Triangle Community Garden

Safeguarding Adults at Risk Policy and Procedure

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Revision History

Date	Details	Author	Review by
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1. Policy Statement

1.1. Purpose

The Triangle Community Garden (TCG) **operates a policy of zero-tolerance of abuse.** TCG believes that all adults at risk have a right to live and work, be cared for, and be supported in an environment free from abuse, harassment, violence or aggression. Safety from harm and exploitation is one of our basic needs. Being or feeling unsafe undermines our relationships and self-belief. Safeguarding is a range of activities aimed at upholding a person's right to be and feel safe. Safeguarding is everyone's business, a key part of health and social care practice and central to the service provided by the Triangle Community Garden.

1.2. Scope and Definitions of who this policy applies to

The aim of this policy and procedure is to provide those engaged with the Triangle Community Garden i.e. staff, volunteers, trustees, support workers, gardeners, tutors, hirers and contractors (see box overleaf for definitions of those terms), with information on the appropriate action to take to safeguard adults at risk, from abuse. It sets out the responsibilities of those engaged with TCG in the recognition and prevention of abuse, and the actions to take in the event that abuse is suspected or identified.

An easy read version of this policy is available.

1.3 Context

As a voluntary sector provider of services funded by Hertfordshire County Council, the Triangle Community Garden is required to comply with Hertfordshire County Council policies.

This policy and procedure is based on, and should be used in conjunction with the latest version of the **Hertfordshire Safeguarding Adults at Risk Procedure**, produced by HSAB (The Hertfordshire Safeguarding Adults Board) and available at: https://hertfordshireadultsg.trixonline.co.uk/ which is the one procedure in the county to be used by public agencies and private voluntary services in the safeguarding of adults at risk of abuse.

1.4 Policy Statement

The Triangle Community Garden will work together with other organisations, to prevent abuse occurring; and if/when abuse does occur, to ensure that adults at risk are protected from further harm.

This policy sets out to ensure that:

- the needs and interests of adults at risk are always respected and upheld
- the human rights of adults at risk are respected and upheld
- a proportionate, timely, professional and ethical response is made to any adult at risk who may be experiencing abuse
- all decisions and actions are taken in line with the Mental Capacity Act 2005
- each adult at risk maintains:
    - choice and control
    - safety
    - health
    - quality of life
    - dignity and respect

Definitions:

Throughout this document the term '**adult at risk'** is used to describe an adult who:

has needs for care and support (whether or not the authority is meeting any of those needs), **and** is experiencing, or is at risk of, abuse or neglect **and** as a result of those needs, is unable to protect him or herself against the abuse, neglect, or the risk of it.

Those engaged with the Triangle Community Garden include the following:

Staff:	Anyone contracted to carry out a specific role within the Triangle Community Garden (TCG), whether paid or unpaid, with the exception of project volunteers and casual volunteers. Unpaid staff roles include activity leader, bookings clerk, workshops coordinator, workshop opener/closer, etc.
Triangle Activity leader :	An activity or event organiser – see above
Support Worker:	A support worker **employed by TCG** to support a session of Growing Ability, New Shoots or GOGA ,etc
1:1 Support worker	A support worker **employed by TCG** to provide 1:1 support to an individual at one of our social care projects
External Support Staff	A support worker **not employed by TCG** who attends the one of our projects to provide support to a gardener or service.
Project volunteer:	A volunteer supporting the work of one of TCG's projects (eg Growing Ability, New Shoots, GOGA etc)
Casual volunteer:	A volunteer participating in community gardening activities or community events organised by TCG.
Volunteer:	Collective term covering project and casual volunteers
Visitor:	Anyone attending a Triangle Garden workshop, walk or non-volunteering activity, or visiting the site
Gardener:	Someone attending one of our social care services eg Growing Ability, New Shoots, GOGA, Summer Scheme
Tutor:	Anyone contracted to conduct a workshop or activity on behalf of the Triangle Garden
Hirer (organised group):	Anyone hiring our venue or gazebos for group activities for which they have a duty of care
Hirer (casual):	Anyone hiring our venue or gazebos for their own purposes eg a private party
Contractor:	Anyone undertaking maintenance or other work on one of our sites e.g. electrician, tree surgeon.

Locations and sites:

Triangle Community Garden/Triangle Garden:	The community garden site, including the riverside forest garden in Ransom's Recreation Ground
Ransom's Pavilion:	The community building managed by TCG.
Triangle allotments:	Allotment managed by TCG.

This document represents the Triangle Community Garden's commitment to

- work together with other agencies to prevent abuse
- protect adults at risk from abuse
- empower and support people to make their own choices
- investigate actual or suspected abuse and neglect
- support adults and provide a service to adults at risk who are experiencing abuse, neglect and exploitation

1.5 Key Principles

This policy has been developed in line with the following principles set out in the government policy on adult safeguarding and these must be applied to all safeguarding activity.

- **Empowerment** - presumption of person-led decisions and informed consent.
- **Prevention** - it is better to take action before harm occurs.
- **Proportionality** – proportionate and least intrusive response appropriate to the risk presented.
- **Protection** - support and representation for those in greatest need.
- **Partnership** - local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability** - accountability and transparency in delivering safeguarding.

This means that:

- Individuals have the right to make choices about their care and treatment – this includes making decisions about their safety, even where those decisions may seem to others to be unwise
- Individuals are enabled to control decisions about their care to the extent they are able
- Any actions that do not have the person's full and informed consent must have a clear justification, be permissible in law and be the least restrictive of the person's rights to meet the justifiable outcome It is important that all cases of suspected or actual abuse are treated seriously.

Recognising the duty to promote Wellbeing

TCG recognises that wellbeing is the single most important concept of the Care Act. The duty to promote individual Wellbeing applies at all times; in every single process, conversation or decision that is made.

Promoting Wellbeing means actively seeking improvements in aspects of Wellbeing when carrying out any care and support function. This includes safeguarding.

2. Responsibilities

2.1 The Triangle Community Garden will ensure the following:

- There is a clear well-publicised policy of zero-tolerance of abuse within our organisation
- All those engaged with TCG are made aware of relevant policies, procedures and good practice as part of their induction or via signage at all permanent sites and links on TCG website;
- All those engaged with TCG are aware of the Duty to Promote Wellbeing, as set out in the Care Act – see Appendix 6
- Gardeners and their carers are provided with information about abuse, how to recognise it and how and to whom they can raise a concern.
- Gardeners and carers are routinely provided with information in an accessible form about how to make a complaint and how complaints will be dealt with.

2.2 Management, Staff and Volunteers

- TCG will provide a learning and development strategy which specifically addresses adult safeguarding and demonstrates that:
  - staff receive induction and training appropriate to their levels of responsibility
  - staff and volunteers in contact with adults at risk recognise abuse and the internal reporting procedures
  - staff and volunteers know how to raise the safeguarding concerns and to contribute to the safeguarding investigation and safeguarding plan
- Managers are clear about their leadership role in safeguarding adults in ensuring the quality of the services, the supervision and support of staff, and responding to and investigating a concern about an adult at risk.
- Robust staff, trustee and volunteer recruitment and selection processes are in place;
- DBS checks are obtained for all TCG staff and volunteers for whom there is a legal obligation. Please refer to TCG's DBS policy for details.

- the designation of a Triangle Community Garden Named Safeguarding Lead for Adults at Risk, with responsibility to
  - share any safeguarding concerns with agencies who need to know, involving gardeners and carers appropriately, (see Appendix 2 for who to contact locally)
  - embed and improve safeguarding practice in line with national and local developments
  - Include safeguarding in all appropriate HR strategies, systems, policies and procedures. Ensure these standards are monitored through an annual self-audit of TCG performance, to be made available on the TCG website.

2.3 All staff and volunteers working with adults at risk

- All staff and volunteers from any service or setting who have contact with adults at risk, have a responsibility to be aware of issues of abuse, neglect or exploitation.
- This includes personal assistants paid for from direct payments or personal budgets.
- All staff and volunteers have a responsibility to act in a timely manner on any concern or suspicion that an adult at risk is being abused, neglected or exploited and to ensure that the situation is assessed and investigated.

- The minimum standard for all organisations is that staff and volunteers know how to:
    - recognise, record and report abuse
    - take any immediate action to protect further harm
    - access help and advice for the adult at risk

2.4 Information sharing

- Information sharing between organisations is essential to safeguard adults at risk.
- The Care Act sets out the duty of individuals and agencies to provide information under these procedures to enable adults at risk to be safeguarded.
- Information must be shared on a need to know basis and in line with the confidentiality and information sharing policies of the individual organisations.
- The duty to share personal confidential data can be as important as the duty to respect gardener confidentiality.

3. Defining and Recognising Abuse

3.1 Which adults does this policy cover?

The 2014 Care Act defines an adult to be 'at risk' and therefore subject to safeguarding provision, if the following three criteria apply:

1. **the adult has care and support needs (whether these have been assessed or being met by the Local Authority or not) and**
2. **they are experiencing, or at risk of experiencing abuse or neglect and**
3. **as a result of Care and Support needs they are unable to protect themselves against abuse or neglect**

Concerns regarding adults at risk with so-called 'low level needs' are not excluded from action under the procedures, where there are risks that the harm to the person, puts their independence and wellbeing at risk and leads to a deterioration in their ability to protect themselves. Such adults include:

- Adults with low-level mental health problems/borderline personality disorder
- Older people living independently in the community
- Adults with low-level learning disabilities
- Adults whose substance misuse problems affect their ability to manage day to day living
- Adults self-directing their care

3.1 What is abuse?

- Abuse may consist of a single act or repeated acts.
- Abuse is when a person or persons have caused harm, or may be likely to do so, to the physical, sexual, emotional, financial or material well-being of a vulnerable adult.
- The Care Act 2014 sets out the main forms of abuse – see Appendix 1 for further details of types of abuse and symptoms to look out for.
    - Physical abuse
    - domestic violence
    - Sexual abuse
    - psychological/emotional abuse
    - financial or material abuse
    - modern slavery
    - discriminatory abuse
    - organisational abuse
    - neglect and acts of omission
    - self-neglect
    - sexual exploitation
- Seriousness of harm or the extent of the abuse is not always clear at the point of the concern or referral. All reports of suspicions or concerns should be approached with an open mind and could give rise to action.

3.2 How to recognise abuse?

Abuse does not always present as one incident, but more usually a growing concern about the welfare of an adult at risk. It may be identified by a variety of people, eg statutory and non-statutory agencies, or members of the community.
See Appendix 1 for types of abuse, signs and symptoms

3.3 Who may be the abuser?

Adults at risk can experience abuse by a wide range of people both known and unknown to them. Throughout this document the term 'person who caused (may have) caused harm' is used to describe the individual who is alleged or known to have abused an adult at risk. Adults at risk, like the general population, can also be the victim of crime. Some abuse is a crime but not all crime is abuse.

3.4 Where can abuse occur?

Anywhere – within lodgings, the family home, day activities, residential or nursing homes, health services or in a public place.

3.5 When to take action?

Where there is reason to believe that an adult has suffered, is suffering or likely to suffer significant harm or serious exploitation, enquiries should be made in order to decide whether this is in fact the case and if so, what action should be taken to safeguard the person from such harm or exploitation.

Growing concerns about an individual's welfare, rather than a serious incident, may also be an indicator of abuse.
It is therefore, very important to treat all cases of suspected or actual abuse seriously, from minor to serious incidents.

4 Implementation Procedure

4.1 Role of the Triangle Community Garden Trustees

TCG trustees are responsible for ensuring that policies and procedures are in place to ensure the welfare and safeguarding of adults at risk, when engaged in TCG activities. TCG trustees have designated a named Safeguarding Officer for Adults at Risk, to act on their behalf and with their full support.

4.2 Role of the Named Adult Safeguarding Lead (NASL)

The Triangle Community Garden NASL is responsible for responding promptly and appropriately to the concerns raised and notifying the suspected case of abuse to the appropriate organisation – either the police or Hertfordshire County Council investigating team, and to TCG trustees. Contact details are given in Appendix 2.

The TCG Named Adult Safeguarding Lead (TCG NASL) is:

Name……Hayley Lanfear, Project Manager

Mobile No……07887 725 962

Email……hayley@trianglegarden.org

4.3 Responding to a disclosure and raising a concern

An individual engaged with TCG may become aware that the abuse of an adult at risk, is or may be occurring.

That individual **must** discuss their concern with the TCG NASL regardless of the level of their concern, minor or serious.

If the individual is concerned that the alleged abuser is the TCG NASL, they should discuss their concerns with TCG Chair of Trustees, or contact an investigating team, either direct or via the call centre. (see Appendix 2)

The TCG NASL, in consultation with the individual who raised the concern, should decide:

- What is the nature of the actual / possible abuse?
- Is there a reasonable explanation?
- Is medical attention / examination needed?
- What is the current risk to the suspected victim?

Direct contact should be made with the Police (see Appendix 2) if:

- There is an immediate or real risk of injury
- A suspected crime has been / is being committed

Otherwise contact should be made with the Hertfordshire County Council investigating team who will involve the Police if required. Once notified of the suspected case of abuse it is the responsibility of the investigating team to manage the adult safeguarding investigation. The TCG NASL will be the main point of contact and provide assistance as required.

The investigation team or emergency duty team will take the lead in considering the need and any arrangements for a safeguarding plan. Where

the alleged abuser is an adult at risk, then duty of care considerations may apply to that person.

Information received should be recorded in as verbatim format as possible and any rough notes retained even after completion of an incident report (see Appendix 3).

The considerations around the nature of the abuse, need for medical attention, risk, etc, discussed by the TCG NASL and staff member should be similarly recorded. These records constitute sensitive personal data and should be handled in accordance with TCG's Data Protection Policy.

Guidance for anyone engaged with TCG activities on Behaviour is at Appendix 4 and on handling communication on such issues is at Appendix 5.

4.4 Allegations against those engaged with TCG's activities

The Triangle Community Garden is responsible for following its own complaints procedures when an allegation of abuse is made against those engaged in TCG's activities or when an investigating team or the Police suggest that an individual is removed from working with a suspected victim of abuse.

The Triangle Community Gardens' Project Manager and Trustees must ensure that any actions taken in such cases do not prejudice wider investigations by Hertfordshire County Council or the police.

5 Publication

This policy will be available at Ransom's Pavilion, and on the Triangle Garden website: www.trianglegarden.org. It is available on request in hard copy – please email info@trianglegarden.org or write to Triangle Community Garden, c/o Hitchin Initiative, 1A Churchyard, Hitchin SG5 1HR.

All those engaged with TCG's activities, will be made aware of its existence and any revisions made.

Appendix 1 What is abuse? Signs and symptoms

The Care Act 2014 and the Care and Support Statutory Guidance define the main forms of abuse set out in the Statutory Guidance which is not an exhaustive list but an illustration as to the sort of behavior that could give rise to a Safeguarding concern.

Seriousness of harm or the extent of the abuse is not always clear at the point of the concern or referral; all reports of suspicions or concerns should be approached with an open mind and could give rise to action under Safeguarding Adults at Risk policy and procedures.

More information:
https://www.local.gov.uk/sites/default/files/documents/25.168_Understanding_what_constitutes_a_safeguarding_07.1.pdf

Examples	Signs and symptoms
Physical abuse	
Assault, slapping, hitting, pushing, misuse of medication, restraint, inappropriate physical sanctions	Series of unexplained falls or major injuries. Injuries / bruises at different stages of healing. Bruising in unusual sites, for example inner arms, thighs. Abrasions. Teeth indentations. Injuries to head or face. Client very passive
Domestic Abuse	
Definition: any incident or pattern of abusive behaviour between two people that are personally connected to each other (Domestic Abuse Act 2021) Examples: Physical or sexual abuse, violent or threatening behaviour, controlling or coercive behaviour, economic abuse, psychological or emotional abuse, 'Honor' based violence, forced marriage, Female Genital Mutilation (FGM).	
Sexual abuse	
Rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography, witnessing sexual acts, indecent exposure, sexual assault, sexual acts to which the adult has not consented or was pressured into consenting to	Change in behaviour. Overt sexual behaviour or language. Difficulty in walking, sitting. Injuries to genital and / or anal area.
Neglect and acts of omission	
Ignoring or failing to provide for emotional, medical or physical care needs, failure to provide access to services (e.g. health or Care and Support), withholding the necessities of life (e.g. food, heating, medication)	Absence of food, heat, hygiene, clothing, comfort. Failure to access to services and supportive networks. Isolation. Absence of prescribed medication

Self Neglect	
Neglecting to maintain environment, personal hygiene or health, hoarding	
Psychological / emotional abuse	
Emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation, unreasonable withdrawal of services or support networks	Withdrawal, depression. Cowering and fearfulness. Change in sleep patterns. Agitation, confusion, changes in behaviour. Change in appetite/weight
Financial or Material abuse	
Theft of money, property or belongings, fraud, internet scamming, coercion in relation to financial affairs or arrangements (e.g. wills, property and inheritance), the misuse or misappropriation of property, money, possessions or benefits	Unpaid bills. Basic needs not being met. Lack of cash on day to day basis.
Organisational abuse	
Neglect and poor practice in a care home, hospital or within an organisation providing Care and Support to an adult in their own home or other setting (for example a day service).	Inability to make choices or decisions. Agitation if routine broken. Disorientation. Patterns of challenging behaviour.
Discriminatory	
Harassment, slurs or similar treatment in relation to race, gender or gender identity, age, disability, sexual orientation or religion	Low self-esteem. Withdrawal. Depression. Fear. Anger.
Modern slavery	
Slavery, human trafficking, forced labour and domestic servitude	
Sexual Exploitation	
Exploitative situations, contexts and relationships which can be face to face or online, where adults at risk (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or another or others performing on them, sexual activities. It affects men as well as women. People who are sexually exploited do not always perceive that they are being exploited.	

Appendix 2 Contact details for reporting abuse or suspected abuse

Portal for reporting Adult Safeguarding Concerns:

https://hcsportal.hertfordshire.gov.uk/web/portal/pages/SAFA#hInstructions

Investigating Teams: (Hertfordshire Adult Care Services)

Contact by direct line or via the Customer Service Centre on

0300 123 4042

Office hours: Mon to Fri 8.00am to 8.00pm
Sat 9.00am to 4.00pm

Outside these times the Hertfordshire Emergency Duty Team can be contacted using the same telephone number

Police:

Immediate response

For incidents concerning an adult at risk, where there is danger to life, risk of injury or a crime is being committed – dial 999

High priority

For incidents taking place against an adult at risk, where there is no immediate risk to life or property but a police response is required as soon as practicable due to the seriousness of the incident and / or potential loss of evidence dial 101.

Routine

For incidents that have taken place against an adult at risk, where that person wishes to report a crime please contact 0845 330 0222 and specify that a crime has been committed and that person wishes to report the crime.

Enquiries in relation to on-going SAFA investigations

Telephone numbers to be confirmed (as stated in HSAFAP)

Appendix 3: TCG Incident Report

This report should be completed in cases of suspected abuse, by the individual who raised the concern even if no further action is taken. Do so as soon as possible after an incident, and within 24 hours at the latest.

This report is strictly confidential: keep it in a secure place at all times (e.g. a locked filing cabinet / password protected if held in electronic format). The completed report should be countersigned by the Triangle Community Gardens' Named Adult Safeguarding Lead (TCG NASL).

Date and time of incident	
Place of incident	
Details of the adult at risk concerned: Name Age Gender Relationship with Triangle Community Garden	
Parent / guardian / carer details Name Address Telephone number	
Care Manager details Name Telephone number	
Source of incident Direct / indirect	
Verbatim account of disclosure or incident	
Observed behavioural concerns	
Description of injuries (include diagram or take photos if agreed by Adult at Risk)	
Discussion with HSAFAP Designated Safeguarding Officer	
Action taken For everyone contacted: Organisation Contact name Date and time Comments including any advice given	
Summary (important to separate fact from fiction)	
Sign off Author's name Author's signature Date and time of signature TCG NASL's name TCG NASL's signature Date and time of signature	

Appendix 4: Code of Behaviour

Community gardens and social, therapeutic horticulture projects are, by nature, friendly and relaxed places. This may make it difficult for people to always know how to act appropriately: however, a friendly, relaxed atmosphere must also guarantee a safe environment for vulnerable people.

Many individuals are concerned about how their contact with adults at risk, might be misinterpreted or seen as inappropriate. To minimise this, consider how you will behave in advance and follow the steps set out below.

General behaviour

- Minimise the chances of spending time alone with adults at risk, and where required tell others that you are doing so in advance.

- Where close contact is required (e.g. learning to use tools safely), ensure that it takes place in a group, so that all involved are in an appropriate situation.

- Avoid physical activity which is, or may be thought to be, sexually stimulating.

- Don't rely on your good name - rely on good, consistent work practices.

- Do not offer casual lifts to adults at risk – see Policy on Use of Private Vehicles to Transport Gardeners.

- Language should always be appropriate to the age and nature of the people you are working with.

- Any computer-based activity should be agreed in advance and closely supervised. Triangle Community Garden will not tolerate access to pornographic or other inappropriate websites.

Physical contact

- Keep everything public - a hug in the context of a group is very different to a hug behind closed doors.

- Touch should be related to the needs of the adult at risk, not your own.

- Touch should be age appropriate and should not be initiated by yourself, except in exceptional circumstances such as where medical attention is required.

- Adults should monitor one another regarding physical contact. They should be free to help each other by pointing out anything that could be misunderstood.

Appendix 5 Guidance on handling communication

Receive

• Listen to what is being said, without displaying shock and disbelief.

• Accept what is being said.

• Take notes (see Record below).

Reassure

• Be reassuring, but honest.

• Don't make promises you may not be able to keep, don't say things like, "I'll stay with you," or "Everything will be all right now".

• Don't promise confidentiality, you have a duty to refer.

• Do reassure them that they were right to tell you, and recognise how difficult it might have been to tell.

• Remember that they may feel guilty; refer to this if they mention it. If they don't you could be putting the idea in their head. You could say things like "You're not to blame, it's not your fault," or "You're not alone, you're not the only one this sort of thing has happened to".

• What you say should be appropriate to their age and stage of development.

React

• Do not interrogate them for full details. All you need to do is find out whether or not you need to refer this further.

• Do not ask leading questions, for example "What did he do next?" (This assumes that something else did happen) or "did she touch your private parts?" Questions like this can invalidate your evidence (and the suspected victim's) in any later court case.

• Do ask open questions, like "Anything else to tell me?"

• Do not criticise the person the adult at risk is talking about; they may love him/her, and reconciliation may be possible.

• Do not ask the person to repeat what they have said to a colleague.

• Explain what you have to do next and who you will have to talk to.

Record
Make some brief notes as soon as possible and date them. Do not destroy these in case they are needed by Social Services.

As soon as possible, complete an incident report (Appendix 3) and pass to the Triangle Community Gardens' Named Adult Safeguarding Lead (TCG NASL). A decision on the need to refer the matter to Police or the appropriate investigating team will be made by the TCG NASL in consultation with the individual who raised the concern.

Initial notes should include:

- Name of person
- Parents/carer's details
- Their address and any relevant phone numbers
- What is said to have happened or was seen, in the words used by the person making the allegation (i.e. if the person uses 'pet' words, record the actual words used, rather than translating them into 'proper' words)
- The date and time it occurred
- Who else, if anyone, was present?
- What was said by others present
- Any injuries observed
- Appearance and behaviour of the adult at risk.
- Any evidence of abuse, e.g. bruises, bleeding, unusual behaviour (draw a diagram to show the position of bruises or marks they show you, include the size, shape and colour).

Remember

- Ensure that you record, as accurately as possible, things that are really said, rather than your interpretations or assumptions.

- Do not touch, move or destroy any physical evidence

- Follow this policy and refer any issues to the TCG NASL as soon as possible.

- You may need support yourself: if so, please talk to the TCG NASL in the first instance.

- Confidentiality - in the case of suspected abuse, it is important to ensure as much confidentiality as possible. Allegations should not be openly discussed with others - this can be harmful for the person who made the allegation as well as the person against whom the allegation was made.

Appendix 6 The Duty to Promote Wellbeing

Wellbeing is the single most important concept of the Care Act. The duty to promote individual Wellbeing applies at all times; in every single process, conversation or decision that is made and you must be able to demonstrate that you have done so.

Promoting Wellbeing means actively seeking improvements in aspects of Wellbeing when carrying out any care and support function. This includes safeguarding.

There are 9 Wellbeing domains:

- Personal dignity;
- Physical or mental health;
- Protection from abuse and neglect;
- Control over day to day life;
- Participation in work, education, training or recreation;
- Social and economic Wellbeing;
- Domestic, family and personal relationships;
- Suitability of living accommodation;
- Contribution to society.

Under the Care Act the Wellbeing domains are all as important as each other. Any hierarchy can only be determined or described by the adult who's Wellbeing it is. This means that, even though the process is safeguarding, the 'Protection from abuse and neglect' Wellbeing domain may not be the most dominant area of concern for the adult.

It is vital that you understand your duties in relation to promoting individual Wellbeing. See: The Care Act 2014, Promoting Individual Wellbeing.

What you must establish about Wellbeing

As part of the safeguarding process you must understand:

- Which areas of Wellbeing are most important to the adult at that moment in time;
- Which areas of Wellbeing are least important at that time;
- Whether there are other areas of the adult's life important to them but not listed as a domain (the domains under the Act are not definitive as Wellbeing is personal);
- Which areas of Wellbeing are causing the adult concern or worry;
- What impact any concern or worry is having (or could have) across the Wellbeing domains (is there a destabilising effect?); and
- How the adult thinks any Care and Support needs interact and impact on Wellbeing.

How safeguarding practices can promote Wellbeing

- Always assume that the adult is best placed to judge their own Wellbeing;
- Enable the adult to participate as fully as possible in the process and in decision making;
- Always seek and take into account the views, wishes and feelings of the adult before making any decision or taking any action;
- If a person is unable to express a present view, wish or feeling always take into account any past views, wishes or feelings they have expressed;
- Ensure that decisions made have regard for the things that are important to the person and are not based on assumptions, preconceptions or judgements;
- Never advocate risk management measures that do not take account of individual Wellbeing;
- Work together with other professionals to ensure Wellbeing is promoted throughout the safeguarding process;
- Work to achieve a balance between the Wellbeing of the adult and the Wellbeing of any other adults with care and support needs, or any carers;
- Minimise restrictions on individual rights or freedoms of the adult.