**Policy Checklist**

<table>
<thead>
<tr>
<th>Name of Policy:</th>
<th>Interim Southern Health &amp; Social Care Trust Safeguarding Vulnerable Adults Policy, Operational Procedures and Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose of Policy:</td>
<td>This policy is designed to provide a clear statement of commitment to the safeguarding of vulnerable adults.</td>
</tr>
<tr>
<td>Directorate responsible for Policy</td>
<td>Executive Director of Social Work has lead responsibility for the safeguarding of vulnerable adults but all Directorates have responsibility for implementing the policy.</td>
</tr>
<tr>
<td>Name &amp; Title of Author:</td>
<td>Patricia Trainor, Lead Social Worker for Adult Safeguarding</td>
</tr>
<tr>
<td>Does this meet criteria of a Policy?</td>
<td>Yes</td>
</tr>
<tr>
<td>Trade Union consultation?</td>
<td>Yes</td>
</tr>
<tr>
<td>Equality Screened by:</td>
<td>Eamonn Sherry</td>
</tr>
<tr>
<td>Date Policy submitted to Policy Scrutiny Committee:</td>
<td>24 September 2012</td>
</tr>
<tr>
<td>Members of Policy Scrutiny Committee in Attendance:</td>
<td>Vivienne Toal, Head of Employee Engagement &amp; Relations (Chair), Anne Brennan, Senior Manager, Medical Directorate, Claire Graham, Head of Corporate Records (for Siobhan Hanna), Marita Magennis, Head of Social Work and Social Care Governance, Danny McKevitt, Head of Specialist Estate Services, Stephen McNally, Director of Finance &amp; Procurement, Trevor Burns, Fire Safety Manager, (Specialist Estates), (for Danny McKevitt)</td>
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<tr>
<td>Policy Approved/Rejected/Amended</td>
<td>Approved</td>
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<tr>
<td>Policy Implementation Plan included?</td>
<td>Yes</td>
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<tr>
<td>Any other comments:</td>
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<td>Date presented to SMT</td>
<td></td>
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<tr>
<td>Director Responsible</td>
<td>Executive Director of Social Work</td>
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<tr>
<td>SMT Approved/Rejected/Amended</td>
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<td>SMT Comments</td>
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<tr>
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<td>Date for further review</td>
<td>2 year default</td>
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### POLICY DOCUMENT – VERSION CONTROL SHEET

| **Title** | Title: “Interim Southern Health & Social Care Trust Safeguarding Vulnerable Adults Policy, Guidance and Operational Procedures.”  
Reference number/document name: Version: V3 |
<table>
<thead>
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<tbody>
<tr>
<td><strong>Supersedes</strong></td>
<td>None</td>
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</tbody>
</table>
| **Originator** | Name of Author: Patricia Trainor,  
Title: Lead Social Worker for Adult Safeguarding |
| **Scrutiny Committee & SMT approval** | Referred for approval by: Mary McIntosh  
Date of Referral:  
ScrutinyPolicy Committee Approval (Date)  
SMT approval (Date) |
| **Circulation** | Issue Date:  
Circulated By:  
Issued To: As per circulation List (details below) |
| **Review** | Review Date: DHSSPS are currently working on a new regional policy. SHSCT policy and procedure will be reviewed as soon as the new regional policy is issued. It is therefore anticipated that the first review will be in 12/18 months’ time and thereafter reviewed every 2 years  
Responsibility of (Name): Patricia Trainor,  
Title: Lead Social Worker for Adult Safeguarding |
Interim Southern Health & Social Care Trust
Safeguarding Vulnerable Adults Policy, Guidance and Operational Procedures

Author: Patricia Trainor
Director Responsible: Executive Director of Social Work
Version: V3
Date: January 2012
Review: January 2014

SHSCT Adult Safeguarding and Protection, Policy and Guidance, Jan 2012
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**Appendix 1:** Adult Safeguarding and Protection Guidance  
**Appendix 2:** Safeguarding Vulnerable Adult Operational Procedures. (SHSCT Jan 2012)  
**Appendix 3** Policy Implementation Plan  
**Appendix 4** Equality and Human Rights Template

Acknowledgements: The input from the Trust Adult Safeguarding team and Mr Eamonn Sherry to developing this policy, operational procedures and guidance is gratefully acknowledged.
1.0 Introduction

1.1 The “Interim Southern Health & Social Care Trust Adult Safeguarding Policy, Guidance and Operational Procedures” is intended to provide staff with guidance and support in responding appropriately to incidents of alleged, suspected or confirmed abuse of vulnerable adults. The Trust policy complements the “Safeguarding Vulnerable Adults. Regional Adult Protection Policy & Procedural Guidance” (DHSS&PS 2006).

1.2 A new regional adult safeguarding policy Safeguarding Adults At Risk – Prevention And Protection In Partnership is to be issued for consultation within the next number of months. This draft policy will be supported by new draft regional adult safeguarding procedures. Following the consultation period, these regional documents will supersede local Trust policy and procedures.

2.0 Purpose and Aims

2.1 This policy aims to ensure that all Trust staff, including students, volunteers working on Trust premises and services commissioned by the Trust involved in the care of vulnerable adults who are subject to alleged, suspected or confirmed abuse, respond in a co-ordinated and consistent way to support and protect such adults.

2.2 This policy is designed to provide a clear, comprehensive and consistent approach to the management of alleged, suspected or confirmed abuse of vulnerable adults within the Southern Health & Social Care Trust. The Southern Health & Social Care Trust is fully committed to delivering on the regional policy. The attached “Safeguarding Vulnerable Adult Operational Procedures. (SHSCT Jan 2012)” sets out Trust expectations regarding reporting requirements and responsibilities in terms of investigation and protection of the vulnerable adult.

3.0 Definitions

3.1 The Trust has adopted the definition of a vulnerable adult from the DHSS&PS regional policy. The policy defines a vulnerable adult as;
a person aged 18 years or over who is, or may be, in need of community care services or is resident in a continuing care facility by reason of mental or other disability, age or illness or who is, or may be, unable to take care of him or herself or unable to protect him or herself against significant harm or exploitation.¹

Therefore adults assessed by the Trust as eligible for a service from one of the service groups are defined as vulnerable adults.

3.2 The definition of abuse contained within the regional guidance is;

...the physical, psychological, emotional, financial or sexual maltreatment or neglect of a vulnerable adult by another person. The abuse may be a single act or repeated over a period of time. It may take one form or a multiple of forms. The lack of appropriate action can also be a form of abuse. Abuse can occur in a relationship where there is an expectation of trust and can be perpetrated by a person/persons, in breach of that trust, who have influence over the life of a dependant, whether they be formal or informal carers, staff or family members or others. It can also occur outside such a relationship’ (DHSS&PS 2006).

4.0 Policy Statement

4.1 The Southern Health & Social Care Trust recognises that abuse is a violation of an individual’s human and civil rights. The Trust has a zero tolerance in relation to all forms of abuse and exploitation. The Trust is fully committed to ensuring that vulnerable adults who are subject to alleged, suspected or confirmed abuse are supported and protected from harm.

4.2 The Southern Health & Social Care Trust is fully committed to delivering on “Safeguarding Vulnerable Adults, the Regional Adult Safeguarding and Protection Policy and Procedural Guidance (DHSS&PS 2006)”.

4.3 It is the policy of the Trust that all commissioned services are expected to report concerns regarding abuse of vulnerable adults to the relevant service group within the Trust. Services commissioned by the Trust are also required to comply with legislative requirements and regional policies, procedures and protocols. Furthermore, commissioned services must have in place Adult Safeguarding and Protection arrangements that are compatible with the Southern Trust’s Adult Safeguarding and Protection arrangements. These requirements are delivered through Service Level Agreements.


5.0 **Scope of Policy**

5.1 This Policy is relevant to all staff, students and volunteers working within the Trust who, either directly or indirectly come into contact with vulnerable adults who are subject to alleged, suspected or confirmed abuse. This Policy is of particular relevance to staff working within Older People Service, Learning Disability Services, Mental Health Services and Physical Health & Disability Services including Sensory Impaired. The Policy recognises that abuse of vulnerable adults can happen anywhere including community, hospital, residential care facilities and day care. It is therefore applicable in all settings and covers all types of abuse including neglect and recognises that vulnerable people cannot always protect themselves.

5.2 The policy also applies to services commissioned by the Trust.

6.0 **Responsibilities**

6.1 **Responsibility of the Chief Executive**

As Accountable Officer, the Trust’s Chief Executive has overall responsibility for ensuring that arrangements are in place to enable all staff to comply with this Policy.

6.2 **Responsibility of Executive Director of Social Work**

Policies and Procedures are in place in relation to the protection of vulnerable adults and to ensure the commitment of appropriate resources so that staff are adequately trained and for providing assurances to SMT on compliance with the policy and procedures.

6.2 **Responsibility of Senior Management**

All Trust Directors, Assistant Directors, Service Heads and Senior Managers have responsibility for the effective implementation of this Policy and the associated procedures. They will ensure that the required action is implemented and monitored and that information required to evidence compliance is provided. They will also ensure that a requirement to comply with this policy is included in all Service Level Agreements.

6.3 **Responsibility of Line Managers**

All managers have responsibility for the application of this policy. They should ensure staff are aware of and abide by the requirements of the policy and attend appropriate training. They should also ensure adequate numbers of staff are trained as Designated Officers, Investigating Officers and Specialist Interviewers (ABE), sufficient to meet the needs of the service.
6.4 Responsibility of all Staff Working in the Trust
All those working in the Trust have a responsibility to adhere to the principles and aims of this Policy and the associated procedures and guidance. They must attend appropriate training and have a clear understanding of their role and responsibility.

7.0 Legislative Compliance, Relevant Policies, Procedures and Guidance
7.1 It is recommended that staff working in the field of Adult Safeguarding and Protection read this document in conjunction with:

- The Public Interest Disclosure (NI) Order 1998
- The Family Homes and Domestic Violence (NI) Order 1998
- Protocol for Joint Investigation of Alleged and Suspected Cases of Abuse of Vulnerable Adults. (HSCB, PSNI, RQIA Jul 2009)
- Achieving Best Evidence In Criminal Proceedings (NI) guidance for Vulnerable or Intimidated witnesses, including children. (Jan, 2012)
- Regulation Quality Improvement Authority’s Procedures for Responding to Allegations, Suspicions or Incidents of Abuse of Vulnerable Adults in Regulated Service (Nov 2007)
- The Safeguarding Vulnerable Groups Order (N.I) 2007 Guidance on Consent & Capacity DHSSPPS
- Adult Safeguarding in Northern Ireland Regional and Local Partnership Arrangements March 2010.

7.2 This Policy does not operate independently of other Southern Trust policies & procedures. Policies and procedures such as complaints whistle blowing and disciplinary procedures should be implemented concurrently in order to ensure the protection of the vulnerable adults.

8.0 Equality and Human Rights Considerations
8.1 This policy has been screened for equality implications as required by Section 75 and Schedule 9 of the Northern Ireland Act 1998. Equality Commission guidance states that the purpose of screening is to identify those policies which are likely to have a significant impact on equality of opportunity so that greatest resources can be devoted to these.

Using the Equality Commission's screening criteria, no significant equality implications have been identified. The policy will therefore not be subject to an equality impact assessment.

Similarly, this policy has been considered under the terms of the Human Rights Act 1998, and was deemed compatible with the European Convention Rights contained in the Act.

SHSCT Adult Safeguarding and Protection, Policy and Guidance, Jan 2012
9.0 Alternative formats

9.1 This document can be made available on request in alternative formats, e.g. plain English, Braille, disc, audiocassette and in other languages to meet the needs of those who are not fluent in English.

10.0 Records Management

10.1 The supply of information under the Freedom of Information does not give the recipient or organisation that receives it the automatic right to re-use it in any way that would infringe copyright. This includes, for example, making multiple copies, publishing and issuing copies to the public. Permission to re-use the information must be obtained in advance from the Trust.

11.0 Sources of Advice and Further Information

11.1 Line Managers should be contacted in the first instance, in relation to any specific queries on Policy content. Line Managers should then escalate queries which they are unable to address, to the Policy Author.

12.0 References


‘Protocol for Joint Investigation of Alleged and Suspected Cases of Abuse of Vulnerable Adults’ (HSCB, PSNI, RQIA, July 2009)

Achieving Best Evidence in Criminal Proceedings in interviewing Victims and Witnesses (Jan 2012)


Adult Safeguarding Northern Ireland - Regional and Local Partnership Arrangements, DHSSPS March 2010.

SHSCT Adult Safeguarding and Protection, Policy and Guidance, Jan 2012
Adult Safeguarding and Protection,
Guidance
1.0 Introduction
The Trust “Interim Safeguarding Vulnerable Adults Policy, Guidance and Operational Procedure” are based on the ‘Safeguarding Vulnerable Adults Regional Adult Safeguarding and Protection Policy & Procedural Guidance’ (DHSS&PS 2006). The Trust’s policy and procedures both endorses and complements the Regional Policy. It reaffirms the Trust’s commitment to delivering on regional requirements and builds on this by setting out Trust requirements in relation to governance arrangements. This guidance which accompanies the Trust policy is intended to assist staff in its implementation.

2.0 Purpose of Guidance
The guidance provides important background information for staff in setting out safeguarding’s underlying principles and values in addition as well as the Trust’s expectations of all staff. The guidance will;

2.1 Set out clearly the Trust’s expectations in relation to identification and management of cases of suspected, alleged or confirmed abuse of a vulnerable adult.
2.2 Clarify the roles and responsibilities of those involved in adult safeguarding work.
2.3 Ensure a comprehensive and consistent approach is taken in relation to adult safeguarding work across the Trust.
2.4 Promote effective multi-disciplinary and multi-agency working in relation to abuse investigations and protection planning.
2.5 Highlight and reaffirm the Trust’s commitment to regional protocols, in particular the “Protocol for Joint Investigation of Alleged and Suspected Cases of Abuse of Vulnerable Adults (2009)” and meet requirements under “Ensure early detection of abuse of vulnerable adults and prompt intervention to offer protection.
2.6 Comply with legislative requirements as defined
2.7 Provide clear direction for managers and staff.

3.0 Definitions
3.1 The definition of a vulnerable adult and abuse are highlighted in sections 3.1 and 3.2 of the Trust policy.

Forms of abuse can be categorised as follows:
- physical abuse (including inappropriate restraint or use of medication)
- sexual abuse
- psychological abuse
- financial or material abuse
- neglect and acts of omission
• institutional abuse and
• discriminatory abuse

Incidents of abuse may be multiple, either to one person in a continuing relationship or service context or to more than one person at a time.

Any or all types of abuse may be perpetrated as the result of deliberate intent and targeting of vulnerable people, negligence or ignorance.

The Law Commission for England and Wales (1995) Mental Incapacity Report No. 231 London HMSO makes use of the concept of significant harm as an important threshold when considering the nature of intervention and defines this as including not only ill-treatment. (Including sexual abuse and forms of ill-treatment which are not physical) but also the impairment of physical, intellectual, emotional, social or behavioural development. Significant harm may include the degree, extent, duration and frequency of harm’.

4.0 Specialist Roles
4.1 Lead professional for Adult Safeguarding
The lead professional for adult safeguarding line manages the Trust’s Adult Safeguarding Specialist. The role also amongst other things;
• Provides strategic direction in the development of adult safeguarding policies, procedures, systems and processes within the trust
• Provides support to directorates in reviewing adult safeguarding investigations and outcome with particular reference to responding to SAI’s, complaints. In the future this will include responding to Serious Case Reviews (SCRs) on behalf of the Trust
• Represents the Trust on various Northern Ireland Adult Safeguarding partnership (NIASP) work streams
• Represents Social work on the Trust Local Adult Safeguarding Partnership (LASP)
• Chairs the Trust Adult Safeguarding Forum
• Chairs a number of key LASP work streams

Adult Safeguarding Team
The safeguarding team does not hold operational responsibility for adult safeguarding investigations however it does amongst other duties;
• The Trust Adult Safeguarding Manager is responsible for overseeing the implementation and monitoring of Adult Protection procedures across
Directorates within the S.H.S.C Trust in line with Regional Guidance.

- Work in Partnership with the S.H.S.C Trust Training and Work force Development Team to inform and implement an Adult Safeguarding/Protection Training strategy.
- Develop an Adult Safeguarding communications and awareness raising strategy with a range of external stakeholders including the general public.
- Provide consultation, advice and guidance to managers and staff within the trust undertaking Adult Protection work.
- To chair strategy meetings and Adult Protection case conferences in complex Adult Protection Investigations e.g. Institutional settings and were multi-agency involvement is warranted.
- Engage where appropriate, in direct practice with vulnerable adults and families including co-working with other practitioners.

4.3 **Designated Officer**

A Designated Officer is a professional member of Trust staff with management experience who has received additional specialist training in relation to adult safeguarding work. The Designated Officer has a number of key functions under the Adult Safeguarding and Protection Policy, these include;

- Deciding whether an investigation under Adult Safeguarding and Protection Policy & Procedures is appropriate;
- Nominating an Investigating Officer;
- Providing line management support to the Investigating Officer; and
- Retaining overall responsibility for the co-ordination of the investigation.

The Designated Officer’s role involves directing of the investigation and he/ she is responsible for the decision making. Only staff trained and appointed as Designated Officers should fulfil this role.

4.4 **Investigating Officer**

Is a professional member of Trust staff who has had additional specialist training in relation to adult safeguarding work. The Investigating Officer is responsible for;

- Conducting an adult safeguarding investigation
- Ensuring that an effective protection plan is in place.

Only staff trained and appointed as Investigating Officer by their Service Group can fulfil this role.

4.5 **Specialist Interviewer**

Is a professional member of Trust staff who has successfully completed the eight day “Achieving Best Evidence” course. The role involves joint working with PSNI in
terms of interviewing vulnerable or intimidated witnesses.

4.6 Staff trained in the Protocol for Joint Investigation

Most Adult Safeguarding and Protection investigations involve a Designated Officer and an Investigating Officer. In cases where crime is suspected, a Joint Agency Consultation with PSNI should take place. If a Joint Investigation is initiated, staff trained in the Protocol for Joint Investigation of Alleged and Suspected Cases of Abuse of Vulnerable Adults (DHSS&PS, RQIA & PSNI July 2009) can be nominated by the Designated Officer to gather preliminary information to help inform the strategy planning meeting and if appropriate, in conjunction with PSNI, conduct a clarification discussion with a vulnerable adult. Ideally the same staff member conducting the clarification interview should also conduct the “Achieving Best Evidence” interview. However, it must be stressed that only staff trained as Specialist Interviewers under Achieving Best Evidence in Criminal Proceedings (NI) Guidance for Vulnerable and Intimidated Witnesses including Children (Jan,2012)", in conjunction with PSNI colleagues’ can interview vulnerable and intimidated witnesses in order to enable them to give their best evidence in court.

Principles

5.1 The Southern Trust recognises that abuse of vulnerable adults is everyone’s business and therefore requires all Trust staff and services commissioned by the Trust (private, voluntary, independent sector) to be alert to the possibility of abuse.

5.2 Trust staff who have concerns regarding alleged, suspected or confirmed abuse of a vulnerable adult, have an obligation to report their concerns immediately.

5.3 All allegations of abuse of a vulnerable adult will be fully investigated and a protection plan put in place where appropriate.

5.4 The Southern Trust is fully committed to ensure that staff working with vulnerable adults are properly vetted in keeping with Safeguarding Vulnerable Groups Order (N.I) 2007.

5.5 The Trust will ensure that all staff working with vulnerable adults are appropriately trained in adult safeguarding work. The level of training will be commensurate with the individual’s role and responsibilities. In regulated services, training and refresher training will be provided in keeping with the Residential Care Homes Minimum Standards (DHSSPS Aug 2011), the Day Care Settings Minimum Standards (DHSSPS Jan 2012) and the Domiciliary Care Agencies Minimum Standards (DHSSPS Aug 2011). Reporting
requirements in relation to regulated services will be strictly adhered to and RQIA procedures for reporting will be followed.

5.6 The Trust’s “Interim Safeguarding Vulnerable Adults Policy, Guidance and Operational Procedure. (Jan 2012) will be fully implemented.

5.7 In situations where alleged, suspected or confirmed abuse occurs, the Trust will act promptly to protect the individual and to investigate the abuse.

5.8 Principles around consent and capacity contained within “GOOD PRACTICE IN CONSENT. Consent for Examination, Treatment or Care.” (March 2003) will be adhered to.

5.9 Any decision taken regarding the possibility of overriding consent will be carefully assessed and a clear rationale for overriding consent will be required.

5.10 Human rights legislation will be considered in all cases and the rights of the individual will be recognised as of paramount importance.

5.11 The Trust will avoid unnecessary or premature initiation of a vulnerable adult investigation.

5.12 In situations where an alleged perpetrator is a Trust employee, all actions necessary to protect the vulnerable adult will be taken. This will include consideration of disciplinary procedures, with particular reference to precautionary suspension or change of duties while the investigation is being conducted.

5.13 In all situations involving Trust employees (or paid carers), consideration must be given to the employer obligations as outlined in the Safeguarding and Vulnerable Groups (Northern Ireland) Order 2007 (SVG Order). DHSSPS

5.14 In all situations involving Trust employees, consideration will be given to whether referral to the person’s professional body is appropriate.

5.15 In line with Joint Protocol procedures the Trust will refer all cases where a crime is suspected, referral to PSNI.
5.16 The Trust will work in partnership with the vulnerable adult, carers and relevant others.

5.17 All services commissioned by the Trust are expected to report concerns regarding abuse of vulnerable adults to the relevant service group within the Trust. Regulated services must comply with the *Residential Care Homes Minimum Standards (DHSSPS Aug 2011)*, the *Day Care Settings Minimum Standards (DHSSPS Jan 2012)* and the *Domiciliary Care Agencies Minimum Standards (DHSSPS Aug 2011)*.

5.18 Services commissioned by the Trust are required to comply with legislative requirements and regional policies, procedures and protocols. Furthermore, commissioned services must have in place Adult Safeguarding and Protection arrangements that are compatible with the Southern Trust’s Adult Safeguarding and Protection arrangements.

5.19 Standardised recording and monitoring systems will be put in place. and all relevant staff are required to comply with recording and information requirements.

5.20 Annual audits will take place to ensure Trust compliance with the *Interim Southern Health & Social Care Trust Safeguarding Vulnerable Adults Policy, Guidance and Operational Procedures (Jan 2012)*

### 6.0 Implementation and Training

6.1 This policy should be implemented by all Service Groups and all staff are required to comply with the Policy and Guidance. In addition specific procedures have been developed to provide step by step guidance to the management of vulnerable adult investigations and protection planning. In order to ensure effective implementation the Southern Trust has in place a Learning & Development Adult Safeguarding and Protection Training strategy. This strategy recognises that Trust staff are required to be aware of the policies and procedures in relation to Adult Safeguarding and Protection work and their role and responsibilities within this. Staff need to be trained to a level commensurate with the responsibilities of their post.

An extensive training programme has been developed to ensure staff are provided with the necessary knowledge and skills to deliver, in terms of the obligations under the Adult Safeguarding and Protection Policy. A policy implementation plan is...
attached which sets out the various methods to be used to ensure all Trust staff will be aware of and familiar with the *Interim Southern Health & Social Care Trust Safeguarding Vulnerable Adults Policy, Guidance and Operational Procedures (Jan 2012)*
## Policy Implementation Plan

<table>
<thead>
<tr>
<th>Policy Title:</th>
<th>“Interim Southern Health &amp; Social Care Trust Safeguarding Vulnerable Adults Policy, Guidance and Operational Procedures” (Jan 2012)</th>
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<tbody>
<tr>
<td>Accountable Director:</td>
<td>Paul Morgan</td>
</tr>
<tr>
<td>Policy Author:</td>
<td>Patricia Trainor; Lead Social Worker for Adult Safeguarding</td>
</tr>
<tr>
<td>Coordinator for implementation Plan:</td>
<td>Eamonn Sherry; Trust Adult Safeguarding Specialist Manager</td>
</tr>
<tr>
<td>Date Approved By Policy Scrutiny Committee:</td>
<td></td>
</tr>
<tr>
<td>Date Approved By SMT:</td>
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<tr>
<td>Key Tasks</td>
<td>Action Taken/Planned</td>
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<tr>
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<tr>
<td>Communicating and Engaging Staff</td>
<td>1. Circulate the policy, guidance and procedures to all staff via Directorates</td>
</tr>
<tr>
<td></td>
<td>2. Information on the policy to be included in the staff E-brief</td>
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<tr>
<td></td>
<td>3. Copy of the policy, guidance and procedures to be uplifted onto the Trust Intranet</td>
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<tr>
<td></td>
<td>4. Copy of the policy, guidance and procedures to be tabled at the different professional governance meetings for discussion.</td>
</tr>
<tr>
<td></td>
<td>5. Circulate the policy, guidance and procedures to all Voluntary sector, statutory and independent sector partners for their information.</td>
</tr>
<tr>
<td>Involving service users and carers</td>
<td>1. The Local Adult Safeguarding Partnership (LASP) Communication and User Involvement work stream will be consulted on the best way of informing service users and carers about the Trust policy and how it can be accessed.</td>
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<tr>
<td>Training</td>
<td>1. Three awareness raising sessions to be held for HOS to familiarise them with their role and responsibilities. 2. Approximately 200 staff have already been trained in undertaking the role of</td>
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<tr>
<td>Evaluation</td>
<td>1. The Trust safeguarding team will administer a service user satisfaction survey that has been agreed by the Southern LASP and the LASP Communication and User Involvement work stream</td>
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