

## Snap Care Adults Protection from Abuse Policy

### Purpose

Snap Care Limited is fully committed to safeguarding adults who use our care services. We recognise that every adult has the right to live a life free from abuse, neglect, and exploitation. Our duty is to protect adults at risk by promoting safe practices, preventing harm, and responding promptly and effectively to all concerns. We follow the six principles of adult safeguarding and work in partnership with service users, families, professionals, and safeguarding authorities.

### Policy Summary:

This policy outlines how Snap Care Limited:

- Prevents abuse of adults in our care.
- Identifies signs of abuse or neglect.
- Responds to safeguarding concerns in line with legal and regulatory duties.
- Ensures staff are trained and supported to safeguard adults effectively.

### Policy

This policy applies to:

- All staff, service-users, and volunteers working on behalf of Snap Care Limited.
- All adults using our services, particularly those who may be unable to protect themselves due to age, disability, illness, or vulnerability.

### Legal Framework

This policy is based on:

- The Care Act 2014
- Mental Capacity Act 2005
- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Human Rights Act 1998
- Local Safeguarding Adults Board (LSAB) procedures
- CQC Fundamental Standards (Regulation 13: Safeguarding Service Users from Abuse)

**If you have any questions about this policy, please contact us on  
020 7729 2200 or email [info@snapcare.co.uk](mailto:info@snapcare.co.uk)**

# Snap Care Policies & Procedures



## Definitions

- **Adult at Risk:** A person aged 18 or over who may need care or support and is unable to protect themselves from abuse or neglect.
- **Abuse:** A violation of an individual's human and civil rights by any other person or group.
- **Types of Abuse (as per the Care Act 2014):**
  - Physical abuse
  - Domestic abuse
  - Sexual abuse
  - Psychological/emotional abuse
  - Financial or material abuse
  - Modern slavery
  - Discriminatory abuse
  - Organisational abuse
  - Neglect and acts of omission
  - Self-neglect

## Roles and Responsibilities

### Managing Director / Registered Manager (Sally Britton):

- Sally Britton is the Designated Safeguarding Lead (DSL).
- Ensure all concerns are investigated and referred appropriately.
- Liaise with safeguarding authorities and the CQC.
- Ensure safeguarding is embedded into the organisation's culture.

### All Staff:

- Attend safeguarding training.
- Recognise the signs of abuse and neglect.
- Report concerns without delay.
- Act in the best interests of the adult at risk.

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## Preventing Abuse

We aim to prevent abuse by:

- Ensuring robust recruitment (e.g., DBS checks, references).
- Providing induction and ongoing safeguarding training.
- Promoting a culture of openness, dignity, and respect.
- Risk-assessing all care situations and responding to potential safeguarding triggers (e.g., changes in behaviour, injuries).

## Recognising Abuse

All staff are trained to look out for indicators of abuse, including:

- Unexplained injuries or marks
- Withdrawal, fear, or distress
- Unpaid bills or missing money
- Unsafe or unhygienic environments
- Carers speaking for or over a service user

## Reporting Concerns

- Any safeguarding concern must be reported immediately to the DSL (Sally Britton).
- Staff must record what they see/hear without delay, using factual language.
- The DSL will decide whether to refer the matter to the Local Authority Safeguarding Adults Team.
- In emergencies (where immediate harm is likely), staff should call 999 and inform the DSL as soon as possible.

## Responding to Safeguarding Concerns

The DSL will:

1. Ensure the immediate safety of the adult at risk.
2. Gather basic information (What happened? When? Who was involved?).
3. Refer to the local safeguarding team if necessary, in line with the local Multi-Agency Safeguarding Adults Procedures.

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4. Inform the CQC where the concern relates to regulated activity.
5. Keep detailed records of all actions taken.

## Confidentiality and Information Sharing

- We respect the confidentiality of service users but will share information where necessary to protect someone from harm.
- Information will be shared on a need-to-know basis only and in line with GDPR and safeguarding law.

## Mental Capacity and Safeguarding

Where a service user may lack capacity to make decisions:

- We will follow the Mental Capacity Act 2005.
- Best interest decisions will involve family, professionals, and advocates as required.
- We ensure that safeguarding interventions are lawful, proportionate, and person-centred.

## Whistleblowing

- Staff who suspect abuse and feel unable to report it internally may use our separate Whistleblowing Policy to raise concerns safely.
- Whistleblowers are protected under the Public Interest Disclosure Act 1998.

## Training and Supervision

- All staff receive safeguarding training on induction and annual refreshers.
- Managers monitor compliance and provide additional support or training as needed.
- Safeguarding is a standing item in staff supervision and team meetings.

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# Snap Care Policies & Procedures



## Monitoring and Review

- This policy will be reviewed annually, or sooner if guidance changes.
- All safeguarding incidents will be monitored and used to improve future practice.

This policy applies to the following people in our organisation	All employed staff members: <ul style="list-style-type: none"><li>• Senior team</li><li>• Care workers</li></ul>
Policy Date	28/03/2025
Due for Review	28/03/2025
Who has or can give authority to change policy	Registered Manager
Where is this policy kept	On the company's shared drive and the company's website

Date	Reviewer	Version	Date for Next Review

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