ADULT SAFEGUARDING POLICY

PRN-003: ADULT SAFEGUARDING POLICY
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. Policy Introduction

CAREHOPES, the trading name of AI Auto-Tech Ltd, is committed to safeguarding and promoting the welfare, dignity, rights, and safety of all adults who use our services. As a provider operating under SIC 88100, we support elderly and disabled adults who may be vulnerable due to age, disability, illness, cognitive impairment, social isolation, or environmental factors.

We recognise that adults—particularly disabled adults—may experience heightened vulnerability to abuse, neglect, exploitation, coercion, and digital harm. Many adults supported by CAREHOPES rely on companionship, emotional support, digital inclusion assistance, and assistive technology to maintain independence and wellbeing.

This policy outlines how CAREHOPES prevents, identifies, responds to, and manages safeguarding concerns involving adults. It integrates our gender-based staff allocation rules, transgender allocation rules, professional boundaries, digital safety principles, and reflective practice expectations.

2. Key Principles

- Adult safety is paramount
- Zero tolerance for abuse or neglect
- Respect, dignity, and autonomy
- Empowerment where capacity exists
- Protection where capacity is impaired
- Gender-based safeguarding rules
- Professional boundaries at all times

- Digital safety and cyber-risk awareness
- Assistive technology used ethically and safely
- Reflective practice embedded in daily work
- Inclusivity and cultural competence

3. Policy Statement

CAREHOPES is committed to safeguarding adults from harm, abuse, neglect, exploitation, and coercion. Staff must follow this policy, act on concerns immediately, and uphold the highest standards of professional conduct both offline and online.

The organisation enforces strict gender-based staff allocation rules to prevent safeguarding risks and ensure safe, appropriate companionship for adults.

4. Purpose

- Protect adults from abuse, neglect, exploitation, and harm
- Ensure disabled adults receive additional safeguarding attention
- Establish clear gender-based staff allocation rules
- Strengthen digital safety and risk management
- Promote safe, ethical interactions between staff and adults
- Support compliance with statutory safeguarding frameworks
- Embed safeguarding into reflective practice and training

5. Scope

This policy applies to:

- All employees, volunteers, contractors, and agency workers
- All adults aged 18 and above
- All settings where companionship or support is delivered
- All communication formats including digital, remote, and in-person
- All assistive technology used during support

6. Related Policies

- Safeguarding Children Policy
- Prevent Duty Awareness Policy
- Data Protection and GDPR Policy

- Cyber Security and Online Safety Policy
- Digital Inclusion Support Policy
- Assistive Technology Policy
- Family Engagement Policy
- Governance and Accountability Policy
- Reflective Practice Policy
- **PRN-145: Working in Pairs Policy**
- **PRN-146: Working with Other Social Workers & Carers Policy**
- **PRN-147: Proxy Working Principle**
- **PRN-148: Use of Personal and Service Users Gadget Policy**

7. Definitions

Adult: Anyone aged 18 or above. **Adult at Risk:** An adult who may be unable to protect themselves due to disability, illness, cognitive impairment, or environmental factors. **Abuse:** Physical, emotional, sexual, financial, digital, or organisational harm. **Neglect:** Failure to meet basic physical, emotional, or digital safety needs. **Coercion:** Manipulation or control that undermines autonomy. **Consent (Adult):** Adults with capacity may consent to interactions, but **sexual advances from staff are strictly prohibited**, regardless of consent. **DSL:** Designated Safeguarding Lead.

8. Staff Allocation Rules (Mandatory Safeguarding Controls)

8.1 Female Companions

Female companions may work with **all adults**, including:

- Male adults
- Female adults
- Transgender adults
- Non-binary adults

8.2 Male Companions

Male companions may work with **all adults**, but:

- Client preferences must be respected
- If a female adult client is sexually inappropriate, **only female staff** will be allocated

- Allocation decisions must consider:
    - safeguarding risk
    - client behaviour
    - companion safety
    - environmental factors
    - history of allegations
- All decisions must be documented

8.3 Transgender & Non-Binary Companions (Updated and Integrated)

Transgender female companions (assigned male at birth → female)

- **May NOT be allocated to female adults**
- This is to prevent potential safeguarding risks, as CAREHOPES does not conduct organs transformation assessments

Transgender male companions (assigned female at birth → male)

- **May work with all adults**
- This is because female companions have no boundary of allocation except in cases where a male adult is sexually inappropriate, in which case only a male companion would be assigned
- The general rule is that **all female staff, including transgender male (female at birth), can work with all adults**, apart from transgender female (male at birth)

Removed entirely:

- *Transgender female companions (assigned female at birth → female) — May work with all adults.*

9. Types of Adult Abuse

- Physical
- Emotional
- Sexual
- Financial
- Neglect
- Digital exploitation

- Domestic abuse
- Organisational abuse
- Discriminatory abuse
- Coercive control
- Abuse linked to disability or vulnerability

10. Online Safety and Digital Risk Management

Staff must manage:

- Exposure to unsafe digital content
- Risks from digital communication
- Privacy during video calls
- Grooming or exploitation risks
- Assistive technology safety
- Digital exclusion

11. Assistive Technology and Digital Inclusion

Staff must ensure:

- Technology is safe and appropriate
- Adults understand how to use devices
- Monitoring tools are ethical and consent-based
- Digital inclusion is promoted
- Technology does not increase vulnerability

12. Recognising Signs of Abuse or Vulnerability

Signs include:

- Unexplained injuries
- Fearful behaviour
- Withdrawal
- Poor hygiene
- Financial irregularities
- Sexualised behaviour

- Domestic abuse indicators
- Online secrecy
- Coercion
- Disability-related vulnerability

13. Reporting Safeguarding Concerns

- Report immediately to the DSL
- Record factual information only
- Contact emergency services if needed
- Follow local authority procedures
- Maintain confidentiality

14. Training and Competencies

Staff receive training in:

- Adult safeguarding
- Recognising abuse
- Gender-based allocation rules
- Transgender allocation rules
- Digital safety
- Assistive technology
- Disability awareness
- Reflective practice
- Reporting procedures

15. Risk Management

Includes:

- Home environment assessments
- Digital risk assessments
- Boundary monitoring
- Disability-specific vulnerability reviews
- Multi-agency collaboration

16. Documentation and Quality Assurance

- Secure documentation
- Audit and review
- Policy updates based on themes
- Visibility of disabled adults' needs

17. Confidentiality and Professional Conduct

- Information shared only on a need-to-know basis
- Professionalism at all times
- GDPR compliance

18. Policy Review

Annual or earlier if required due to:

- Legislation changes
- Local authority updates
- Feedback
- Safeguarding incidents