



Tavistock Memory Café – Safeguarding Policy – Nov 2023

Safeguarding ‘Adults at risk of Abuse’ (Care Act 2014) (Part 1)

Who is an adult at risk of abuse?

An adult (one who is 18 years of age or over) who; has needs for care and support (whether or not any organisation is meeting any of those needs), and is experiencing, or is at risk of abuse or neglect. Is a person who, as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

What is safeguarding?

Safeguarding means protecting people's health, wellbeing, beliefs and human rights, and enabling them to live free from harm, abuse and neglect. It is fundamental to high-quality health and social care. Safeguarding must have a zero tolerance approach.

What might constitute abuse and neglect?

- Abuse and neglect can take many forms. Abuse or neglect is considered to have taken place whether it consist of a single or repeated acts.
- It may be physical such as hitting, pushing or a misuse of medication.
- Abuse may be psychological and may include, a threat of abandonment, coercion, and/or controlling intimidation.
- It may be an act of financial or material abuse, theft, the misuse or misappropriation of property or possessions.
- An abuse may occur when an ‘adult at risk’ is pressured into a sexual act to which he or she has not consented, or cannot consent.

This list is not exhaustive and it is recommended, when in doubt, that reference is made to the E-learning course, details of which are given below.

The aims of safeguarding for people who use Memory Café services (Care Act 2014)

Safeguarding ‘adults at risk’ includes:

- Prevention of harm and reducing the risk of abuse or neglect to adults with care and support needs.
- Safeguarding adults in a way that supports them in making choices and having control about how they want to live.
- Promoting an approach that concentrates on improving life for the adults concerned.

We help to safeguard people by:

1. Using information we receive (particularly when safeguarding concerns are raised about abuse, harm or neglect) to look at the risks to people who use Memory Café services.
2. Working with partners such as Dementia Advisors, local GPs, the police, local councils, health agencies, other regulators and government departments.
3. Referring concerns to Dementia Advisors, local GPs, Social Care Services, NHS services, local councils and/or police for further investigation.
4. Acting on a disclosure of alleged abuse which may be made to a volunteer, member, or associated person.
5. Acting on an observation of alleged abuse which may be seen by a volunteer, member, or associated person.
6. Reporting of any disclosure or observation (or concern) of abuse or neglect to the named Lead Person within the Memory Café who will take the matter forward in line with this Policy. It is not their responsibility to investigate the allegation or the observation.
7. The Lead Person will require a certain amount of information from the volunteer, member, or associated person which will include details of the person who has disclosed that they have been abused and the person they allege to be the abuser, the type of abuse, where the abuse has taken place and when. The same will apply to an observation of abuse.
8. The Lead Person will contact the Devon Safeguarding Helpline on the number below.

Tavistock Memory Café Lead Person is: Heather Rayne

To report suspected abuse or neglect call Care Direct on 0345-1551 007

or email: safeguardingadultssouth-mailbox@devon.gov.uk

In an emergency dial 999

Information about reporting a safeguarding concern is here:

<https://www.devonsafeguardingadultspartnership.org.uk/reporting-a-concern/>

Safeguarding E-Learning email: safeguardingadultstraining-mailbox@devon.gov.uk

Reviewed and agreed by the Board of Trustees on:

November 2023

Next review date: November 2024