

<p>Status: Policy - overall statement of the position, intention and direction of the organisation anchored in the values and principles of the organisation</p>	<p>Policy No: SQ 02 Date Approved: Feb '05 Revision No: (1) Feb '06 Review Date: Feb '08</p>
<p>Title: Adult Protection Framework</p>	
<p>Written by: Service Quality Manager</p>	
<p>Approved by: Cheshire Ireland Board of Trustees</p>	
<p>Cross Reference Adult Protection Policy SQ 03 Abuse Reporting and Investigation Procedures SQ 04</p>	

Background

Every person using a Cheshire service should be safe from abuse, neglect and mistreatment and have their human rights protected.

In achieving this, a comprehensive **Adult Protection Framework** has been developed as outlined in the Cheshire Ireland Strategy Statement 2003 – 2006, *Developing Quality, Promoting Choice* (Strategic Results Area 2.5). The Adult Protection Framework has been developed to reflect good practice in the area of protecting vulnerable adults.

Introduction

Cheshire Ireland is committed to providing quality person centred services to adults with physical disabilities across Ireland. Fundamental to the delivering of quality services, is ensuring that people who use Cheshire services are safe and free from abuse and neglect.

In achieving this, Cheshire has developed an **Adult Protection Framework** to address its' responsibilities in protecting people from abuse and responding to allegations of abuse.

A framework is another way of looking at all the parts that make up a system – it is a frame that holds all the different pieces together that relate and link with one another. The Adult Protection Framework has 3 parts (see Fig. 1):

1. **Principles:** These are statements to explain our beliefs, values and agreed understanding of what guides us when it comes to protecting people who use Cheshire services
2. **Safety, Protection and Promotion:** These are the work practices, programs and policies that ensure people who use Cheshire services and provide safe systems of working for staff.
3. **Organisational Assurances:** These are the agreed organisational procedures that are followed when the system fails.

Adult Protection Framework

1. Principles

2. Safety, Protection and Promotion

Proactive



Individual Protection Safeguards

- Rights Protection & Promotion
- (Life) Development Opportunities
- Charter of Rights

Organisational Safeguards

- **Adult Protection Policy**
- Service Agreement with individuals
- Organisational policies, procedures & guidelines such as:
 - Complaints Policy and Procedure
 - Confidentiality Policy
 - Intimate Care Guidelines
 - Good Practice Guidelines eg. Medication Management; Activities of Daily Living
 - Managing People's Financial Affairs
 - Risk Management
- Safety Statements
- Workforce Investments – recruitment and selection policy, staff training, support, supervision
- Staff Handbook

3. Organisational Assurances

Reactive



Abuse Report and Investigation Procedures

- Trust in Care Policy, HSE
- Staff Disciplinary Procedures

1. **Adult Protection Framework Principles**

The following statements outline our agreed approach to providing services to people with disabilities in order to protect their safety and wellbeing. These principles are:

- The safety and best interests of people who use Cheshire services is a priority for the organization
- People availing of Cheshire services have a right to be safe and free from abuse and neglect
- We shall treat people using Cheshire services with respect and dignity and recognize and uphold their rights
- We shall promote and protect a person's right to self determination and autonomy
- People using a Cheshire service will be facilitated to give feedback and make a complaint on any aspect of the service.
- People using a Cheshire service will be facilitated to develop and maintain relationships with family, friends and the community
- We shall put in place best practices in the recruitment, selection, supervision and development of staff to ensure people with the right values and attitudes are recruited and supervised in the delivery of person centred services.
- All staff working in Cheshire services must uphold and lead in the implementation of the values, mission and ethos of the organisation in the daily exercise of their duties and responsibilities.
- All staff working in Cheshire are required to be aware of their responsibilities and obligations in promoting the safety of people who use Cheshire services and of their duty to report and respond to allegations or suspicions of abuse and neglect
- All investigations into allegations of abuse will be dealt with in a fair manner, respecting the person's right to confidentiality as far as possible.
- We shall put in place regular evaluations of Cheshire services to ensure coherency between values and practices.

2. Safety, Protection and Promotion

A key element of the Adult Protection Framework is the need to focus on preventing abuse from occurring in the first instance. This is achieved by looking at proactive strategies to protect and promote the safety of individuals which we call **Individual Protection Safeguards** and ensuring the right policies and supports are in place as part of the organisations responsibilities which we call **Organisational Safeguards**.

2.1 Individual Protection Safeguards

Protecting people who use Cheshire services from abuse and neglect, begins with addressing people's rights and developmental opportunities:

Rights Protection and Promotion

A fundamental element of ensuring that people who use Cheshire services are safe is upholding the rights of people on a daily basis. A key element of the Adult Protection Framework is supporting people to get information on their rights. We also have a role in supporting people to understand their rights and responsibilities and how they can exercise these rights.

In the first instance we will achieve this through adherence to the Cheshire Ireland Charter of Rights which outlines the rights of people who use Cheshire services. Ongoing support will also be provided to staff to uphold these rights on a daily basis.

Developmental Opportunities for People who use the Service

One mechanism for ensuring that people who use a Cheshire service are safe and protected from abuse, is supporting individuals to have autonomy, choice, control and opportunities in all aspects of their lives. We recognize that some people living in Cheshire services have not had the same opportunities to develop life skills and may have been deprived of opportunities to participate in adult education and/or employment pursuits. In this regard, we will aim to provide opportunities for people who use Cheshire services to access personal development programmes and/or courses, if they so choose. For example:

- Health Management
- Sexuality and building and maintaining relationships
- Assertiveness training
- Vocational opportunities
- Financial management / budgeting
- Advocacy support

2.2 Organisational Safeguards

Supporting people who use Cheshire services to exercise their rights, be safe from abuse and neglect, requires that the organisation employee staff with the right values, attitudes, behaviours and desire to work within a person centred approach. This will be achieved through the implementation and monitoring of the Staff Recruitment and Selection Policy.

Secondly, it is important that staff have the necessary guidance, information and training to carry out their role and guide them in exercising their duty of care whilst ensuring a person's right to self determination is upheld. This will be achieved through the implementation over time of specific organisational policies, procedures and guidelines which include:

- **Adult Protection Policy:** Defines categories of abuse; outlines the 'Right Relationship' and Cheshire's commitment and responsibilities in keeping people safe from abuse, neglect and mistreatment.
- **A Service Agreement:** Individual contract with each person which outlines the nature of service that will be provided and the role and responsibilities of all parties
- **Complaints Procedure:** Outlines how people using a Cheshire service can make a complaint.
- **Guidelines on the Management of People's Financial Affairs:** Where people receiving a Cheshire service require assistance to manage their money and/or financial affairs, these guidelines provide direction on how this support is provided to ensure there are clear, safe and accountable mechanisms and safeguards in place, in line with good practice.
- **Confidentiality Policy:** Defines confidentiality in a range of different contexts and the responsibilities of staff in upholding confidentiality.
- **Intimate Care Guidelines:** These guidelines, when developed will support staff in understanding and maintaining boundaries in the delivery of personal and intimate care as a means of protecting people using the service and staff.
- **Medication Management Policies and Supporting Procedures:** Provides guidance to staff on all aspects of administering medication to ensure this is carried out in a safe manner.
- **Risk Management:** The right to self determination and autonomy is paramount for people who use Cheshire services. It is recognised that sometimes this can involve risk. Staff must be supported in the use of risk assessment frameworks to ensure that risk is recognised and minimised within a rights context. A risk assessment and risk management approach will be built into organisational policies, procedures and guidelines in line with person centred approaches to supporting individuals.
- **Safety Statements:** As required by law, the Safety Statements outline the organisation's commitment to safety and health in the physical environment.
- **Workforce Investments:** This includes the Staff Recruitment and Selection Policy and Procedures, induction and orientation procedures and training, support, supervision and performance management for all staff.
- **Staff Handbook:** This handbook will provide information to staff on employment related issues as well as outlining the behaviour expected from all people working in Cheshire services.

3. Organisational Assurances

The organisational assurances come into play when either the individual or organisational protection safeguards have failed to protect a person using a Cheshire service from abuse, neglect or mistreatment. In this instance, the following organisational procedures are used:

- **Abuse Report and Investigation Procedure¹:** This procedure outlines the steps to be taken in situations where abuse is suspected, observed or has occurred. The procedure outlines how to alert, report, investigate and respond to allegations of abuse and is a core element of the Adult Protection Framework
- **Staff Disciplinary Procedure:** This procedure outlines the steps that will be taken where staff have failed to comply with normal standards of conduct required by the organisation.

References

The development of the Adult Protection Framework, Adult Protection Policy and the Abuse Report and Investigation Procedures has been guided by the following documents:

- Department of Health UK (2000) No Secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse
- Disability Services Queensland (2003) Resource Booklet, Preventing and Responding to Abuse (<http://www.disability.qld.gov.au/publications/abusepolicy/index.cfm>)
- HSE, Employers Representative Division (2005). Trust in Care, Policy for Health Service Employers on Upholding the Dignity and Welfare of Patient/Clients and the Procedure for Managing Allegations of Abuse against Staff Members
- HSEA (2004) Dignity at Work Policy for the Health Service
- HSEA (2004), Grievance and Disciplinary Procedures for the Health Service
- Kendrick, Michael (2000) "Right Relationships" Queensland Advocacy Incorporated Newsletter, Part A and B
- Law Reform Commission (2003) Papers from Seminar on Consultation Paper, Law and the Elderly
- Leonard Cheshire UK, (1999) Whistleblowing Policy
- MacIntyre Care (1999) Protecting Vulnerable Adults from Abuse, Policy and Practice Guidelines
- South Eastern Health Board (2003) Draft Policy and Procedures on the Protection of Vulnerable Adults from Abuse
- The Cheshire Foundation in Ireland (2003) Draft Policy, Procedures and Guidelines on the Prevention and Response to Service User Abuse
- Walls, Maria 2002, National Federation of Voluntary Bodies, EASPD Daphne Project, 2002
- Western Health Board, November 2003. Action on Adult Abuse, Draft Guidelines. Mental Health and Older People's Services

¹ The Abuse Report and Investigation Procedure aligns with the following guidelines, policy and procedures set out by the Health Service Employers Agency:

- Grievance and Disciplinary Procedure for the Health Services, May 2004
- Dignity at Work Policy of the Health Service, May 2004
- Trust in Care, Policy of Health Service Employers on Upholding the Dignity and Welfare of Patient/Clients and the Procedures for Managing Allegations of Abuse Against Staff Members, May 2005