

## SAFEGUARDING POLICY AND PROCEDURE for Adults and Children

The purpose of this policy statement is to protect vulnerable adults and children who access counselling through Heswall Hills Counselling Centre (HHCC). Our overarching philosophy is that we expect every therapist working at HHCC to have professional supervision and the appropriate qualifications. Moreover, all practicing therapists will be expected to provide evidence of their insurance and their DBS check, and membership of a governing body as part of the recruitment process

All therapists who work from HHCC will have had to go through the above vetting procedure and have the appropriate training background and qualifications to be competent in the services that they are offering. Renewing their insurance is part of the contract that a therapist signs before they begin working at HHCC. Continuing membership of a governing body such as UKCP, HCPC, BABCP, BACP with adherence to their stipulations is also requirement.

All new clients initially go through a telephone screening process and a referral form is completed during this phone call. Part of this phone call is an assessment of risk. If at the assessment the Manager of HHCC thinks that there is a high risk of suicide, the client will only be passed to a therapist who has experience of working with high levels of suicidal ideation. If the assessment of risk is very severe the client may well not be suitable for private practice and will be advised to contact their G.P or the police may be contacted depending on the level of risk.

Once the Manager of HHCC has completed the referral form the client is then referred to an appropriate therapist and at that stage the clinical responsibility, including safe guarding, for the client is past to the therapist concerned and their supervisor. This made clear in the contract all therapists sign before they begin working at HHCC. In respect of children the referral telephone call is most commonly made with the parent who is seeking therapy for their child.

### **Whistle blowing**

HHCC has an open culture where people feel able, positively supported, and encouraged to raise their concerns, even when they relate to the practice of other therapists. This includes support for whistle-blowing and any such concern would be referred to the Manager of HHCC and if deemed appropriate to the therapist's professional body or a LADO referral would be made to the local authority.

### **Responding to concerns and disclosures**

The procedural process with regards to safeguarding are publicly available on the website so that therapists and potential and current clients are aware of these procedures.

**Appropriate HHCC safeguarding lead**

HHCC will provide a safeguarding lead for both adults and children, who will deal with any concerns which arise during the initial assessment stage.

**Safeguarding Lead:**

Name Cheryl Overington

Phone number/email

[cheryloverington@talktalk.net](mailto:cheryloverington@talktalk.net)

07784 735784

Once the therapist has accepted a referral, their own safe guarding policies will apply and will be the responsibility of the individual therapist and their supervisor. Therapists working at HHCC may choose to adopt the safeguarding procedures outlined in this document.

**Contact numbers and a procedural form for gathering information are available at the end of this document in the Appendix**

## Part 1

# SAFEGUARDING POLICY STATEMENT – ADULTS

### 1) Policy Statement

The policy exists to ensure that HHCC implements appropriate arrangements, systems and procedures to ensure that the organization has the right skills, means and resources to protect and safeguard adults.

**HHCC recognises safeguarding means protecting an adult's right to live in safety, free from abuse and neglect.**

### 2) Aim

#### **The Care Act 2014 provides a definition and framework for Safeguarding Adults**

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organizations 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.

#### **The aims of adult safeguarding are to:**

- Stop abuse or neglect wherever possible;
- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs;
- Safeguard adults in a way that supports them in making choices and having control about how they want to live
- Promote an approach that concentrates on improving life for the adults concerned
- Raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect
- Provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult
- Address what has caused the abuse or neglect

### 3) Legislation - The Care Act 2014

#### **Safeguarding Duties**

The **Care Act 2014** introduced statutory safeguarding duties. The safeguarding duties apply to an adult who:

- a) **Has needs for care and support (whether or not the authority is meeting any of those needs),**
- b) **Is experiencing, or is at risk of, abuse or neglect, and**
- c) **As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.**

#### 4) **Key Principles for adult safeguarding**

In the safeguarding of adults HHCC is guided by the principles set out in The Care Act 2014 (See Appendix Two) and aim to demonstrate and promote these principles in our work

- **Empowerment** – People being supported and encouraged to make their own decisions and informed consent
- **Prevention** – It is better to take action before harm occurs.
- **Proportionality** – The least intrusive response appropriate to the risk presented.
- **Protection** – Support and representation for those in greatest need.
- **Partnership** – Local solutions through services working with their communities.
- Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability** – Accountability and transparency in delivering safeguarding.

#### 5) **Recognising the signs of abuse**

Therapists may be particularly well-placed to spot abuse and neglect, the adult may say or do things that hint that all is not well. It may come in the form of a complaint, or an expression of concern. Everyone within the organisation should understand what to do, and where to go locally to get help, support and advice. It is vital that everyone within the organisation is vigilant on behalf of those unable to protect themselves, including:

- Knowing about different types of abuse and neglect and their signs
- Supporting adults to keep safe
- Knowing who to tell about suspected abuse or neglect and
- Supporting adults to think and weigh up the risks and benefits of different options when exercising choice and control.

*The Care Act 2014* defines the following areas of abuse and neglect; they are not exhaustive but are a guide to behaviour that may lead to a safeguarding enquiry. This includes:

##### **Physical abuse**

The physical mistreatment of one person by another which may or may not result in physical injury, this may include slapping, burning, punching, unreasonable confinement, and pinching, force-feeding, misuse of medication, shaking, inappropriate moving and handling.

**Signs and indicators -**

Over or under use of medication, burns in unusual places; hands, soles of feet, sudden incontinence, bruising at various healing stages, bite marks, disclosure, bruising in the shape of objects, unexplained injuries or those that go untreated, reluctance to uncover parts of the body.

**Sexual abuse**

Any form of sexual activity that the adult does not want and or have not considered, a sexual relationship instigated by those in a position of trust,

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.

**Signs and indicators -**

Signs of being abused may include recoiling from physical contact, genital discharge, fear of males or female, inappropriate sexual behaviour in presence of others, bruising to thighs, disclosure, and pregnancy. Abusers may take longer with personal care tasks, use offensive language, work alone with clients, or show favouritism to clients.

**Financial or material abuse**

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

**Signs and indicators -**

This may include not allowing a person to access to their money, not spending allocated allowance on the individual, denying access to their money, theft from the individual, theft of property, misuse of benefits. There may be an over protection of money, money not available, forged signatures, disclosure, inability to pay bills, lack of money after payments of benefits or other, unexplained withdrawals. An abuser may be evasive when discussing finances, goods purchased may be in the possession of the abuser, there may be an over keenness in participating in activities involving individuals money

**Psychological and/or Emotional abuse**

This abuse may involve the use of intimidation, indifference, hostility, rejection, threats of harm or abandonment, humiliation, verbal abuse such as shouting, swearing or the use of discriminatory and or oppressive language. A deprivation of contact, blaming, controlling,

coercion, harassment, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks. There may be a restriction of freedom, access to personal hygiene restricted, name calling, threat to withdraw care or support, threat of institutional care, use of bribes or threats or choice being neglected

#### **Signs and indicators -**

Stress and or anxiety in response to certain people, disclosure, compulsive behaviour, reduction in skills and concentration, lack of trust, lack of self-esteem, someone may be frightened of other individuals, there may be changes in sleep patterns

#### **Neglect and acts of omission**

Behaviour by carers that results in the persistent or severe failure to meet the physical and or psychological needs of an individual in their care. This may include 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, wilful failure to intervene or failing to consider the implications of non-intervention in behaviours which are dangerous to them or others, failure to use agreed risk management procedures, inadequate care in residential setting, withholding affection or communication, denying access to services,

#### **Signs and indicators -**

There may be disclosure. Someone being abused may have low self-esteem, deterioration, depression, isolation, continence problems, sleep disturbances, pressure ulcers. There may be seemingly uncertain attitude and cold detachment from a carer, denying individuals request, lack of consideration to the individuals request, denying others access to the individual health care professionals

#### **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.

#### **Discriminatory Abuse**

This includes forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation, and religion or health status and may be the motivating factor in other forms of abuse. It can be personal, a hate crime or institutional.

#### **Signs and indicators -**

There may be a withdrawal or rejection of culturally inappropriate services e.g. food, mixed gender groups or activities. Individual may simply agree with the abuser for an easier life, there may be disclosure, or someone may display low self-esteem. An abuser may react by saying " I treat everyone the same", have inappropriate nick names, be uncooperative, use derogatory language, or deny someone social and cultural contact.

#### **Institutional or Organisational Abuse**

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.

#### **Signs and indicators -**

This may include a system that condones poor practice, deprived environment, lack of procedures for staff, one commode used for a number of people, no or little evidence of training, lack of staff support/supervision, lack of privacy or personal care, repeated unaddressed incidents of poor practice, lack of homely environment, manager implicated in poor practice. There may be a lack of personal clothing, no support plan, lack of stimulation, repeated falls, repeated infections, unexplained bruises/burns, pressure ulcers, unauthorised deprivation of liberty. Abusers may have a lack of understanding of a person's disability, misuse medication, use illegal controls and restraints, display undue/inappropriate physical intervention, and inappropriately use power/control.

#### **Domestic abuse**

The cross-government definition of domestic violence and abuse is: any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to:

- Psychological
- Sexual
- Financial
- Emotional

A new offence of coercive and controlling behaviour in intimate and familial relationships was introduced into the **Serious Crime Act 2015**. The offence will impose a maximum 5 years imprisonment, a fine or both.

#### **Signs and indicators -**

May include many of those indicators listed under previous categories in this document, including unexplained bruising, withdrawal from activities, work or volunteering, not being in control of finances, or decision making

#### **Modern slavery**

Encompasses slavery, human trafficking, and 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.

#### **Signs and indicators -**

There may be signs of physical or psychological abuse, victims may look malnourished or unkempt, or appear withdrawn. Victims may rarely be allowed to travel on their own, seem under the control, influence of others, rarely interact or appear unfamiliar with their neighbourhood or where they work. They may be living in dirty, cramped or overcrowded accommodation, and / or living and working at the same address. Victims may have no identification documents, have few personal possessions and always wear the same clothes day in day out. What clothes they do wear may not be suitable for their work. People may have little opportunity to move freely and may have had their travel documents retained, e.g. passports. They may be dropped off / collected for work on a regular basis either very early or late at night. Victims may avoid eye contact, appear frightened or hesitant to talk to strangers and fear law enforcers for many reasons, such as not knowing who to trust or where to get help, fear of deportation, fear of violence to them or their family.

### **Radicalisation to terrorism**

The Government through its PREVENT programme has highlighted how some adults may be vulnerable to radicalisation and involvement in terrorism. This can include the exploitation of vulnerable people and involve them in extremist activity. Radicalisation can be described as a process, by which a person to an increasing extent accepts the use of undemocratic or violent means, including terrorism, in an attempt to reach a specific political/ideological objective. Vulnerable individuals being targeted for radicalisation/recruitment into violent extremism is viewed as a safeguarding issue.

#### **Signs and indicators -**

May include being in contact with extremist recruiters. Articulating support for violent extremist causes or leaders. Accessing violent extremist websites, especially those with a social networking element. Possessing violent extremist literature. Using extremist narratives to explain personal disadvantage. Justifying the use of violence to solve societal issues. Joining extremist organisations. Significant changes to appearance and/or behaviour.

### **Who might abuse?**

Abuse of adults at risk, may be perpetrated by a wide range of people including relatives, family members, professional staff, paid care workers, volunteers, other service users, neighbours, friends and associates, people who deliberately exploit vulnerable people and strangers.

Incidents of abuse may be one-off or multiple, and affect one person or more. Professionals and others should look beyond single incidents or individuals to identify patterns of harm.

Patterns of abuse vary and include:

- Serial abusing in which the perpetrator seeks out and 'grooms' individuals. Sexual abuse sometimes falls into this pattern as do some forms of financial abuse;

- Long-term abuse in the context of an ongoing family relationship such as domestic violence between spouses or generations or persistent psychological abuse;
- Or opportunistic abuse such as theft occurring because money or jewellery has been left lying around.

## 6) Promoting Adult Safeguarding within HHCC

### Prevention of abuse

- Ensuring all therapists have received up to date safe guarding training when they start working at HHCC.
- Internal guidelines for staff in the form of Safe guarding policies

### THERAPISTS PROCEDURES

*The therapists' procedures outlines what therapists need to do in a range of situations in order to best protect the client within the therapeutic setting.*

As with all these procedures, the first step at a general level is **Supervision**.

Supervision's major focus is to help the therapist to provide their best services for the client. It is in supervision that the therapist brings their anxieties, worries and concerns to the supervisor.

### **If the client discloses that they are being abused, harming themselves or have been abused in the past:**

- \* The first port of call is to gently enquire and check out what you have heard to make sure you are understanding correctly – this is not interrogation – though you have to be specific to make sure of the facts this needs to be done in a relational manner.
- \* Remember that the information you will be hearing in this context will be very difficult for them to talk about and it will have taken a lot of courage for them to disclose at this level, so it is imperative that you treat the person in an empathic manner with a great sense of integrity, authenticity and respect.
- \* It is imperative that you do not lead the client to the conclusion that they were being, or were, abused. For example, do not put thoughts into the client's head.
- \* If there is a risk to the person, or you are not sure if there is a risk to the person, it is imperative you speak to your personal supervisor as soon as possible to discuss the situation fully. And the situation needs to be recorded in your own notes.
- \* If there is a risk you may need to disclose – dependent on level of risk, ie if you think they are of harm to themselves or other people, you will need to disclose this immediately. If there is no immediate risk, then discuss it at your next scheduled personal supervision.
- \* In your personal notes, vis a vis your client, this must be recorded as said above, even if you choose not to take this to your supervisor. However, it is highly recommended that you do take all considerations to your supervisor.

- \* All actions that you have taken have to be noted in your client records and you need to tell your supervisor of these actions, with dates and times against each of the actions.

**If the client discloses they are abusing:**

- \* Check out gently what you have heard to make sure you have understood them correctly and remind them of the contracting about confidentiality and its limits.
- \* Try to get them to take the appropriate action, for example with your support contacting the police.
- \* You will need to disclose the information that is being given to you and you must make this clear to your client.
- \* If the risk is significant and imminent you will need to disclose it straightaway to social services or the police.
- \* Offer to continue to support the client through the ongoing therapy if appropriate and safe to do so.
- \* If you no longer feel safe to work with the client seek advice from your supervisor.
- \* Make sure that you made notes of all your appropriate actions and discussions with your client, supervisor and safeguarding lead.

**If the client discloses that a Third Party is Abusing:**

- \* First of all check out gently what you have heard to make sure you have understood correctly.
- \* Try to get them to take appropriate action.
- \* Whether or not they are prepared to take appropriate action speak to your supervisor as soon as possible.
- \* In your client notes you need to record all discussions with the client, supervisor.

**SUICIDE AND SELF HARM FRAMEWORK**

*This document has been informed by the BACP Information Sheet P7 Working With Suicidal Clients*

When working with clients who present with a wide variety of issues, such as depression, anxiety, stress, repression of feelings, hopelessness, and a feeling of helplessness in the world and indeed in their levels of functioning, you may well find as the therapeutic sessions evolve that sitting underneath these presenting issues the client may report feelings/thoughts of suicide/suicidal idealisation.

**Suicidal Idealisation**

This is when clients may have fantasies, dreams or even imaginations of the ideas of what it's like to take their own life and indeed may have whole thought processes on how their suicide may impact other people around them.

More often than not when people report suicidal idealization it does not mean that they are then going to go and take their life. However, their reporting of this to yourself is important and must be taken extremely seriously by yourself. This is where supervision is imperative.

### **The Threshold Model**

The threshold model shows how different types of risk and protective factors interact to produce a threshold for suicidal behaviour for the individual. The different types of factors are:

1. **Long term predisposing risk factors** that can be present at birth or soon after birth – these identify people who are in risk groups.

Genetic or Biological Influences:

- a) Family history of suicide or attempted suicide
- b) Family history of depression
- c) Family history of alcohol or other substance misuse

2. **Personality Traits**

Rigid thinking characterized by patterns of thought that are difficult to change.

Black and white thinking or “nothing thinking”

Excessive perfectionism, where high standards are causing distress to the person or others.

Hopelessness with bleak and pessimistic views of the future

Impulsivity, tending to do things on the spur of the moment

Low self esteem with feelings of worthlessness

3. **Short Term Risk Factors**

Environmental Factors:

- a) Divorced, separated or widowed
- b) Being older and/or retired
- c) Having few social supports
- d) Being unemployed

Psychiatric Diagnosis

The three psychiatric disorders most strongly correlated with suicide are:

- \* depression
- \* Substance misuse (including alcohol)
- \* Schizophrenia

4. **Precipitating Factors**

These are events that may tip the balance when a person is at risk. They include:

- \* High stress/life crises
- \* Divorce
- \* Imprisonment or threat of imprisonment

- \* Recent job loss
- \* Recent house move
- \* Recent loss or separation
- \* Unwanted pregnancy
- \* Interpersonal problems

### **Managing Suicide Risk**

Managing suicide risk in many ways comes with the territory of risk assessment and management techniques will differ depending on the assessed level of risk. For example, if your risk assessment is low then the management techniques will differ from working with a high assessment risk.

#### **Low Risk to High Risk (in Ascendency with 1 being Low risk and 7 being High risk):**

1. If a risk is low, maintain usual contact/sessional arrangements.
2. A therapeutic approach is useful in promoting contact and encouraging the client to take a shared responsibility for their future care and safety.
3. If you are concerned or anxious talk to your Supervisor (do not wait necessarily for your next booked supervision session).
4. Use the person's existing support system by encouraging them to engage with their contact/friends/family.
5. As said earlier, if you believe the risk is more urgent contact your Supervisor as soon as possible
6. If they are the high end of suicide risk contact the Supervisor immediately to work out an action plan with regards to future sessions.
7. The same as above – immediate contact with your Supervisor and immediate plans may need to be implemented, such as an urgent mental health assessment or even a 999 call.

### **Conclusion**

- a) Always be aware of suicide risk.
- b) It is vital to keep good and accurate records.

## Part 2

### **SAFEGUARDING POLICY STATEMENT – CHILDREN**

This safeguarding policy was drawn upon the basis of legislation, policy and guidance that seeks to protect children and young people in England. A summary of the key legislation and guidance is available from: [nspcc.org.uk/childprotection](https://www.nspcc.org.uk/childprotection)

The purpose of this policy statement is to protect children and young people who access therapy at HHCC.

#### **We believe that:**

- \* children and young people should never experience abuse of any kind.
- \* we have a responsibility to promote the welfare of all children and young people to keep them safe, and to practise in a way that protects them.

#### **We recognise that:**

- \* the welfare of the child is paramount.
- \* all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation, have a right to equal protection from all types of harm or abuse.
- \* some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
- \* working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

#### **We will seek to keep children and young people safe by:**

- \* valuing, listening and respecting them.
- \* appointing the appropriate child protection/safeguarding lead.
- \* Sharing and developing child protection and safeguarding policies to reflect best practice.
- \* using our safeguarding procedures to share concerns/relevant information with agencies who need to know. Involving children and young people, parents and carers, appropriately.
- \* recruiting therapists safely, ensuring all necessary checks are made.
- \* using our procedures to manage any allegations against therapists appropriately.
- \* ensuring that we have effective complaint policies in place.
- \* ensuring that we provide a safe physical environment for our children, young people, therapists, by applying health and safety measures in accordance with the law and regulatory guidance.
- \* recording and storing information professionally and securely.

## Appendix

Who to contact: Safeguarding on the Wirral Contact Information

### **For safeguarding concerns with Adults:-**

Contact the **Central Advice** and **Duty** Team in confidence:

Call 0151 514 2222 (option 3), Monday to Friday 8:50am to 5:00pm:

Call 0151 677 6557 all other times and on public holidays;

Email: [wcnt.centraladviceanddutyteam@nhs.net](mailto:wcnt.centraladviceanddutyteam@nhs.net);

For further advice and information about adult safeguarding, please visit the Merseyside Safeguarding Adults Board website. Bottom of Form

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### **For safeguarding concerns with a child :-**

The integrated front door is the first point of contact for all children's safeguarding referrals. You can contact them from 9am to 5 pm Monday to Friday on 0151 606 2008 or [IFD@wirral.gov.uk](mailto:IFD@wirral.gov.uk)

Outside of these hours call 0151 677 6557.

In an emergency always dial 999

### **LADO Referral details**

Anne King - Local Authority Designated Officer (LADO)

Safeguarding Children Service - Wirral Council

PO Box 290

Brighton Street

Wallasey

CH27 9FQ

Telephone 0151 666 5525

Mobile 07342 058612

[anneking1@wirral.gov.uk](mailto:anneking1@wirral.gov.uk)

**Police**

National

Non – emergency 101  
Emergency 999  
Ask for Child Protection Unit  
– 24 hours

**NSPCC Help line**      Tel: 0800 800 500 – 24 hours, Freephone

**Child Line (NI)**      Tel: 0800 1111 - Freephone

**PROCEDURE FOR REPORTING ALLEGATIONS OR SUSPICIONS OF ABUSE with children and/or vulnerable adults.**

**In any case where an allegation is made a record should be made.**

**Details must include, as far as practical:**

- Name of child/young person /vulnerable adult
  
- Age
  
- Home Address (if known)
  
- Date of Birth (if known)
  
- Name/s and Address of parent/s or person/s with parental responsibility
  
- Telephone numbers if available
  
- Is the person making the report expressing their own concerns, or passing on those of somebody else? If so, record details
  
- What has prompted the concerns?  
Include dates and times of any specific incidents

- Has the client been spoken to?  
If so, what was said?
  
- Has anybody been alleged to be the abuser?  
If so, record details
  
- Who has this been passed on to, in order that appropriate action is taken? e.g. school, designated officer, social services etc
  
- Has anyone else been consulted?  
If so, record details

**ACTION TAKEN**