



Vulnerable Adults Policy

Definition of Vulnerable Adults

Older people may sometimes be vulnerable, but a vulnerable adult may also be anyone over the age of 18 who has a physical or sensory disability (including an addiction to alcohol or drugs), or a learning difficulty or a mental health problem and who may be unable to protect themselves from abuse or harm.

Definition of Abuse

Abuse is any behaviour towards a person that causes him or her harm, endangers life or violates their rights. Abuse can include; physical, financial / material, sexual, psychological, discriminatory and emotional abuse and neglect or an omission to act.

Our responsibility

Members of Friends of Eaton Park have a responsibility for the safety, well being and protection of adults we work with and our own volunteers, and a duty to protect them from any form of abuse.

- As members of Friends of Eaton Park group we commit ourselves to safeguarding vulnerable adults and ensuring their well being during meetings or other activities that we organise.
- Each of us is responsible for seeking to prevent any physical, emotional, sexual, financial and spiritual abuse that we discover, and for reporting any such abuse that we discover or suspect to Pat Garner, 01603 452325.

Concerns could relate to behaviour which we feel constitutes abuse. It could be physical, mental or emotional harm. It could also include inappropriate contact or conversations; or procedures or other methods of working that result in a person being placed at risk.

Reporting procedures

If concerns are raised about abuse of a vulnerable adult either by information obtained or disclosure from the adults themselves, volunteers must prioritise the situation and respond immediately.

- Pat Garner is our Vulnerable Adults Protection Officer; responsible for taking concerns and matters regarding abuse to Norfolk County Council Adult Social Services Adult Protection Team (0344 0800 8020).

This statement was reviewed by:

Aileen Mitchell

On behalf of Friends of Eaton Park

Date 31 March 2016

Appendix 1

These guidelines on how to make a referral are published by Norfolk County Council.

What should I do?

If you feel that you are being abused or know a person you believe is at risk then it is important to tell someone. They will take your concerns seriously and will work with you or others to make sure everyone is safe.

Remember to:

- Always listen carefully
- Make a note of what has happened or what you are worried about
- Tell someone trustworthy

Do not:

- Confront the person you think is responsible for the abuse
- Destroy the evidence
- Start to investigate the situation
- Before making a referral, you should make yourself familiar with the Referrers Check List (appendix 2) to ensure you are giving the right sort of information.

To make a referral call: Adult Community Services on **0344 800 8020**.

This line operates 24 hours a day. It is the main agency for reporting and coordinating referrals. You can also contact :

Police Main switchboard 101 Emergency 999

Appendix 2

Referrers Checklist

The checklist below, from Norfolk County Council, has a useful list of information you will be asked to provide when you are making a referral. This can be a stressful conversation and you may forget vital information when you make the call. Referrals will be considered when some of this information is not available.

	Essential	Desirable
Name of Alerter (You can remain anonymous)		X
Contact details of Alerter		X
Relationship to Victim		X
Organisation of Alerter		X
Name (of Vulnerable Adult)		
	X	
Address of Vulnerable Adult		
	X	
Address, if different, of place of alleged abuse		
	X	
Contact details of Vulnerable Adult		
	X	
Details of Category of Vulnerability (Older, frail, Mental Health, Learning Difficulties etc.)		
	X	
Date of Birth or Age		
		X
Gender		
		X
Ethnicity		
		X
Religion		
		X
Capacity and understanding		
		X
Communication needs (sensory loss, Language, other)		
		X
Name of Alleged Perpetrator		
		X
Address of Alleged Perpetrator		
		X
Date of Birth of Alleged Perpetrator		
		X
Details of Referral - You need to consider the following so that the person taking the referral can gain adequate information		
Nature of abuse/incident		
	X	
When did it happen?		
	X	
Where did it happen?		
	X	
Was anyone else involved?		
		X
Was the incident witnessed?		
		X
Have you had previous concerns regarding this person? If so what?		
		X
Does the vulnerable adult know you are making this referral?		
	X	
Have you done anything to assist the Vulnerable Adult at this time? (What actions have been taken?)		
	X	
How do you want to be contacted in the future?		
	X	