

Safeguarding Policy for Adults



Aims

Our mission is to provide support and information for anyone affected by cancer, offering practical ways of enhancing physical, psychological and emotional well-being.

People affected by cancer will potentially, by the very nature of the illness, fall within the scope of vulnerability as cancer has the potential to impact the mental, emotional and physical wellbeing of the individual.

The Mulberry Centre, (the Centre) will not tolerate the abuse of adults in any of its forms and is committed to safeguarding adults with care and support needs from harm.

This policy outlines the steps the Centre will take to safeguard an adult with care and support needs if they are deemed to be at risk or at risk. This policy sets out the roles and responsibilities of the Centre in working together with other professionals and agencies in promoting the adult's welfare and safeguarding them from abuse and neglect.

The Centre will ensure that decisions made will allow adults to make their own choices and include them in any decision making. The Centre will also ensure that safe and effective working practices are in place.

This policy is intended to support staff and volunteers working within the Centre and in the community to understand their role and responsibilities in safeguarding adults. All staff and volunteers are expected to follow this policy.

The key objectives of this policy are for all employees and volunteers of the Centre to:

- have an overview of adult safeguarding
- be clear about their responsibility to safeguard adults
- ensure the necessary actions are taken where an adult with care and support needs is deemed to be at risk

This policy is based on:

- The Care Act 2014 and the Care and Support statutory guidance
<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

- Under the Human Rights Act 1998, everyone has the right to live free from abuse and neglect. <https://www.equalityhumanrights.com/en/human-rights/human-rights-act>

Copies of this policy should be available within the Centre and the Centre will not tolerate the abuse of adults in the organisation and staff and volunteers should be made aware of how this policy can be accessed.

What is Safeguarding adults?

'Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.'

Care and Support Statutory Guidance, Department of Health, updated February 2017

All adults should be able to live free from fear and harm. But some may find it hard to get the help and support they need to stop abuse.

An adult may be unable to protect themselves from harm or exploitation due to many reasons, including their mental or physical incapacity, sensory loss or physical or learning disabilities. This could be an adult who is usually able to protect themselves from harm but maybe unable to do so because of an accident, disability, frailty, addiction or illness.

The Centre adheres to following the six key principles that underpin safeguarding work (See Care Act guidance)

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

The Centre will not tolerate the abuse of adults. Staff and volunteers should ensure that their work reflects the principles above and ensure the adult with care and support needs is involved in their decisions and informed consent is obtained. The Centre should ensure that the safeguarding action agreed is the least intrusive response to the risk. Partners from the community should be involved in any safeguarding work in preventing, detecting and reporting neglect and abuse. The Centre should be transparent and accountable in delivering safeguarding actions.

What is Making Safeguarding Personal (MSP)?

MSP means a case should be person-led and outcome-focused. The individual should be involved in identifying how best to respond to their safeguarding situation by giving them more choice and control as well as improving quality of life, wellbeing and safety.

The Centre will ensure that adults are involved in their safeguarding arrangements and each individual is dealt with on a case by case basis. As adults may have different preferences, histories and life styles, the same process may not work for all.

Who do adult safeguarding duties apply to?

The Care Act 2014 sets out that adult safeguarding duties apply to *any* adult who:

- has care and support needs, and
- is experiencing, or is at risk of, abuse and neglect, and
- is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs.

The Centre

Who do I go to if I am concerned?

The named responsible person for safeguarding duties for the Centre is Raj Athwal, the Chief Executive and her contact email is raj.athwal@themulberrycentre.co.uk. The deputy safeguarding lead is Julie Quinn, the Head of Client Services and her contact email is julie.quinn@themulberrycentre.co.uk. All staff and volunteers should contact Raj Athwal or Julie Quinn for any concerns/queries they have in regard to safeguarding adults. A log of the concern must be kept.

The Responsible persons for safeguarding adults will be responsible to make decisions about notifying adult social services if required and consider alternative actions, where necessary.

The Responsible persons for safeguarding adults will also ensure that the safeguarding adults' policies and procedures are in place and up to date. They will ensure a safe environment is promoted for staff and volunteers and adults accessing the service. The Responsible persons for safeguarding adults will ensure they are up to date with their safeguarding adults training.

What should I do if I am concerned?

Staff and volunteers at the Centre who have any adult safeguarding concerns should:

1. Respond
 - Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention. Dial 999 for emergency services
 - Get brief details about what has happened and what the adult would like done about it, but do not probe or conduct a mini-investigation
 - Seek consent from the adult to take action and to report the concern. Consider whether the adult may lack capacity to make decisions about their own and other people's safety and wellbeing. If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this.
2. Report
 - Name the person to whom staff/volunteers need to report any potential safeguarding concerns. This will usually be the organisation's designated safeguarding lead (see above)
3. Record
 - The Responsible person for safeguarding adult will record the information and this will be kept securely.
 - As far as possible, records should be written contemporaneously, dated and signed.

- Keep records about safeguarding concerns confidential and in a location where the alleged abuser will not have access to the record. Access should not be given to any unauthorised person for accessing confidential information including the sharing of passwords.

4. Refer

In making a decision whether to refer or not, the designated safeguarding lead should take into account:

- (1) the adult's wishes and preferred outcome
- (2) whether the adult has mental capacity to make an informed decision about their own and others' safety
- (3) the safety or wellbeing of children or other adults with care and support needs
- (4) whether there is a person in a position of trust involved
- (5) whether a crime has been committed

This should inform the decision whether to notify the concern to the following people:

- o the police if a crime has been committed and/or
- o Local adult social services) for possible safeguarding enquiry
- o relevant regulatory bodies such as Care Quality Commission, Ofsted, Charities commission
- o service commissioning teams
- o family/relatives as appropriate (seek advice from adult social services)

The designated safeguarding lead should keep a record of the reasons for referring the concern or reasons for not referring.

Incidents of abuse may be one-off or multiple and may affect one person or more. Staff and volunteers should look beyond single incidents to identify patterns of harm. Accurate recording of information will also assist in recognising any patterns.

If Hounslow Adult Social Services need to be informed, the relevant link is:

https://www.hounslow.gov.uk/info/20130/safeguarding_adults_at_risk

If Richmond Adult Social Services need to be informed, the relevant link is:

https://www.richmond.gov.uk/services/adult_social_care/safeguarding_adults/report_adult_abuse#report_online

What are your roles and responsibilities?

All staff, management, trustees and volunteers at the Centre are expected to report any concerns to the named person for safeguarding. If the allegation is against one of the Centre's members, volunteers, trustees or directors, seek advice from the Centre's safeguarding lead, Raj Athwal. If the allegation is against the safeguarding leads, seek advice from the designated safeguarding adults Trustee, Grace Gibbs, and her contact email is gracietots2024@outlook.com

The designated safeguarding adults lead should be responsible for providing acknowledgement of the referral and brief feedback to the person raising the original concern. Feedback should be given in a way that will not make the situation worse or breach the Data Protection Act.

If the police are involved, they should be consulted prior to giving feedback to the referrer to ensure any criminal investigation is not affected.

The local authority will decide on who will lead on a safeguarding enquiry should it progress to that stage. The Centre should not conduct its own safeguarding enquiry unless instructed to do so by the local authority.

Staff and volunteers should ensure that the adult with care and support needs is involved at all stages of their safeguarding enquiry ensuring a person-centred approach is adopted.

Complaints procedure

The Centre promotes transparency and honesty when things go wrong. All staff and volunteers should apologise and be honest with clients and other relevant people when things go wrong.

If a member of staff or volunteer or any other member of the organisation is unhappy with the Centre's decision about the safeguarding concern, refer them to the designated safeguarding adults Trustee or the Chair of Trustees.

The Centre is committed to ensuring that staff and volunteers who in good faith whistle-blow in the public interest, will be protected from reprisals and victimisation.

The Mental Capacity Act 2005 is to be used when decisions on behalf of those adults with care and support needs who are unable to make some decisions for themselves. Refer to the Mental Capacity Act Code of Practice, <https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice>. You will need to involve an advocate if the person lacks capacity to make decisions about the safeguarding concern.

Why is it important to take action?

It may be difficult for adults with care and support needs to protect themselves and to report abuse. They rely on you to help them.

Confidentiality and information sharing

The Centre expects all staff, volunteers, trustees to maintain confidentiality at all times. In line with Data Protection law, the Centre does not share information if not required.

It should however be noted that information should be shared with authorities if an adult is deemed to be at risk of immediate harm. Sharing the right information, at the right time, with the right people can make all the difference to preventing harm. For further guidance on information sharing and safeguarding see: <https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp>

Recruitment and selection

The Centre is committed to safe employment. Safe recruitment practices, such as Disclosure and Barring checks reduce the risk of exposing adults with care and support needs to people unsuitable to work with them.

Training, awareness raising and supervision?

The Centre ensures that all staff and volunteers receive basic awareness training on safeguarding adults as they may come across adults with care and support needs who may be at risk of abuse. Those adults may report things of concern to staff or volunteers who should be equipped with the basic knowledge around safeguarding adults and be confident to identify that abuse is taking place and action is required. All staff and volunteers should be clear about the core values of the Centre and commitment to safeguarding adults.

It is also useful to discuss training with staff who have attended training sessions to ensure they are embedding this in practice.

Prevent

Radicalisation and extremism of adults with care and support needs is a form of emotional/psychological exploitation. Radicalisation can take place through direct personal contact, or indirectly through social media.

If staff are concerned that an adult with care and support needs is at risk of being radicalised and drawn into terrorism, they should treat it in the same way as any other safeguarding concern.

For more information about Prevent see below:

Useful links

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

Carer and support statutory guidance-page 229

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/506202/23902777_Care_Act_Book.pdf

Prevent-

<https://www.gov.uk/government/publications/prevent-duty-guidance>

Contact details

Safeguarding lead

Name: Raj Athwal

Email: raj.athwal@themulberrycentre.co.uk

Deputy safeguarding lead

Name: Julie Quinn

Email: julie.quinn@themulberrycentre.co.uk

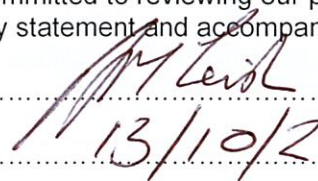
Trustee responsible for safeguarding

Name: Grace Gibbs

Email: gracietots2024@outlook.com

We are committed to reviewing our policy and good practice annually.

This policy statement and accompanying procedures were last reviewed on 18 September 2025

Signed:  (Chair of trustees)

Date: 13/10/25

Appendix 1

What are the types of safeguarding adults abuse?

The Care and Support statutory guidance sets out the 10 main types of abuse:

- Physical abuse
- Neglect
- Sexual abuse
- Psychological
- Financial abuse
- Discriminatory
- Organisational
- Domestic violence
- Modern Slavery
- Self-neglect

However, you should keep an open mind about what constitutes abuse or neglect as it can take many forms and the circumstances of the individual case should always be considered.

For more information, read section 14.17 of the Care and Support Statutory Guidance.

What are the possible signs of abuse?

Abuse and neglect can be difficult to spot. You should be alert to the following possible signs of abuse and neglect:

- Depression, self-harm or suicide attempts
- Difficulty making friends
- Fear or anxiety
- The person looks dirty or is not dressed properly,
- The person never seems to have money,
- The person has an injury that is difficult to explain (such as bruises, finger marks, 'non-accidental' injury, neck, shoulders, chest and arms),
- The person has signs of a pressure ulcer,
- The person is experiencing insomnia
- The person seems frightened or frightened of physical contact.
- Inappropriate sexual awareness or sexually explicit behaviour
- The person is withdrawn, changes in behaviour

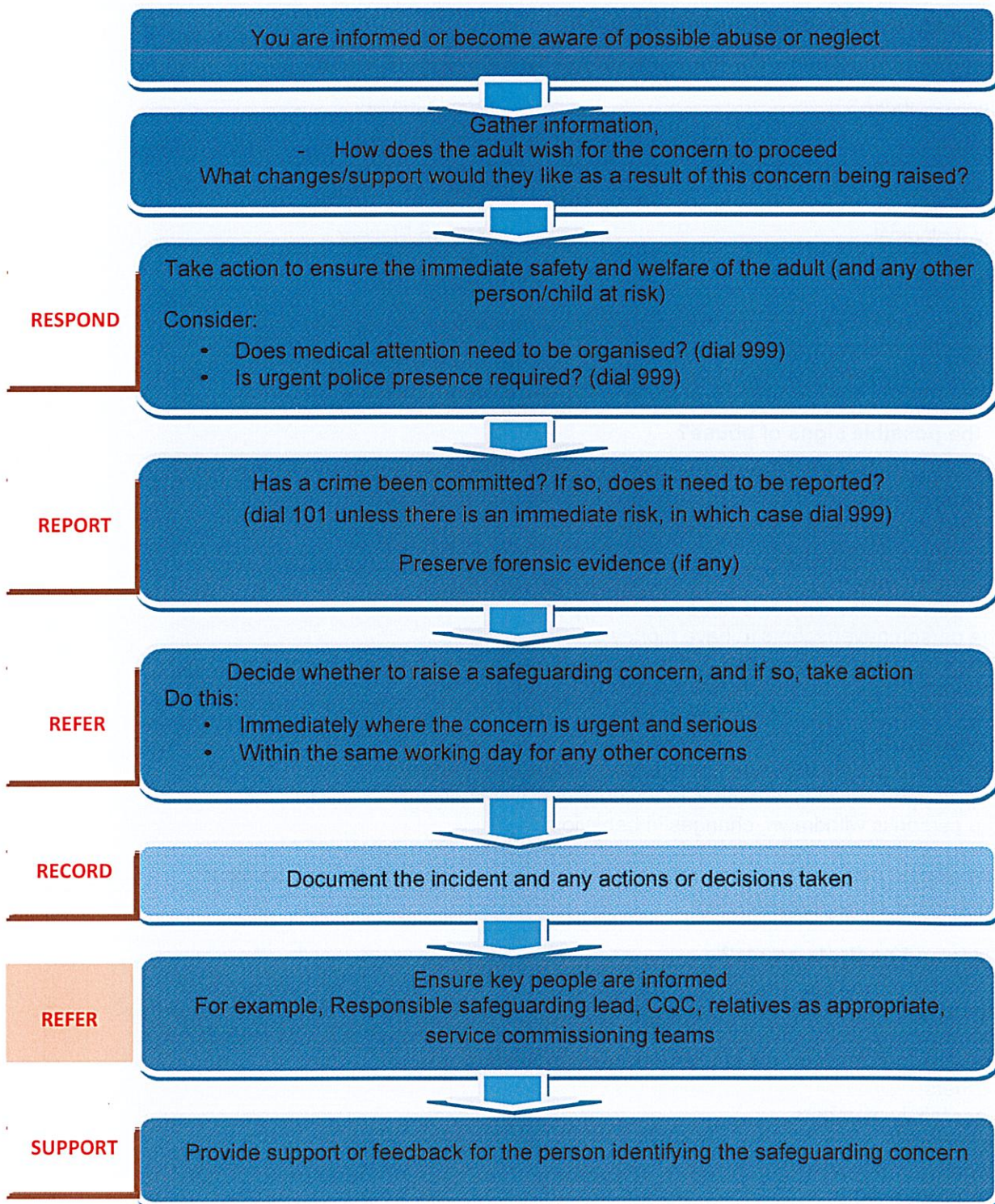
You should ask the person if you are unsure about their well-being as there may be other explanations to the above presentation.

Who abuses and neglects adults?

Abuse can happen anywhere, even in somebody's own home. Most often abuse takes place by others who are in a position of trust and power. It can take place whether an adult lives alone or with others. Anyone can carry out abuse or neglect, including:

- partners;
- other family members;
- neighbours;
- friends;
- acquaintances;
- local residents;
- people who deliberately exploit adults they perceive as vulnerable to abuse;
- paid staff or professionals; and
- volunteers and strangers

Raising a safeguarding concern



With thanks and acknowledgements to West and North Yorkshire and York regional Multi-Agency Policy and Procedures from which this flowchart has been adopted.
<http://www.wakefield.gov.uk/Documents/health-care-advice/adult-services/safeguarding/safeguarding-adults-from-abuse/summary-guide-policy-procedures.pdf>