Working with Vulnerable Adults' Procedure

PRN-160: Working with Vulnerable Adults' Procedure
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
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1. Procedure Introduction

CAREHOPES, the trading name of AI Auto-Tech Ltd, provides companionship services to adults who may be vulnerable due to age, disability, illness, mental health, cognitive impairment, social isolation, or environmental risk.

This procedure outlines the **step-by-step operational actions** companions must follow when working with vulnerable adults, ensuring safety, dignity, autonomy, and compliance with safeguarding legislation.

This procedure supports and operationalises **PRN-143: Working with Vulnerable Adults Policy**.

2. Key Principles

- **Safety first:** Vulnerable adults must be protected from harm.
- **Respect:** All interactions must uphold dignity and autonomy.
- **Boundaries:** Companions must maintain professional limits.
- **Awareness:** Companions must recognise signs of vulnerability and risk.
- **Reporting:** Safeguarding concerns must be escalated immediately.
- **Documentation:** All observations must be recorded accurately.
- **Non-duplication:** Companions must avoid duplicating services already provided by external professionals.

3. Purpose of This Procedure

- Provide clear operational steps for working with vulnerable adults
- Ensure consistent safeguarding practice
- Support companions in risk-aware decision-making

- Prevent boundary breaches and unsafe behaviour
- Strengthen multi-agency coordination
- Ensure compliance with UK safeguarding legislation

4. Scope

This procedure applies to:

- Employees
- Volunteers
- Contractors
- Agency workers
- Zero-contract workers (**PRN-149**)

It covers vulnerable adult interactions in:

- Private homes
- Community settings
- Public spaces
- Digital environments
- Multi-staff working
- Group companionship
- High-risk environments

5. Related Policies

Safeguarding & Protection

PRN-003 Adult Safeguarding Policy PRN-143 Working with Vulnerable Adults Policy PRN-144 Child Abuse Policy PRN-150 Working with Vulnerable Children Policy PRN-116 Domestic Abuse Policy PRN-131 Prevent Duty Awareness Policy PRN-129 Modern Slavery and Human Trafficking Policy PRN-070 Safeguarding Reporting and Escalation Procedure

Operational Delivery

PRN-145 Working in Pairs and Multi-Staff Working Policy PRN-146 Working with Other Social Workers and Carers Policy PRN-147 Proxy Working Principle PRN-109 Companionship Standards Policy PRN-017 Companion Charter PRN-018 Companion Completion Checklist

Conduct, Ethics & Behaviour

PRN-014 Code of Conduct Policy PRN-015 Code of Ethics PRN-099 Professional Boundaries Policy PRN-004 Anti Harassment & Anti Discrimination Policy PRN-139 Staff Conduct and Behaviour Policy

6. Step-by-Step Procedure for Working with Vulnerable Adults

Step 1: Pre-Visit Preparation

Companions must:

- Review the client profile
- Review risk assessments
- Check for safeguarding flags
- Confirm whether multi-staff working is required
- Ensure they understand boundaries and prohibited tasks
- Prepare communication tools (charged phone, contact numbers)
- Review any updates from external professionals (via TC management only)

Companions must **not**:

- Contact external professionals directly
- Make assumptions about risk
- Begin tasks outside companionship scope

Step 2: Arrival and Initial Assessment

Upon arrival, companions must:

- Assess the environment for safety
- Observe the client's physical and emotional state
- Identify any immediate risks
- Check for signs of distress, neglect, or coercion
- Confirm whether external professionals are present

If external professionals are present:

- Follow PRN-146
- Avoid duplication of services
- Document: *"Service already being provided by other service: {name of service}."*

Step 3: Establishing Safe and Respectful Interaction

Companions must:

- Greet the client respectfully
- Use appropriate communication methods
- Allow time for the client to express needs
- Support autonomy and decision-making
- Avoid coercion or pressure
- Maintain professional boundaries

Companions must **not**:

- Provide personal care
- Offer financial assistance
- Share personal contact details
- Engage in personal or emotional dependency

Step 4: Delivering Companionship Activities

Activities must be:

- Safe
- Appropriate
- Respectful
- Aligned with client preferences
- Within companionship scope

Examples include:

- Conversation
- Reading
- Games
- Walks (risk-assessed)
- Light social activities
- Emotional support
- Cultural or spiritual companionship

Companions must **not**:

- Perform care tasks
- Administer medication

- Manage finances
- Provide transport outside approved rules

Step 5: Monitoring for Safeguarding Concerns

Companions must observe for:

Physical Indicators

- Injuries
- Poor hygiene
- Malnutrition
- Unsafe home conditions

Emotional Indicators

- Fear
- Withdrawal
- Anxiety
- Depression

Behavioural Indicators

- Confusion
- Distress
- Signs of coercion
- Reluctance to speak freely

Environmental Indicators

- Aggressive individuals
- Substance misuse
- Financial exploitation
- Unsafe living conditions

Step 6: Responding to Safeguarding Concerns

If concerns arise:

6.1 Immediate Actions

- Remove yourself from danger
- Move to a safe location

- Contact emergency services if needed
- Inform the office immediately

6.2 Reporting

- Report to the DSL
- Document factual observations
- Avoid assumptions
- Avoid confronting suspected perpetrators

6.3 External Reporting

The DSL may contact:

- Adult Social Care
- Police
- MASH
- Mental health crisis teams

Companions must **not** contact external agencies directly.

Step 7: Working with External Professionals

Follow PRN-146:

- Respect roles
- Avoid duplication
- Avoid proxy working
- Document interactions
- Escalate conflicts to TC management

Companions must **not**:

- Debate roles
- Negotiate responsibilities
- Initiate boundary discussions
- Follow external instructions that conflict with TC policy

Step 8: Multi-Staff Working (If Applicable)

Follow PRN-145:

- Identify the Lead Companion

- Maintain consistent communication
- Avoid splitting up unless safe
- Support each other's safety
- Observe interactions jointly
- Document multi-staff involvement

Step 9: Ending the Session

Companions must:

- Ensure the client is safe
- Confirm the environment is stable
- Provide a respectful closing interaction
- Avoid emotional dependency
- Avoid promises or commitments outside scope

Step 10: Documentation

Companions must record:

- Activities completed
- Observations
- Safeguarding concerns
- External professionals present
- Multi-staff involvement
- "Service already being provided" entries
- Actions taken
- Communication with TC management

Records must be factual, objective, and stored securely.

Step 11: Post-Visit Follow-Up

TC management may:

- Review documentation
- Contact external professionals
- Update risk assessments
- Adjust staff allocation

- Initiate safeguarding procedures

Companions must:

- Cooperate with follow-up
- Provide additional information if requested
- Attend debrief sessions if required

12. Training Requirements

Staff must receive training in:

- Vulnerable adult safeguarding
- Trauma-informed practice
- Professional boundaries
- Multi-staff working
- Multi-agency collaboration
- Conflict de-escalation
- Domestic abuse awareness
- Mental capacity
- Digital safety

13. Procedure Review

This procedure will be reviewed annually or sooner if required due to:

- Legislative changes
- Safeguarding updates
- Organisational changes
- Incident trends