Level 2 Diploma in Care

DCHS9: Safeguarding and protection in care settings.

Unit reference D/615/7144

Learners name…………………………………………………………… Place of Work……………………………………

Understand principles of safeguarding adults.

1.1 Explain the term 'safeguarding'.
The term safeguarding refers to looking after the rights, health, and safety of vulnerable individuals. It involves protecting vulnerable adults from abuse and ensuring that they have the right to a safe environment and life. Safeguarding also means protecting vulnerable individuals from suffering neglect and ensure to uphold their quality of life. The Care Act 2014 defines "adult safeguarding as protecting an adult's right to live in safety, free from abuse and neglect."

1.2 Explain own role and responsibilities in safeguarding individuals.
As a care worker, one must always ensure to fulfil their responsibilities on time. Not fulfilling the responsibilities also means that one is knowingly harming others or risking their lives. It is also the responsibility of the care worker to not neglect if he has come across any kind of symptoms of abuse in the individual he is working with. The other role and responsibilities include being aware of the policies and procedures, knowing how to identify the symptoms of abuse, protecting others, and not harm or neglect others.

1.3 Define the following terms:

- physical abuse refers to when an individual's body is injured or hurt due to some kind of physical assault, hitting, slapping, or pushing.
- domestic abuse refers to any incident of abuse between two people who have an intimate relationship with each other barring age, gender, or sexuality. The abuse can be sexual, financial, or emotional.
- sexual abuse involving a person in a sexual relationship and activities without his/her consent. Sexual abuse includes 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 to.
- emotional/ psychological abuse refers to when a person is pushed to feel unloved, worthless, and uncared for. It includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyberbullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks
- financial/material abuse is the use of a person's money and other belongings without their permission. This could be theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection to wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions, or benefits

- modern slavery refers to practices that involve slavery, human trafficking, and forced labour and domestic servitude. Traffickers and slave masters use different means to forcefully keep the individuals as a slave under a lifetime of servitude, the life of abuse, and inhumane treatment.
- Discriminative abuse refers to an individual or group being treated unequally because of characteristics identified in the Equality Act 2010. It involves ignoring a person's values, beliefs and culture and includes forms of harassment, slurs, or similar treatment because of race, sex, gender reassignment, age, disability, sexual orientation, religion or similar belief, marital or civil partnership status, pregnancy or maternity
- institutional /organisational abuse happens where services provided are focused on the needs of the organisation. For example, not providing choice over mealtimes or bedtimes because this is easier for the organisation. It includes neglect and poor care practice within an institution or specific care setting such as a hospital or care home or in relation to care provided in one's own home. This may range from one-off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, processes, policies, and practices of the organization.
- self-neglect is a person's failure or refusal to take care of their own basic needs. Neglecting to care for one's personal hygiene, health or surroundings can include a wide range of behaviours such as hoarding
- neglect by others is also known as the 'omission to act' or 'failure to act'. It is a failure to meet the basic needs of the individual. It includes ignoring medical, emotional, or physical care needs, failure to provide access to appropriate health, care, and support or educational services, and the withholding of the necessities of life, such as medication, adequate nutrition, and heating.

1.3 Describe harm.

Harm refers to ill-treatment (including sexual abuse, exploitation, and forms of ill-treatment which are not physical); the impairment of health (physical or mental) or development (physical, intellectual, emotional, social, or behavioural); self-harm and neglect; unlawful conduct which adversely affects a person's property, rights or interests (for example, financial abuse)

1.4 Describe restrictive practices.

This term refers to actions that may need to be used such as physical restraint or use of devices, medication, or seclusion. Restrictive practice must always be legally and ethically justified and must ever only be used when absolutely necessary to prevent serious harm. Any restrictive practice that is used inappropriately will almost certainly be a breach of human rights.

Know how to recognise signs of abuse.

2.1 Identify the signs and/or symptoms associated with each of the following types of abuse:

- physical abuse- unexplained injuries that have not been treated. These injuries can be of different ages and at different places. For instance, broken bones, bruises, unexplained loss of clumps of hair bite, burn or scald marks.
- domestic abuse- These injuries can be of different ages and at different places. For instance, broken bones, bruises, unexplained loss of clumps of hair bite, burn or scald marks.
- sexual abuse- Pain, sores, and bruising around the inner thighs and genital, anal, or breast areas. Bloodstained underwear. Pain and discomfort when walking or sitting. Sexually transmitted infections and pregnancy are indicators for sexual activity and can indicate abuse if the person does not have the capacity to provide consent.

- emotional/ psychological abuse- Anxiety, Lack of confidence, Low self-esteem, Disturbed sleep.
- financial/material abuse Bills not being paid. Loss of assets such as a house being sold and the money from the sale disappearing. Expenditure is higher than the living conditions suggest. Not having enough food or clothing.
- modern slavery- Signs of physical or psychological abuse, being malnourished or unkempt, appearing withdrawn. Rarely being allowed to travel on their own, seemingly under the control and influence of others, rarely interacting or appearing unfamiliar with their neighbourhood or where they work. Having few or no personal belongings or documents. Avoiding eye contact, appearing frightened or hesitant to talk to strangers and law enforcers.
- discriminatory abuse- Poor service that does not meet the person's needs. Verbal abuse and disrespect. Exclusion of people from activities and/or services.
- institutional/ organisational abuse- Poor care standards, Rigid routines, Lack of staff, learning, development, and support.
- self-neglect- malnutrition, dehydration, bedsores, dirty clothing, and bedding taking the wrong dosage of medication.
- neglect by others- malnutrition, dehydration, bedsores, dirty clothing, and bedding, taking the wrong dosage of medication.

2.2 Describe factors that may contribute to an individual being more vulnerable to abuse.

Factors that may contribute to an individual being more vulnerable to abuse can be categorized into personal factors and societal factors.

The personal factors include- not having the mental capacity to make decisions for the safety of self, difficulty in communication, being physically dependent on others for care and support, the experience of abuse in the previous relationship or childhood, and low self-esteem

The societal factors may include- Being cared for in a care setting, that is, being dependent on others. Not getting the right amount or the right kind of care that they need. Isolation and social exclusion. Stigma and discrimination. Lack of access to information and support. Being the focus of anti-social behaviour.

Know how to respond to suspected or alleged abuse.

3.1 Explain the actions to take if there are suspicions that an individual is being abused.

If there are suspicions that an individual is being abused, one must start by noticing the sign of physical abuse on the individual's skin, any behavioural change in the individual should not be neglected and observed very closely. After this, it is important to ask the individual as to what happened and ensure his safety. Once the suspicion is confirmed, all the policies and procedures must be followed to ensure the legislation related to abuse are complied with and the matter is timely reported to the concerned authorities. It is important that one treats all the suspicions seriously, be an active listener, and be respectful towards the individual concerned. The reporting of the abuse must be done as per the organizational policies and procedures, and a written report for the same must be documented properly.

3.2 Explain the actions to take if an individual alleges that they are being abused.

If an individual alleges that they are being abused, the most important step is to have an open ear, listen to them and take the matter seriously. After this one must reassure the individual being abused that they are safe and will not be harmed any further. One must tell the individual that they have done the right thing by telling and now it is your duty to raise the matter in front of the concerned authorities so that they can be protected from further abuse. Once the safety of the individual being abused is ensured it is imperative to report the concerns to the manager, using the employer's safeguarding policy and procedure. A written report must also and documented. If the concerns raised are not dealt with by the manager properly then the matter can be escalated using the employer's whistleblowing policy and procedure as guidance.

3.3 Identify ways to ensure that evidence of abuse is preserved.

Ways to ensure that the evidence of abuse is preserved are as under:

- Recording the evidence on a body chart
- Keep the clothing unwashed
- Keep written records in a safe place
- Take photographs, if appropriate

Understand the national and local context of safeguarding and protection from abuse.

4.1 Identify relevant legislation, national policies, and local systems that relate to safeguarding and protection from abuse.

LEGISLATIONS:

- The Human Rights Act 1998
- Female Genital Mutilation Act 2003
- The Mental Capacity Act 2005
- Safeguarding Vulnerable Groups Act 2006
- Equality Act 2010
- Health and Social Care Act 2012
- Care Act 2014
- Modern Slavery Act 2015

NATIONAL POLICIES:

- Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England
- Care Quality Commission Fundamental Standards
- Duty of Care and Duty of Candour
- Deprivation of Liberty Safeguards (DoLS)
- Professional bodies that require registration

LOCAL SYSTEMS:

- Safeguarding Adults Boards (SABs)
- Safeguarding Adults Reviews (SARs) – previously Serious Case Reviews
- Employer's agreed ways of working

4.2 Explain the roles of different agencies in safeguarding and protecting individuals from abuse.

Under the Care Act 2014, the local authorities play a key role with regards to adult safeguarding. The local authorities must:

- Conduct inquiries
- Establish if any action needs to be taken or not based on the enquiry
- Set up a safeguarding adults board (SAB)
- Arrange, where appropriate, for an independent advocate cooperate with each of its relevant partners.

4.3 Identify factors that have featured in reports into serious cases of abuse and neglect.

Factors that have featured in reports into serious cases of abuse and neglect include:

- poor or absent communication between services,
- including not sharing important information
- ineffective partnership working between services
- those receiving care and support or their families and friends not being involved in decisions made about their care
- failure to identify signs of abuse
- lack of management support or presence
- limited learning and development opportunities for workers
- poor staff recruitment processes

4.4 Identify sources of information and advice about own role in safeguarding and protecting individuals from abuse, including whistle-blowing.

The sources of information and advice can be categorised into the internal source and external sources. The internal sources include:

- Organization's policies and procedures or agreed ways of working
- Manager or the senior member of staff.

The external sources include:

- Professional bodies/trades unions: for example, Royal College of Nursing, British Association of Occupational Therapists, Chartered Society of Physiotherapy (these are examples, some information is only available to members).
- Social Care Institute for Excellence (SCIE)
- Social services
- Care Quality Commission (CQC)
- Carers Direct helpline 0300 123 1053

4.5 Identify when to seek support in situations beyond your experience and expertise.

As soon as one identifies that a particular situation is beyond his control, he should seek support from the manager or a senior colleague with the appropriate experience and expertise.

Understand ways to reduce the likelihood of abuse.

5.1 Explain how the likelihood of abuse may be reduced by:

- working with person-centered values- this means that individuals should always be the centre and the focus of the work of a care worker. It is important that their needs and opinions valued are met. When individuals are given more choice and are made to feel that they are heard, it is more likely that they open up about their abuse.

- encouraging active participation- it is important that the victims of abuse are given more independence and autonomy to make their decisions. They should be encouraged to lead independent life. Independence helps in increasing individual's confidence and take a stand for what they feel is wrong.
- promoting the choice and rights of the individual will help in enhancing their confidence and support them to take a stand for themselves by identifying what is right and what is wrong.
- supporting individuals with awareness of personal safety- educating people about personal safety and making them aware of the various legislations, organizations that can support them can greatly help in reducing the likelihood of abuse in the future.

5.2 Explain the importance of an accessible complaints procedure for reducing the likelihood of abuse.

Accessible complaints procedure can greatly reduce the likelihood of abuse as it empowers the individuals to take a stand for themselves. In case an individual faces abuse, having an accessible complaints procedure can help them boost their confidence and know that their voice will be heard and they can save themselves.

5.3 Outline how the likelihood of abuse can be reduced by managing risk and focusing on prevention.

By managing risk and focusing on prevention, the individuals vulnerable to abuse are encouraged to make their own choices, they are educated about their rights and the legislations that support them. These things in turn help to boost the individual's confidence and support him to take a stand against what is wrong.

Know how to recognise and report unsafe practices.

6.1 Describe unsafe practices that may affect the well-being of individuals.

Unsafe practices usually occur when the employer's policies and procedures are not followed properly. These may include:

- Not following an individual's care plan
- Incorrect usage of equipment
- Not using Personal Protective Equipment (PPE) when it is required
- Not providing drinks to an individual that is unable to get a drink themselves
- Not involving an individual in their care planning may lead to hurting the self-confidence of the individual
- Poor hygiene could lead to the spread of infection
- Keeping an untidy work environment
- Staff undertaking tasks that they are not trained or qualified for

6.2 Explain the actions to take if unsafe practices have been identified.

If some unsafe practices have been identified, it is important to immediately report them to the concerned authority. The reporting procedure as specified in the employer's agreed ways of working must be followed. If possible, one must do his best to remove the hazard and make the place as safe as possible. For instance, if there is some kind of leakage, then one must try to clear the place and inform the employer immediately so that the leakage could be fixed and accidents could be prevented.

6.3 Describe the actions to take if suspected abuse or unsafe practices have been reported but nothing has been done in response.

If suspected abuse or unsafe practices have been reported but no action has been taken, it is first suggested to take a follow-up and know the current situation. Then one may escalate the matter to the superior authorities. If still there is no response then one may act as a whistleblower by reporting the incident to the external authorities such as the local organizations, police, social services, and others.

Understand principles for online safety.

7.1 Describe the potential risks presented by:

- the use of electronic communication devices- devices can be stolen leading to financial theft and identity theft.
- the use of the internet- Fake news, posting unreliable information that causes panic in people
- the use of social networking sites- unknowingly connecting with cons and frauds on social networking sites, cyber bullying, sexual exploitation,
- carrying out financial transactions online- hacking of the financial account, unauthorized transactions, money theft

7.2 Explain ways of reducing the risks presented by each of these types of activity.

Online sources have no doubt made our lives very easy however they also pose great threats as discussed above. Therefore, it is important that one takes all the necessary precautions to prevent risks associated with online communication and transactions.

The following ways can be used to reduce the risks presented by online activities:

- raising awareness regarding online security
- keeping the devices up to date with the latest anti-virus
- not let anyone use your devices
- make only trusted friends online and not give in to the lucrative offers presented by complete strangers.
- Do not share your password with anyone or save your password on someone else's device
- Report immediately in case of device theft
- Always log out from a publicly used device and keep your devices locked with strong passwords if not using them

7.3 Explain the importance of balancing measures for online safety against the benefits to individuals of using electronic systems and devices.

It is very important to balance between adopting measures for online safety against their benefits to the individuals one works for. It is important to know that using online sources has its benefits as well as risk and denying someone the usage of online sources just because it has some risks attached to it would undermine their rights. Online devices, sources, and apps can help people communicate with each other and stay in touch which can subsequently help in improving their condition. In such circumstances, the best way to balance is to ensure that the individual using the devices are sensitized about the risks and are educated to safely use them. Also, it is advisable that the individuals have online access under some expert supervision. In this way, the online safety and the fulfilment of the right of the individuals will be ensured properly.