

# Safeguarding Adults Policy



## 1 Objectives

- 1.1 To ensure that all staff working for, or on behalf of, Xander Recruitment Group, understand their responsibilities in relation to safeguarding adults at risk and know who to escalate concerns to within Xander Recruitment Group and externally if needed and appropriate to do so.
- 1.2 To manage the safety and wellbeing of adults in line with the six principles of safeguarding
- 1.3 To identify lessons to be learned from cases where adults have experienced abuse or neglect
- 1.4 Xander Recruitment Group aims to support and empower each adult to make choices, to have control over how they want to live their own lives and to prevent abuse and neglect occurring in the future which is a key underpinning principle of Making Safeguarding Personal (MSP). Xander Recruitment Group intends to take this approach with all safeguarding concerns.

## 2. Policy

### 2.1 What is Safeguarding

Xander Recruitment Group recognises the definition of safeguarding as the actions taken to ensure the Service Users we support through our Clients are kept safe from harm and neglect.

Xander Recruitment Group and its employees understand the importance of working together in partnership to make sure that those we provide support for are safe through its collective approach to safeguarding

### 2.2 What Constitutes Abuse

Employees of Xander Recruitment Group understand that the Service Users we support through our Clients can be extremely vulnerable to abuse and neglect, especially if they have care and support needs.

Abuse is a violation of an individual's human or civil right by any other person. It is where someone does something to another person, or to themselves, which puts them at risk of harm and impacts on their health and wellbeing.

Abuse can have a damaging effect on the health and well being of those we support, these effects may be experienced in the short and long term and sometimes can be lifelong.

2.3 The signs of abuse are not always obvious, and a victim of abuse may not tell anyone what is happening to them – sometimes they may not even be aware they are being abused.

The robust governance process at Xander Recruitment Group will make sure that staff working for Xander Recruitment Group, recognise and respond to the main forms which are set out in the Care Act 2014 Statutory Guidance Chapter 14, which is not an exhaustive list, but an illustration as to the sort of behaviour that could give rise to a safeguarding concern.

- Physical Abuse



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- Domestic violence and abuse
- Sexual abuse
- Psychological abuse
- Financial or material abuse
- Modern slavery and human trafficking
- Discriminatory abuse
- Organisational abuse
- Neglect and acts of omission – failure to act
- Self-neglect
- Emotional and psychological abuse
- Cyber bullying
- Mate crime

Common signs and symptoms of abuse include:

- Unexplained changes in behaviour or personality – such as aggression, anger, hostility or hyperactivity
- Becoming withdrawn
- Seeming anxious, depressed or unusual fears, or a sudden loss of self-confidence
- Withdrawal from friends or usual activities
- Lacks social skills and has few friends, if any
- Poor bond or relationship with close family members
- Running away or going missing
- Sleep problems and nightmares

Hidden harms may also include:

- Exploitation
- County lines
- Forced marriage – honour based abuse (HBA)
- Female genital mutilation (FGM)
- PREVENT
- Radicalisation
- Gang violence
- Modern slavery

2.4 Everybody has the right to live a life that is free from harm and abuse. Xander Recruitment Group recognises that safeguarding adults at risk of abuse or neglect is everybody's business. Xander Recruitment Group aims to ensure that all adults at risk of abuse or neglect are enabled to; live and work, be cared for and supported in an environment free from abuse, harassment, violence or aggression. The safeguarding policies and procedures of Xander Recruitment Group will dovetail with the multi-agency policy and procedures which we understand take precedence over those of Xander Recruitment Group. Xander Recruitment Group will ensure that the policies and procedures

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are reflected within its own policy and procedure, that this is shared with all staff and is accessible and available for staff to follow.

2.5 Xander Recruitment Group aims to provide to our client's services that will be appropriate to the adult at risk and discriminate because of disability, age. Gender, sexual orientation, race, religion, culture, or lifestyle. It will make every effort in line with our clients to enable those we support to express their wishes and make their own decisions to the best of their ability, recognising that such self-determination may well involve risk.

Xander Recruitment Group will work with our clients and others involved in the care of those we support to ensure they receive the support and protection they may require, that they are listened to and treated with respect (including their property, possessions and personal information) and they are treated with compassion and dignity.

2.6 Xander Recruitment Group will follow the six principles as set out in guidance to the Care Act 2014 and this will inform practice of all those we support with our clients

- **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

2.7 Xander Recruitment Group understands the importance of working collaboratively to ensure that:

- The needs and interests of adults at risk are always respected and upheld
- The human rights of adults at risk are respected and upheld
- A proportionate, timely, professional and ethical response is made to any adult at risk who may be experiencing abuse
- All decisions and actions are taken in line with the Mental Capacity Act 2005
- Each adult at risk maintains:
  - Choice and control
  - Safety
  - Health
  - Quality of life
  - Dignity and respect

2.8 Xander Recruitment Group is committed to the principles of 'Making Safeguarding Personal' and aims to ensure that safeguarding is person-led and focused on the outcomes that those we support through our clients want to achieve. Through our clients Xander Recruitment Group will engage with those we support where appropriate in a conversation about how best to respond to

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their safeguarding situation in a timely way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

## 2.9 Xander Recruitment Group Responsibilities in line with our Clients and partners we work with

- To establish the facts about the circumstances giving rise for concern
- To identify sources and level of risk
- To ensure that information is recorded and that the Adult Safeguarding Team is contacted to inform them of the concern or harm
- If someone we support is at immediate risk to inform the responsible manager at the location and the Xander Recruitment Group manager who in liaison with the clients manager will contact the Police. The CQC will also be informed.
- In all cases of alleged harm, we will consult with our client's and as required there will be early consultation between, and the Police to determine where a joint investigation is required. In dealing with incidents of potential harm, people have rights which must be respected and which may need to be balanced against each other
- The wishes of the person harmed will be taken into account whenever possible. This may result in no legal action
- Documentation of any incidents of harm will be added to those we support and using body maps to record any injuries
- Follow policy guidelines where applicable of our clients and Xander Recruitment Group
- Report any incidents of abuse to the relevant parties
- Work with multi-agencies
- Advice and support staff
- Ensure staff are trained to enhance knowledge
- Actively promote the "Whistleblowing" policies

## 2.10 The Healthcare Professionals Responsibilities

- To be able to recognise and report incidences of harm.
- To report concerns of harm or poor practice that may lead to harm.
- To remain up to date with training
- To follow the policy and procedures
- To know how and when to use Whistleblowing procedures.
- To understand the Mental Capacity Act and how to apply it in practice.

## 2.11 General Principles

- We will have robust recruiting and safer staffing policies in place to make sure that our staff are fit to work with adults at risk and are compliant with national, safe recruitment and employment practices, including the requirements of the Disclosure and Barring Service
- As required Xander Recruitment Group will have in place structures for embedding safeguarding practices and improving practices in line with national and local developments

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- Any staff member who knows or believes that harm is occurring will report it to the appropriate person with the client and to their line manager at Xander Recruitment Group, as quickly as possible, or if they feel they cannot follow the regular reporting procedure, they must use the Whistleblowing process
- Xander Recruitment Group will work collaboratively with our clients and other parties, including liaison in relation to the investigation of allegations and will ensure its procedures dovetail with multi-agency procedures
- Xander Recruitment where required will use incident reporting, root cause analysis, lessons learned and auditing to determine themes to improve care practice
- We will have a learning and development strategy which will help us address adult safeguarding. We will provide training on the identification and reporting of harm, as well as training on the required standards in relation to procedures and processes should need to be reported.
- Xander Recruitment group recognises its responsibilities in relation to confidentiality and will share information appropriately
- We will have zero tolerance to harm
- We will work in partnership with other agencies to ensure that concerns or allegations of abuse are appropriately referred for investigation to the most appropriate agency
- We will ensure that any action that is taken is assessed, proportionate and reflective of the risk presented to the people that use the services
- We will report any incidents in line with our regulatory requirements
- Xander Recruitment Group will adhere to the Code of Conduct for Care Workers
- There is a clear, well-publicised Whistleblowing Policy and Procedure in place that staff know how to use

## **2.12 Prevention – Providing Information to those we support through our clients**

- If required and in line with agreements made with our clients will provide those we support on how to identify abuse and what to look out for and how to access help and we will comply with the Accessible Information Standard
- We can provide those we support with information on how to escalate and concerns to the Commissioner, CQC, advocacy or Local Government and Social Care Ombudsman should they not be satisfied with the approach taken by Xander Recruitment Group or the Client

## **2.13 Prevention – Raising Awareness**

- Staff will need to be trained and understand the different patterns and behaviours of abuse as detailed in the Care Act Chapter 14 and Xander Recruitment Group will ensure that it is able to respond appropriately
- Xander Recruitment Group will ensure that all staff are trained on the Raising Concerns, Freedom to Speak Up and Whistleblowing Policy and Procedure

Link below to Care Act Chapter 14 – Safeguarding

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<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#safeguarding-1>

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