically:

We recognise that we all have a responsibility to help prevent the physical, sexual, emotional abuse and neglect of children and young people (those under 18 years of age) and to report any such abuse that we discover or suspect.

We believe every child should be valued, safe and happy. We want to make sure that children we have contact with know this and are empowered to tell us if they are suffering harm.

All children and young people have the right to be treated with respect, to be listened to and to be protected from all forms of abuse.

We recognise that we all have a responsibility to help prevent the physical, sexual, psychological, financial and discriminatory abuse and neglect of vulnerable adults and to report any such abuse that we discover or suspect.

We recognise the personal dignity and rights of vulnerable adults and will ensure all our policies and procedures reflect this.

We believe all adults should enjoy and have access to every aspect of the life of the place of worship/organisation unless they pose a risk to the safety of those we serve.

We undertake to exercise proper care in the appointment and selection of all those who will work with children and vulnerable adults.

We are committed to:

Ensuring that workers adhere to the agreed procedures of our safeguarding policy.

Keeping up to date with national and local developments relating to safeguarding.

Supporting the safeguarding co-ordinator/s in their work and in any action they may need to take in order to protect children/vulnerable adults.

Ensuring that everyone agrees to abide by these recommendations and the guidelines established by this place of worship/organisation.

Supporting parents and families

Nurturing, protecting and safeguarding of children and young people

Supporting, resourcing, training, monitoring and providing supervision to all those who undertake this work. Supporting all in the place of worship/organisation affected by abuse.

We recognise:

Children's Social Services (or equivalent) has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a child. Adult Social Care (or equivalent) has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a vulnerable adult.

Where an allegation suggests that a criminal offence may have been committed then the police should be contacted as a matter of urgency.

Where working outside of the UK, concerns will be reported to the appropriate agencies in the country in which we operate, and their procedures followed, and in addition we will report concerns to our agency's headquarters.

Safeguarding is everyone's responsibility.

We will review this statement and our policy and procedures annually.

If you have any concerns for a child or vulnerable adult then speak to one of the following who have been approved as safeguarding co-ordinators for this place of worship/organisation.

Heidi Matheson Child Safeguarding Coordinator

Bronwyn Donaldson Deputy Child Safeguarding Coordinator

Heidi Matheson Adult Safeguarding Coordinator

Bronwyn Donaldson Deputy Adult Safeguarding Coordinator

A copy of the full policy and procedures is available from the Safeguarding Co-ordinator.

Signed by leadership

Signed _____

Date _____

CHILDREN'S WORKERS CODE OF CONDUCT

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- 1 - Treat all children/young people with dignity and respect in attitude, language and actions.**
- 2 - Respect the privacy of children/young people, avoiding questionable activity or comments.**
- 3 - Ensure that the level of personal care (e.g. assistance to use the toilet) is age appropriate ± accepting that some children/young people may have special needs.**
- 4 - Avoid being alone with a child/young person. Make sure that you can be seen by others at all times.**
- 5 - Ensure that arrangements for transporting children/young people are with the knowledge of a team leader and have parental approval. Avoid being alone in a vehicle with a child/young person.**
- 6 - If you invite a child or young person to your home, ensure that it is with the knowledge of the team leader and has parental approval. Avoid being alone with a child/young person in your house.**
- 7 - Keep to the following guidelines on touching:**

Keep everything in public. A hug in the context of a group is very different to a hug behind closed doors.

Touch should be related to the child's/young person's needs, not the workers.

Touch should be age-appropriate and generally initiated by the child/young person rather than the worker.

Avoid any physical activity that is, or may be construed as sexually stimulating or provocative by the child or young person.

Children/young people are entitled to determine the degree of physical contact with others except in exceptional circumstances ie when they need medical attention.

- 8 - Never physically restrain a child/young person unless it is to protect them, yourself or others nearby, from immediate risk of harm. Any such restraint must be minimal and reported to the group leader as soon as possible.**

- 9 - Never use physical punishment.**

- 10 - If any sort of abuse is alleged by a child/young person or suspected by a worker:-**

- o Listen and keep listening, without interrupting
- o Be attentive and look at them whilst they are speaking
- o Try to remain calm, even if on the inside you are feeling something different
- o Watch your facial expression. Don't look unbelieving. Don't look horrified.
- o Don't ask questions - It could later be suggested that you put ideas in their head.
- o Simply reflect back words or short phrases they have used.
- o Avoid - Why? How? When? Who? Where?
- o Don't promise confidentiality
- o Accept what you hear without passing judgment

DON'T SAY

Why didn't you tell anyone before? / I can't believe it! / Are you sure this is true? o I am shocked, don't tell anyone else

HELPFUL THINGS TO SAY AT THE END

I need to talk to someone else who will know how best to help.
You have done the right thing in telling
I am glad you have told me - I will try to help you

DON'T TRY TO INVESTIGATE (i.e don't ask others about the allegations).

You may unintentionally alert the abuser and put the child at further risk. o You will muddy the waters for those who do need to investigate.

You may render evidence inadmissible if the case goes to court; there are very strict rules about evidence gathering, leave it to the professionals.

Make notes as soon as possible afterwards - note the circumstances, what was said by them and you. Sign your note followed by the date and time that the note was made. Keep the note safe. Be careful to

separate fact from opinion. “Mary told me that her father hit her with a stick” not; “Mary’s father hit her with a stick”. “Johnny seemed frightened” rather than “Johnny was frightened”.

Don’t talk about the allegation/concern or show your notes to anyone else (including the child’s parents – Social Services will determine when and how to involve parents).

Contact the Safeguarding Co-ordinator or Deputy Safeguarding Co-ordinator as soon as possible. If they are not available, use the following contact numbers:

Duty children’s social worker (St. Helier) – 01534-443500

Emergencies / out of hours: Police – 01534-612612 / Hospital – 01534-442000

THIRTYONE:EIGHT – 24 hour hotline – 0303 003 11 11

Lighthouse Christian Church Safeguarding Policy 2021 - Appendix 2

DEFINITIONS OF ABUSE - Children

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Four main types of abuse:-

- **Physical Abuse**
May include hitting, shaking, or otherwise causing physical pain or harm to a child.
- **Emotional Abuse**
“Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development.” It may involve conveying to children that they are worthless or unloved. May even involve overprotection that limits the child’s exploration and learning, or normal social interaction. It may involve the child seeing or hearing the ill-treatment of another, eg: domestic violence . It may involve serious bullying causing children frequently to feel frightened or in danger.
- **Sexual Abuse**
Sexual abuse is when someone involves a child or young person in sexual activities, whether or not the child is aware of what is happening. They may include non-contact activities, such as involving children in looking at pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.
- **Neglect**
Neglect is the persistent failure to meet a child's basic physical and/or psychological needs. It may involve a parent or carer failing to provide adequate food and clothing or failing to protect a child from physical and emotional harm or danger.
It may also include unresponsiveness to a child's basic emotional needs.
It may also involve a parent or carer failing to ensure that a child has proper access to educational and health care services.

SIGNS & SYMPTOMS OF POSSIBLE ABUSE - children

The following signs could be indicators that abuse has taken place but should be considered in context of the child's whole life.

Physical

Injuries not consistent with the explanation given for them
Injuries that occur in places not normally exposed to falls, rough games, etc
Injuries that have not received medical attention

Sexual

Excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour
Age-inappropriate sexual activity through words, play or drawing
Child who is sexually provocative or seductive with adults
Any allegations made concerning sexual abuse (ie the child telling you!)

Emotional

Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clingy.
Depression, aggression, extreme anxiety.
Obsessions or phobias

Neglect

Under nourishment, failure to grow, constant hunger, stealing or gorging food, untreated illnesses, Inadequate care, etc

DEFINITIONS OF ABUSE - adults

The following information relates to the Safeguarding of Adults as defined in the Care Act 2014, Chapter 14. Safeguarding, this replaces the previous guidelines produced in 'No Secrets' (Department of Health 2000)

The legislation is relevant across England and Wales but on occasions applies only to local authorities in England.

The Safeguarding duties apply to an adult who; has need for care and support (whether or not the local authority is meeting any of those needs) and; is experiencing, or at risk of, abuse or neglect; and as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Organisations should always promote the adult's wellbeing in their safeguarding arrangements. People have complex lives and being safe is only one of the things they want for themselves. Professionals should work with the adult to establish what being safe means to them and how that can be best achieved. Professional and other staff should not be advocating 'safety' measures that do not take account of individual well-being, as defined in Section 1 of the Care Act.

Link: The Care Act 2014

<http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

Link: Care and Support Statutory Guidance under the Care Act 2014

<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

This section considers the different types and patterns of abuse and neglect and the different circumstances in which they may take place. This is not intended to be an exhaustive list but an illustrative guide as to the sort of behaviour which could give rise to a safeguarding concern.

Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Domestic violence – including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.

Sexual abuse – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

Psychological abuse – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Financial or material abuse – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Modern slavery – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and

force individuals into a life of abuse, servitude and inhumane treatment.

Discriminatory abuse – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

Organisational abuse – including neglect and poor care practice within an Institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Neglect and acts of omission – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Self-neglect – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. Incidents of abuse may be one-off or multiple, and affect one person or more.

SIGNS & SYMPTOMS OF POSSIBLE ABUSE - Adults

Physical abuse

History of unexplained falls, fractures, bruises, burns, minor injuries. Signs of under or over use of medication and/or medical problems left unattended. Any injuries not consistent with the explanation given for them
Bruising and discolouration - particularly if there is a lot of bruising of different ages and in places not normally exposed to falls, rough games etc.
Recurring injuries without plausible explanation
Loss of hair, loss of weight and change of appetite
Person flinches at physical contact &/or keeps fully covered, even in hot weather; Person appears frightened or subdued in the presence of a particular person or people.

Domestic violence

Unexplained injuries or 'excuses' for marks or scars
Controlling and/or threatening relationship including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence and Female Genital Mutilation.
Age range extended to 16 yrs

Sexual abuse

Pregnancy in a woman who lacks mental capacity or is unable to consent to sexual intercourse
Unexplained change in behaviour or sexually explicit behaviour
Torn, stained or bloody underwear and/or unusual difficulty in walking or sitting
Infections or sexually transmitted diseases
Full or partial disclosures or hints of sexual abuse:
Self-harming
Emotional distress
Mood changes
Disturbed sleep patterns
Psychological abuse
Alteration in psychological state e.g. withdrawn, agitated, anxious, tearful
Intimidated or subdued in the presence of a carer
Fearful, flinching or frightened of making choices or expressing wishes
Unexplained paranoia
Changes in mood, attitude and behaviour, excessive fear or anxiety
Changes in sleep pattern or persistent tiredness
Loss of appetite
Helplessness or passivity
Confusion or disorientation
Implausible stories and attention seeking behaviour
Low self-esteem

Financial or material abuse

Disparity between assets and living conditions
Unexplained withdrawals from accounts or disappearance of financial documents or loss of money
Sudden inability to pay bills, getting into debt
Carers or professionals fail to account for expenses incurred on a person's behalf
Recent changes of deeds or title to property

Missing personal belongings
Inappropriate granting and / or use of Power of Attorney

Modern slavery

Physical appearance; unkempt, inappropriate clothing, malnourished
Movement monitored, rarely alone, travel early or late at night to facilitate working hours.
Few personal possessions or ID documents.
Fear of seeking help or trusting people.

Discriminatory abuse

Inappropriate remarks, comments or lack of respect
Poor quality or avoidance care
Low self-esteem
Withdrawn
Anger
Person puts themselves down in terms of their gender or sexuality
Abuse may be observed in conversations or reports by the person of how they perceive themselves

Institutional Abuse

Low self-esteem
Withdrawn
Anger
Person puts themselves down in terms of their gender or sexuality
Abuse may be observed in conversations or reports by the person of how they perceive themselves
No confidence in complaints procedures for staff or service users. Neglectful or poor professional practice.

Neglect and acts of omission

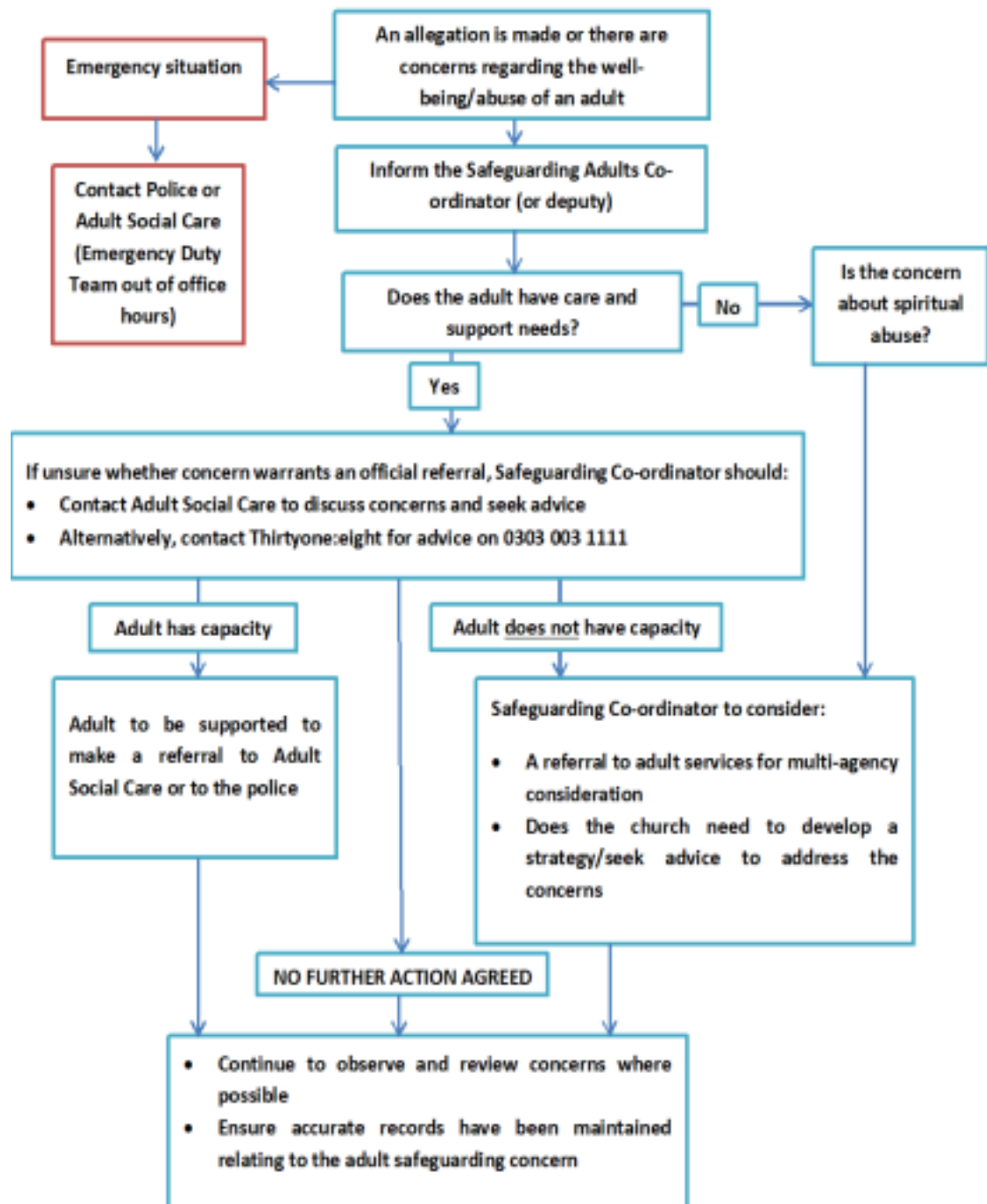
Deteriorating despite apparent care
Poor home conditions, clothing or care and support.
Lack of medication or medical intervention

Self-neglect

Hoarding inside or outside a property
Neglecting personal hygiene or medical needs
Person looking unkempt or dirty and has poor personal hygiene Person is malnourished, has sudden or continuous weight loss and is dehydrated ' constant hunger, stealing or gorging on food
Person is dressed inappropriately for the weather conditions Dirt, urine or faecal smells in a person's environment
Home environment does not meet basic needs (for example not heating or lighting)
Depression

Flowchart for Action Adults at risk

This flow chart provides an overview of action to be taken when concerned about the welfare of an adult at risk. It is to be used in conjunction with written procedures.



The legal definition says that someone who lacks capacity cannot, due to an illness or disability such as a mental health problem, dementia or a learning disability, do the following:

- Understand information given to them to make a particular decision
- Retain that information long enough to be able to make the decision
- Use or weigh up the information to make the decision
- Communicate their decision.

©Thirtyone:eight 2018 Flowchart for Action Adults at Risk