

## Issues for employees and volunteers

**If an allegation has been made about you in the course of your work then your organisation will need to provide you with support.**

This includes:

- supporting you to understand the procedures being followed
- being available to respond to your questions
- keeping you updated as appropriate
- support from your manager

You may also choose to seek support from family and friends or depending on your circumstances, a union representative, professional body/support network, some people may choose to seek advice from their legal representative

If there is a need to make changes to your working arrangements while an allegation is investigated or subsequently, your manager will speak to you about this.

If your organisation is not aware of a safeguarding adults investigation concerning your actions at work or in your private life and you work with adults at risk, you should inform them as soon as possible.

We uphold the rights to confidentiality for you and the person(s) at risk. Information will only be shared with other agencies on a need to know basis, and you will usually be informed of this.

## Information for relatives/informal carers alleged to have caused harm

**Where an incident has occurred unintentionally, for example, due to the extent of care demands on you, or your own needs as a carer, or your understanding of the person's care needs, it may be necessary to review the care and support needs of the adult at risk and your needs as a carer.**

Decisions about who the adult at risk has contact with or receives support from, should be made by the

adult at risk.

If the person lacks capacity about these particular decisions, then a decision will be required in their 'best interests' in line with the Capacity Policy.

In all cases, you may want to seek support from family and friends, or depending on your circumstances, your social worker, an advocate, carer, support group/network, legal representative or someone else.

## Information for other 'adults at risk' alleged to have caused harm

**The purpose of the safeguarding adult procedures is to keep people safe.**

If your actions have caused someone else to be harmed, then it will be necessary to find ways to keep them safe in the future. There may need to be a decision about whether you have contact with them in the future, and if so, how often or how this is managed

If the incident has occurred because you need more support or a different kind of support, then your needs and services will also be reviewed.

If you lack the capacity to make these decisions yourself, then a decision about your support needs will be made in your 'best interests' in line with the Mental Capacity Policy, taking your views and wishes into account.

In all cases, you may want to seek support from family and friends, or depending on your circumstances, your social worker, an advocacy worker, carer, support group/network, legal representative or union representative or someone else

## If I have questions about the investigation, who can I speak to?

You can speak to the Safeguarding Investigating Officer or Safeguarding Senior Social Worker. If concerns have been raised about your practice or actions in work you should speak to your employer in the first instance.



## Information and guidance for individuals who have been named within an allegation as causing harm or abuse to an adult at risk and guidance for other interested parties

***This leaflet:***

- ***contains guidance for people who have been named within an allegation as potentially causing abuse to an adult at risk.***
- ***offers that person advice on what will happen while the allegations are investigated.***
- ***offers guidance for employers or the carers of people who are involved in an allegation, or other people at risk who may have been named within an allegation.***



## Who is this leaflet for?

This leaflet is provided for individuals who have been named within an allegation as causing abuse or harm to an adult at risk.

When an allegation is made a Safeguarding Adults investigation may be needed in order to find out what has happened.

If an allegation has been made about your actions we recognise this can be a difficult and stressful time. You may have questions about how the allegations are being investigated and how decisions will be reached.

This leaflet is intended to answer common questions. It explains what a safeguarding adult investigation involves and how you can expect to be treated within these procedures.

## What is Safeguarding Adults?

**‘Safeguarding Adults’ is the name given to the multi-agency procedures used to protect adults at risk from abuse.**

- when an allegation has been made, an investigation is undertaken to find out what, if anything, has happened
- the findings from the investigation are used to decide whether abuse or harm has happened and whether the adult at risk needs a safeguarding plan
- A safeguarding plan is a list of actions that are required to keep the person safe

## Key Roles

The Safeguarding Senior Social Worker is a senior person from States of Jersey Adult Social Services who has been appointed to oversee safeguarding arrangements.

The investigation will be undertaken by an Investigating Officer, this will usually be a social worker, or care manager, nurse or the manager in the service where the concerns have arisen.

## What does a safeguarding investigation involve?

The purpose of a safeguarding investigation is to protect the adult at risk.

## Its aims are to:

- establish the facts about an incident or allegation
- understand the risk of harm to the person
- understand how the person can be kept safe in the future

In many cases, issues can be addressed promptly and safely through changes to care planning or service provision.

The investigation may involve a range of activities depending on the circumstances. It can include interviewing people who have witnessed or been involved in the incident. It might also involve reviewing records or policies and procedures.

Sometimes other investigations may also be needed under other procedures. For example, if a criminal offence is suspected the police may undertake an investigation, and if so, this will take priority.

If the person is an employee, then a disciplinary process may be required. There may also be a need for an internal incident investigation.

A safeguarding investigation is separate from these, but often it is possible for organisations to work together so that people do not need to be interviewed more than once.

## Fairness

Care will be taken to make sure the safeguarding investigation is conducted in a way that is fair to all concerned.

The following principles apply:

- an investigation will be carried out impartially
- an investigation will be undertaken with an open mind as to what has or has not happened
- an investigation will base its findings on the established facts
- if concerns have been raised about your actions then you will have a chance to respond to these allegations
- you will have an opportunity to respond to the findings of the investigation

If you are being interviewed you can have someone with

you for support if you find that helpful. If you have particular communication needs these will be provided for.

If you feel that the investigation is not being undertaken fairly you can raise your concerns with the Safeguarding Investigating Officer or Safeguarding Senior Social Worker. You may also wish to make a complaint. This can be done by using the Community and Social Services Department Complaints process

## Reviewing the findings of the investigation

The findings of the investigation will be reviewed and a decision made as to whether there is evidence, on the balance of probabilities, as to whether abuse has occurred.

Your views on the allegation and the investigation's findings will be included in this decision. You will be informed of decisions made.

Throughout the safeguarding investigation, decisions will need to be made as to whether any actions are needed to keep the adult at risk or others safe. These decisions reviewed once the investigation is completed.

Depending on the nature and seriousness of the allegations, these decisions may be made by the Safeguarding Senior Social Worker or at a Case Conference Meeting.

A Case Conference Meeting is held where it is helpful for all concerned to meet and discuss the findings of the investigation. The meeting will include those people involved in undertaking investigation or taking actions to keep people safe. It will usually include the adult at risk.

If an allegation has been made about your actions or practice, relevant information will be shared to assist with decision making.

## What can I do if I disagree that my actions amount to abuse?

If, following the investigation, you feel the decision about whether you have abused or caused harm to an adult at risk has been reached unfairly; you can use the Community & Social Services Complaints Procedure. The investigation officer or Safeguarding Senior Practitioner will be able to give you this information