

**Easy Housing Association  
ADULT PROTECTION POLICY**

## **EASY HOUSING ASSOCIATION**

### **PROTECTING ADULTS**

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EASY HOUSING ASSOCIATION recognises that Users have a right to be safe and happy in all its activities and that carers have the right believe that EASY HOUSING ASSOCIATION to which they entrust themselves are safe.

EASY HOUSING ASSOCIATION considers that it is its duty to care for the children for whom it provides activities or services and will make every effort to do so.

### **THE AIMS AND OBJECTIVES OF EASY HOUSING ASSOCIATION**

The EASY HOUSING ASSOCIATION

The objects for which the Association is established are to provide: Housing and housing related services, support and care to homeless person(s) with particular reference to the disadvantaged and socially excluded groups such as the black and ethnic minority community, other vulnerable groups such as mental health patients, elderly and the disabled, ex-offenders and young people in the United Kingdom

### **GENERAL PRINCIPALS**

- 2.1 Suspicions or allegation of any form of Adult abuse or neglect in respect of Adults should always be investigated with great care, applying the same sensitivity and thoroughness as in any other possible case of abuse.
  - 2.2 Allegation and complaints made by Users concerned or their carers should carefully recorded noting dates and times, and what was actually said.
  - 2.3 The alleged abuse of the user or should be investigated according to Easy Housing Association's Adult Protection procedures.
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### **1. Fundamental Principles of EASY HOUSING Association's Protection work**

- 1.1 EASY HOUSING ASSOCIATION gives paramount consideration to the safety and welfare of Adults/users
- 1.2 The user should be listened to carefully and what is said taken seriously and investigated.

- 1.3 Investigation should not avoidably add to the trauma for the user. The investigation and assessment process should be sensitive to and take account of the persons background and culture.
- 1.4 Close cooperation and liaison between all professionals are essential to enable the most effective investigation and assessment to take place.
- 1.5 Carer(s) should be kept informed at all stages in the investigation and assessment but discretion must be exercised when the /carer is alleged to be the abuser.
- 1.6 The person's wishes must be taken into consideration according to health condition, age and understanding

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**In sexual Abuse Cases:**

- The purpose and timing of the medical examination should be given careful consideration.
- It is essential where female users are to be interviewed, at least one interviewer is female and advisable

**3. PROCEDURES**

- 3.1 When an allegation of abuse is made all checks should be made as set out in the adult protection procedure
- 3.2 The information about the allegation should be passed immediately to the Chair of the Management Committee who will decide how the Adult protection investigation will proceed.
- 3.3 the Chair will inform the Adult Protection co-ordinator of the Social service.
- 3.4 The Social Service procedure will take over from thereto.

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**RECRUITMENT OF STAFF AND VOLUNTEERS**

EASY HOUSING ASSOCIATION has got in place and operates a full recruitment policy where:

- All staff recruitment go through a proper interviewing and reference seeking procedure.
- All members of staff recruited go through police check.
- All members of staff receive a comprehensive induction programme
- All members of staff receive supervision and are appraised

This applies both to paid and unpaid staff (volunteers)

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The EASY HOUSING ASSOCIATION carries out all activities in accordance and with full compliance of the following legislations:

- The Adult Protection Act, Legislation to ensure the welfare and safety needs of adults are met, including their needs to be protected from harm.
- Mental Capacity Act
- **The Police Act** ; contains the provision to set up the Criminal records Bureau (CRB)
- **The Data Protection Act 1984 and 1998**
- The Human Right Act 1998

USEFUL INFORMATION AND SUPPORT AGENCIES

Age Concern

FREEPOST (SWB 30375)

Ashburton

Devon TQ13 7ZZ

Telephone: 0800 009966

Hours: 7.00am-7.00pm,  
seven days a week, 365 days a year

Geographical coverage: UK

Offers a series of factsheets designed to provide practical information for older people to help themselves, and as a definitive guide for those whose work supports older people.

Separate national organisations for England, Wales, Northern Ireland and Scotland.

Local organisations and groups are listed in the telephone directory under Age Concern.

Carers National Association

10-25 Glasshouse Yard

London EC1A 4JS

CarersLine: 080 8808 7777

10am-12pm and 2pm-4pm,

Monday to Friday

Geographical coverage: UK

Provides advice, information and support

for carers. Separate national organisations for Northern Ireland,

Scotland, and Wales.

Counsel and Care

Twyman House

16 Bonny Street

London NW1 9PG

Advice line telephone: 0845 300 7585

10.30am-4pm.

Geographical coverage: UK

Has particular expertise in residential and nursing care and runs an advice line for older people, their carers and relatives.

Public Concern at Work

Lincoln's Inn House

Kingsway

London WC2B 6EN

Telephone: 020 7404 6609

9am-6pm

Geographical coverage: UK

A legal advice organisation which can be contacted by those working with older people

without breaching any terms of employment or duty of confidentiality.

The Relatives and Residents Association

5 Tavistock Place

London WC1H 9SS

Information service telephone:  
020 7916 6055  
10 am-12.30 pm & 1.30 pm-5 pm  
Geographical coverage:  
England and Wales

The Relatives Association  
(Scotland)  
13 Pitt Terrace  
Stirling FK8 2E2  
Helpline 01786 478 898  
24hours, 365days a year

Geographical coverage: Scotland

For anyone with an older relative or friend in a care home or long-stay hospital. Both provide a "listening ear" and practical advice about problems. There is a separate national organisation for Northern Ireland.

In addition to Action on Elder Abuse, there are a number of organisations that may help when an older person is being abused:

What to do and who to contact Elder abuse – the mistreatment of an older person

In addition to Action on Elder Abuse, there are a number of organisations that may help when an older person is being abused:

Are there different kinds of abuse?

Where does abuse happen?

Who abuses?

Both older men and women can be at risk of being abused.

People can be abused in different ways. These include:

- Physical abuse
- Psychological abuse
- Financial abuse
- Sexual abuse
- Neglect

Abuse can occur anywhere:

- someone's own home
- a carer's home
  - day care
  - residential care
  - a nursing home
  - hospital

The abuser is usually well known to the person being abused. They may be:

- a partner, child or relative
- a friend or neighbour

a paid or volunteer care worker  
a health or social worker,  
or other professional  
older people may also be abused  
by a person they care for

Why does it happen?

There are many reasons why abuse occurs and these may vary with each incident. Many of its causes are not yet fully understood. Abuse may range from a spontaneous act of frustration to systematic premeditated assaults on an older person.

At home some of the causes would appear to include:

- poor quality long term relationships
- a carer's inability to provide the level of care required
- a carer with mental or physical health problems

In other settings abuse may be a symptom of a poorly run establishment. It is also likely to occur when staff are:

- inadequately trained
- poorly supervised
- have little support from management
- work in isolation

Action on Elder Abuse receives funding from  
the Department of Health and major .  
London SW16 4ER  
tel: 020 8764 7648 (admin)  
fax: 020 8679 4074  
e-mail: aea@ace.org.uk

website: [www.elderabuse.org](http://www.elderabuse.org)  
Registered Charity No: 1048397  
Action on Elder Abuse defines abuse as:  
a single or repeated act or lack of appropriate action occurring within any relationship  
where there is an  
expectation of trust, which causes harm or distress to an older person.

Action on Elder Abuse aims to prevent abuse in old age by raising awareness,  
education, promoting  
research and the collection and dissemination of information.  
For information about membership  
services, publications and training resources, contact:  
If you are being abused or are concerned about someone you know, it is very  
important to talk it  
through with someone without fear or guilt. However, you should always be aware  
that, despite  
your concerns, any older person has the right to decline assistance from any source.  
Support and information is available from  
Action on Elder Abuse through its helpline:  
If you feel the problem is very serious  
and warrants immediate action (for example  
if a person is at imminent risk of harm)  
you should contact the police.  
The number of your local police station will be in the telephone directory. In an  
emergency you should dial 999.

Adopted by the Management Committee on 12.09.05

Signed on behalf of the management committee: Mr Management Board

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