

1. Policy Brief and Procedure

Dentaid recognizes it has a duty to prevent the abuse of vulnerable adults and respond promptly when abuse is suspected or reported. We ensure that all our patients and staff are treated with courtesy, dignity, fairness and respect at all times. Dentaid considers all incidents of abuse as being unacceptable and especially so when the victim is deemed to be vulnerable. We will promote a culture and environment in which abuse of any kind is not tolerated and is dealt with promptly when it does occur.

This policy applies equally to every member of employed staff and volunteers within our clinics regardless of occupation status or grade. Any breach of the policy, including failure to properly report or investigate an allegation of abuse, will be treated as a disciplinary offence. We are committed to pursuing equal opportunity and anti-discriminatory practice, whilst promoting and developing services and resources which are sensitive to protected characteristics which are identified in the Equality Act 2010.

Dentaid is committed to ensuring that workers at all levels have the knowledge and ability to contribute effectively to the protection of vulnerable adults

1.1 Scope

The policy applies to all Dentaid Staff, Volunteers, Patients, Trustees and Visitors.

1.2 Related Policies and documents

- Safeguarding Children
- Mental Capacity Act
- Mental Capacity Act Flow Chart
- Whistleblowing

2. Procedure

Definition of a vulnerable adult

A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves, or protect themselves from harm or from being exploited. This may be because they have a mental health problem, a disability, a sensory impairment, are old and frail, or have some form of illness. The 'No Secrets' guidance defines a vulnerable adult as someone "who is or may be in need of community care services by reason of mental or other disability, age or illness: and is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation" (DoH 2000).

Understanding abuse

An awareness of adult abuse is the key to protecting vulnerable adults from abuse. Abuse is mistreatment by any other person or persons that violates a person's human and civil rights. The abuse can vary from treating someone with disrespect in a way which significantly affects the person's quality of life, to causing actual physical suffering.

Policy/Procedure Title:	Safeguarding of Vulnerable Adult Policy	Page Number:	1 of 6
Owner:	UK Clinics Manager	Approval Date:	10/09/2021
Approved by:	Management Team	Review Date:	10/09/2022

Safeguarding Vulnerable Adults Policy



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The Department of Health “recognises that abuse may not just be physical, sexual or an obvious act of cruelty. There are many types of abuse including mental, emotional, financial and discriminatory abuse. There is no hierarchy among these types of abuse. Depending on the circumstances, pernicious racist abuse can have as profound an effect as, for example, physical abuse on a vulnerable adult. Bullying or daily humiliations, perhaps presented as jokes by the perpetrators, can be as harmful as single acts of cruelty. Similarly unintended abuse or neglect can have the same impact as deliberate”. (Stephen Ladyman, 2004)

Responsibilities

All allegations of abuse must be regarded as serious, reported appropriately and investigated immediately to serve the interest of individual service users and always act in such a way as to promote and safeguard their well-being, guided by codes of professional conduct where appropriate. Being alert to possible abuse and informing line management of actual abuse is the responsibility of all staff.

Team members have the right to form their own judgment and to challenge other opinions, including medical statements, where they believe this is in the adult’s interest. Where a team member’s concerns appear not to be taken seriously, it is appropriate to take them to a more senior person at the practice. Team members who take this action will be supported regardless of the outcome providing the allegation has been made in good faith.

Dentaid Responsibilities

Dentaid safeguarding lead is: REDACTED

Contact details: REDACTED

- We commit to the provision of high quality care and the continuous raising of standards through clinical governance and adherence to National Service Frameworks and other national policy initiatives
- Our employees and volunteers will feel enabled and empowered to identify, report and act on abuse by promoting leadership skills and individual development
- Aaliyah James is the named individual within the practice with responsibility for the protection of vulnerable adults, who will promote awareness within the practice, work closely with and support staff in the protection of vulnerable adults from abuse
- New employees will receive vulnerable adult protection awareness training as part of their induction
- Volunteer dental professionals will be up to date in their Safeguarding Training.
- Where appropriate, staff will have the opportunity to access additional training in respect of the awareness of and protection from abuse of vulnerable adults
- There is commitment from senior partners to support and release staff for training which will facilitate the development of competencies in the joint prevention and tackling of vulnerable adult abuse
- Patients who are vulnerable adults will be enabled, empowered and encouraged to complain if they are being abused

Your Responsibilities

- Assess the situation i.e. are emergency services required?
- Ensure the safety and wellbeing of the individual.

Policy/Procedure Title:	Safeguarding of Vulnerable Adult Policy	Page Number:	2 of 6
Owner:	UK Clinics Manager	Approval Date:	10/09/2021
Approved by:	Management Team	Review Date:	10/09/2022

- Establish what the individual's views and wishes are about the safeguarding issue and procedure.
- Maintain any evidence.
- Follow internal procedures for reporting incidents/risk.
- Remain calm and try not to show any shock or disbelief.
- Listen carefully and demonstrate understanding by acknowledging regret and concern that this has happened.
- Inform the person that you are required to share the information explaining what information will be shared and why.
- Make a written record of what the person has told you, using their words or what you have seen as your actions.

This Safeguarding Policy follows the April 2019 guidance and confirms that:

- All members of the dental team (clinical and non-clinical) have read this document
- The practice has a named Safeguarding Practice Lead and all members of staff know who it is
- The practice have a named Freedom to Speak Up guardian who is independent of the line management chain and not the direct employer, who can ensure that policies are in place and that staff know how to contact them.
- All members of staff know how to access the NHS Safeguarding app to search for local safeguarding contact details
http://www.myguideapps.com/nhs_safeguarding/default/index.html
- The practice has an updated Safeguarding Policy and it has been regularly reviewed
- We have identified staff training needs.
- All members of staff undertaken the appropriate level of safeguarding training
- This document, along with the weblinks provided to pertinent supporting guidance, resources, free training opportunities and video links have been discussed in team meetings to consider how they may be embedded into practice

Modern Slavery

At Dentaid we recognise that we have a duty in preventing abuse. The duty includes a responsibility in relation to prevention of Modern Day Slavery.

Where abuse of any kind is suspected or identified we ensure that we respond according to our practice procedures and local guidance and we ensure that suspected or identified victims are referred to the appropriate agency or agencies.

we consider all incidents of abuse and modern-day slavery to be unacceptable and especially so when the victim is a child or is deemed to be vulnerable.

We will ensure that through training we promote a culture and environment in which all team members can recognise abuse or enslavement of any kind. Team members know they must

Policy/Procedure Title:	Safeguarding of Vulnerable Adult Policy	Page Number:	3 of 6
Owner:	UK Clinics Manager	Approval Date:	10/09/2021
Approved by:	Management Team	Review Date:	10/09/2022

Safeguarding Vulnerable Adults Policy



IMPROVING THE WORLD'S ORAL HEALTH

record details of any suspected or confirmed incident and they must report any incident promptly to the practice safeguarding lead, Aaliyah James

All referrals are followed up to ensure appropriate action has been taken.

Practice Procedures for team members

The following procedures are in place to safeguard our team members and our patients.

- Prior to commencing employment, we ensure that all necessary pre-employment checks have been satisfactorily completed.
- We confirm the identity of all our team members and their rights to live and work in the UK.
- All team members are paid in line with National Living Wage requirements.
- We ensure all team members know they can raise concerns without fear of recrimination and we ensure they understand our policy on Whistleblowing.
- We have comprehensive policies for dealing with Violence, Bullying and Harassment and team members are required to familiarise themselves with the practice policies.

This practice takes modern day slavery seriously and understands that any breaches of the Modern Day Slavery Act 2015 can result in disciplinary action, changes to or cancellation of the registered person or provider by the CQC and punitive action under the Act.

Honour Based Violence and Forced Marriage

Dentaid will take all reports of honour-based violence and Forced Marriage very seriously. We will deal with each individual case sensitively and confidentially.

Honour Based Violence is defined as a collective and planned crime or incident, mainly perpetrated against women and girls, by their family or their community, who act to defend their perceived honour, because they believe that the victim(s) have done something to bring shame to the family or the community.

Honour Based Violence may include emotional, psychological, sexual and physical abuse, as a reaction to what is perceived as immoral behaviour that brings shame on the family or community. It is a direct violation of the victim's human rights.

Behaviours that may be perceived to be 'immoral' in some communities may include:

- Running away or coming home late.
- Ideological differences between parents and children.
- Westernisation.
- Refusing an arranged marriage.
- Participating in relationships outside marriage or an approved group.
- Wearing 'inappropriate' make up or clothing.
- Loss of virginity before marriage.

Policy/Procedure Title:	Safeguarding of Vulnerable Adult Policy	Page Number:	4 of 6
Owner:	UK Clinics Manager	Approval Date:	10/09/2021
Approved by:	Management Team	Review Date:	10/09/2022

- Pregnancy outside of marriage.
- Homosexuality.
- Reporting/fleeing domestic abuse, coercive and controlling behaviour, forced marriage.
- Girls who 'allow themselves to be raped'.
- Causing gossip about a family or community.

Honour Based Violence can take many forms. It may or may not involve violence and may include:

- Murder.
- Personal attacks of any kind, including physical and sexual violence.
- Forced marriage.
- Forced repatriation (sending someone back to a country from which they originate without their consent).
- Written or verbal threats or insults.
- Threatening or abusive phone calls, emails and instant messages.

At this practice, if we are informed by a patient that they are victims of Honor Based Violence or we suspect someone is at risk of Honor Based Violence we will report it immediately.

We will call **999** if we suspect the individual is in immediate danger. We may also contact the Forced Marriage Unit.

Forced Marriage

Forced marriage is when an individual is faced with physical, emotional or psychological pressure to marry. Examples of this may include threats, physical violence, sexual violence or making an individual feel like he/she is bringing shame on their family or community.

Forced marriages are illegal in England and Wales and can carry prison sentences of up to 7 years. This includes:

- Taking someone overseas to force them to marry (whether or not the forced marriage takes place).
- Marrying someone who lacks the mental capacity to consent to the marriage (whether they're pressured to or not).

At this practice, if we are informed by a patient that they are being forced into marriage or we suspect someone is at risk of being forced into marriage we will report it immediately.

Policy/Procedure Title:	Safeguarding of Vulnerable Adult Policy	Page Number:	5 of 6
Owner:	UK Clinics Manager	Approval Date:	10/09/2021
Approved by:	Management Team	Review Date:	10/09/2022

Safeguarding Vulnerable Adults Policy



IMPROVING THE WORLD'S ORAL HEALTH

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Forced Marriage Unit

Telephone: 020 7008 0151 (Monday to Friday, 9am to 5pm)

Out of hours: 020 7008 1500 (ask for the Global Response Centre)

Email: fm@fco.gov.uk

The following details should be provided to the Police or Forced Marriage Unit

- Name of the individual(s).
- Registered address (if known).
- Age.
- Details of parent/ guardian/ next of kin (if known).
- Any information about where the person is being taken to (if known).
- When they were due back in the UK (if known).

Policy/Procedure Title:	Safeguarding of Vulnerable Adult Policy	Page Number:	6 of 6
Owner:	UK Clinics Manager	Approval Date:	10/09/2021
Approved by:	Management Team	Review Date:	10/09/2022