



## **East Lothian and Midlothian Public Protection Committee**

### **Minimum requirements for an agency Adult Support and Protection Policy**

# Minimum requirements for an agency Adult Support and Protection policy

The following is guidance for agencies either writing or updating their Adult Support and Protection Policy. Each agency is required to provide statements relating to each header and based on the practice within their own agency. The examples of information provided below are not exhaustive and should be used as a guide for the minimum information required.

## Front page

<b>Title of document</b>	
<b>Date of Publication/Review Monitoring</b>	
<b>Designated Adult Protection Officer (APO) and contact details</b>	Include contact details out with normal working hours

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<b>Key Principles – High Level Statements</b>	<p>This statement should focus on your agency’s overarching responsibility in respect of keeping adults safe.</p> <p>Each agency has a duty and responsibility to ensure that every adult is safe and protected and their overall wellbeing needs are met. It is the agency’s responsibility to ensure that anyone working within the agency, including volunteers, is aware of and adhere to agency procedures.</p>
<b>Duty of Care</b>	<p>It is the responsibility of anyone working in the agency, including volunteers, where harm/abuse is suspected, evidenced or witnessed and, that concerns are shared with the agency’s designated Adult Protection Officer/Co-ordinator and in accordance with agency procedures.</p>

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<b>Roles and Responsibilities</b>	<ul style="list-style-type: none"><li>• Listen, value and respect</li><li>• Work in an open and transparent way</li><li>• Identify and report information immediately to the Health &amp; Social Care Partnership and The Care Inspectorate for consideration of further investigation.</li><li>• All allegations against anyone working within the agency, including volunteers, are taken very seriously and</li></ul>
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	<p>investigated. This information should also be shared with Health &amp; Social Care Partnership for consideration of further investigation.</p> <ul style="list-style-type: none"> <li>• Any allegations made against anyone working within the agency, including volunteers, will be shared with partner agencies in accordance with relevant policies/procedures</li> <li>• Any suspicion of criminality will be shared with Police Scotland</li> </ul>
<p><b>Good Practice Do's and Don'ts</b></p>	<p><b>Do's</b></p> <ul style="list-style-type: none"> <li>• Listen, support and respect</li> <li>• Reassure the adult that they have done the right thing by speaking to you</li> <li>• Report any concerns immediately</li> <li>• Record the information gathered as soon as possible using the identified agency recording method</li> <li>• Be mindful in changes in the individual's behaviour, both physical and emotional</li> <li>• Consider the adults overall safety</li> </ul> <p><b>Don'ts</b></p> <ul style="list-style-type: none"> <li>• Make a false promise</li> <li>• Promise confidentiality</li> <li>• Interview the adult or ask any leading questions</li> <li>• Assume that someone else will share the concern</li> <li>• Assume that someone else will report the concern</li> <li>• Take any further action unless instructed to do so</li> </ul>
<p><b>Good Practice: Practice to be Avoided: Unacceptable Practice</b></p>	

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<p><b>Information Sharing: Consent</b></p>	<ul style="list-style-type: none"> <li>• Never promise confidentiality and remind them that any adult protection concerns will be shared and with whom.</li> <li>• Report concerns within 24hrs of notification to the Health &amp; Social Care Partnership and the Care Inspectorate</li> </ul> <p><a href="https://emppc.org.uk/file/Adult_Protection/EMPPC_-_A_practitioners_guide_to_information_sharing_to_support_the_wellbeing_of_adults_-_16-10-19_v2.pdf">https://emppc.org.uk/file/Adult_Protection/EMPPC - _A_practitioners_guide_to_information_sharing_to_support_the_wellbeing_of_adults - 16-10-19 v2.pdf</a></p>
<p><b>Note Taking and Record Keeping</b></p>	<ul style="list-style-type: none"> <li>• Record information shared as soon as possible including the date and time</li> <li>• Record any information shared in the individuals own words</li> <li>• Differentiate between and state what is fact and what is opinion</li> <li>• Record the presentation and the emotional state of the adult</li> <li>• Record information shared on your identified agency's recording sheet/system</li> </ul> <p>You may wish to make note within your agency's Adult Protection policy what arrangements are in place for secure storage of Adult Protection information/records</p>

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<b>Allegations Against Staff</b>	<ul style="list-style-type: none"> <li>• Each agency should note what action would be taken on receipt of an allegation against anyone working within the agency, including volunteers and in accordance with what policy</li> <li>• All allegations against anyone working within the agency, including volunteers, will be shared with partner agencies in accordance with relevant policies/procedures</li> <li>• Any suspicion of criminality will be shared with Police Scotland</li> <li>• Where staff have been suspended/dismissed this must be reported to the relevant registered professional body eg. Scottish Social Services Council (SSSC), Nursing and Midwifery council,</li> </ul>
<b>Safe Recruitment: Selection: Induction (including Volunteers and Part Time Staff)</b>	<ul style="list-style-type: none"> <li>• Anyone working within the agency, including volunteers will be PVG checked</li> <li>• All PVG checks should be kept up to date</li> <li>• References will be sought and verified for anyone working within the agency, including volunteers, prior to appointment</li> <li>• Anyone working within the agency, including volunteers, will receive an induction and support for Adult Protection which follows national and agency guidance</li> <li>• Induction will cover the expectations of anyone working within the agency, including volunteers</li> <li>• Each agency should provide a statement about how your agency will manage whilst awaiting PVG or reference</li> <li>• If using external agency staff it is the responsibility of the Manager to ensure the agency workers has an up to date PVG prior to working within the agency</li> </ul>
<b>Internet Safety: Social Media : New Technologies: Photography: Video Recording</b>	<ul style="list-style-type: none"> <li>• Each agency should provide a statement about the safe boundaries your agency expects staff to have in relation to the use of social technology</li> <li>• Each agency should ensure that they include a statement in relation to its policy of photographing and filming of adults</li> </ul>

	<ul style="list-style-type: none"> <li>Each agency should also provide a statement about what safeguards are in place in relation to an adult's use of social technology within the agency</li> </ul>
<b>Whistle Blowing and Support</b>	<ul style="list-style-type: none"> <li>Each agency should include a statement and a link in relation to its whistle blowing policy</li> <li>It is a mandatory requirement that anyone working within the agency, including volunteers, has undertaken Adult Support and Protection awareness raising and response training prior to engaging in direct contact with the adult</li> <li>Awareness raising and response training should be refreshed by anyone working within the agency, including volunteers, via agreed methods (i.e. face to face or elearning a minimum of every 24 months)</li> </ul>

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<b>Links to Key Legislation</b>	<ul style="list-style-type: none"> <li>An exhaustive list is not necessary, however, a minimum list of key legislation/ guidance/ procedures should include the following: Adult Support and Protection ( Scotland ) Act 2007 Mental Health Care and Treatment ( Scotland) Act 2003 Adults with Incapacity (Scotland) Act 2007</li> <li>Community Care and Health (Scotland) Act 2002</li> </ul>
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