

# Adults Safeguarding Policy and Procedure

**Date issued: June 2023**

**Date reviewed: June 2025 at board meeting**

**Next review: June 2026**

## Key contacts

| Role:                                | Name / Details:                                                  | Contact:                                                                                                                                                                                                                                                                                  |
|--------------------------------------|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Designated Safeguarding Lead         | Jessica Turtle                                                   | <a href="mailto:jess@museumofhomelessness.org">jess@museumofhomelessness.org</a>                                                                                                                                                                                                          |
| Nominated Trustee for Safeguarding   | Jane Cook                                                        | <a href="mailto:janeycook@hotmail.com">janeycook@hotmail.com</a>                                                                                                                                                                                                                          |
| Chair of Trustees                    | Sharon Heal                                                      | <a href="mailto:sharon@museumsassociation.org">sharon@museumsassociation.org</a>                                                                                                                                                                                                          |
| Local Authority Safeguarding contact | Haringey: webform<br>Hackney: webform<br>Islington: Timur Djavit | <a href="#">Local Authority Designated Officer (LADO)   Hackney Council</a> (accessed through Hackney website<br>Haringey: <a href="mailto:lado@haringey.gov.uk">lado@haringey.gov.uk</a><br>Islington Timur Djavit<br><a href="mailto:LADO@islington.gov.uk">LADO@islington.gov.uk</a> . |

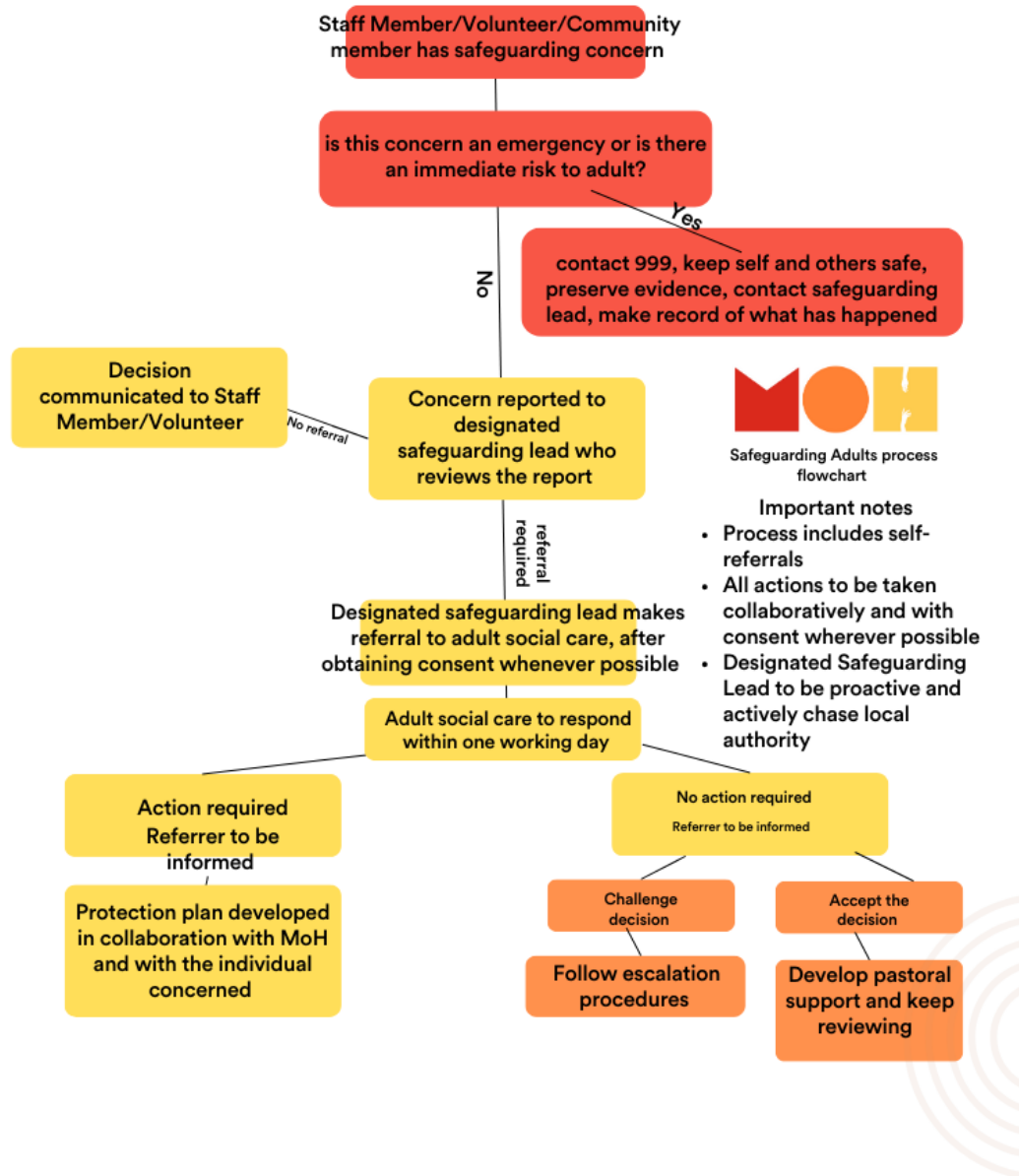
## Adults Safeguarding Policy and Procedure

### Record of Safeguarding Training:

| Type of Training:                                          | Date completed:                                                                                      | Next due date:           |
|------------------------------------------------------------|------------------------------------------------------------------------------------------------------|--------------------------|
| Whole org Safeguarding Training<br>(Due every three years) | June 2024                                                                                            | June 2027                |
| Designated Safeguarding Lead (DSL)<br>(Due every 2 years)  | July 2025<br>July 2025<br>completed Level 3<br>Child Protection<br>and Safeguarding<br>Lead training | July 2027                |
| Team and volunteer refreshers<br>(Annual)                  | In progress                                                                                          | Continually<br>happening |

### Process Flow Chart

## Adults Safeguarding Policy and Procedure



Please refer to this process chart if you suspect an adult is experiencing abuse or harm or if an adult makes a disclosure to you.

### POLICY

## **Adults Safeguarding Policy and Procedure**

Museum of Homelessness abides by the duty of care to safeguard and promote the welfare of adults and is committed to safeguarding practice that reflects statutory responsibilities, government guidance and complies with best practice requirements.

- We recognise the welfare of adults is paramount in all the work we do and in all the decisions we take
- All adults, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation has an equal right to protection from all types of harm or abuse
- Some adults are at risk of harm because of the impact of previous experiences, their level of dependency, communication needs or other issues

### **Purpose**

Museum of Homelessness will:

- Protect adults who receive Museum of Homelessness services - or attend activity at our site - from harm.
- Provide staff and volunteers, with the overarching principles that guide our approach to adult safeguarding and appropriate training where relevant.

This policy applies to anyone working on behalf of Museum of Homelessness including senior managers and the board of trustees, paid staff, volunteers, sessional workers, agency staff and students. Failure to comply with the policy and related procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the organisation.

### **Definitions**

## Adults Safeguarding Policy and Procedure

- Definition of an adult: 'any person who is aged 18 years or over'.
- Definition of adult safeguarding from the Care and Support statutory guidance: 'safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse and neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feeling and beliefs in deciding on any action'
- Under the Care Act 2014 safeguarding duties apply to an adult who:
  - A. Has needs for care and support (whether or not the local authority is meeting any of those needs)
  - B. Is experiencing, or at risk of, abuse or neglect
  - C. As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect
- A person may have needs for care and support because of:
  - physical disability, learning disability or a sensory impairment
  - mental health needs (including dementia)
  - brain injury (including stroke)
  - a long-term health condition
  - drug or alcohol dependency to the extent that it affects their ability to manage day-to-day living
  - a need for end of life care
  - Not everyone with an illness or disability will have care and support needs. Safeguarding applies to adults with care and support needs because they may be less able to protect themselves.
- The Six Safeguarding Principles underpinning safeguarding practice (empowerment, prevention, proportionality, protection, partnership and accountability)

### **Abuse:**

Abuse can take a variety of forms and statutory guidance identifies 10 kinds of abuse which are:

Physical abuse

Domestic violence or abuse

Sexual abuse

Psychological abuse

Financial or material abuse

Modern slavery

Discriminatory abuse

Organisational or institutional abuse

Neglect or acts of omission

Self-neglect

Appendix 2 includes further detail and abuse indicators

### Legal Framework:

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect adults in England and Wales.

- Care Act 2014
- The Mental Capacity Act 2005
- The Human Rights Act 1998
- Safeguarding Vulnerable Groups Act (2006)

### Other policies

This policy should be read in conjunction with Child Safeguarding Policy, Code of Conduct, Data Protection, Whistleblowing policy.

## RESPONSIBILITIES

**All staff and volunteers** have responsibility to follow the guidance laid out in this policy and related policies, and to pass on any safeguarding concerns using the required procedures.

We expect all staff (paid or unpaid) to promote good practice by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices.

### Additional specific responsibilities

Trustees have responsibility to ensure:

- The policy is in place and appropriate
- Sufficient and proportionate resources (time and money) are allocated to ensure that the policy can be effectively implemented

The Directors have responsibility to ensure:

- The policy is accessible
- The policy is implemented

## **Adults Safeguarding Policy and Procedure**

- The policy is monitored and reviewed annually
- Ensure staff and volunteers have access to appropriate training and information
- Receive staff concerns about safeguarding and respond to all seriously, swiftly and appropriately
- Keep up to date with local arrangements for safeguarding and DBS checks
- Take forward concerns about responses

### **Management of safeguarding concerns**

We take concerns raised by staff, volunteers or community members seriously. In the first instance all concerns and disclosure should be reported to the Designated Safeguarding Lead using the form attached to this policy in Appendix 1. In an emergency, please ensure immediate safety by contacting the emergency services on 999 and if there are signs of injury seek immediate medical attention. Then contact the Designated Safeguarding Lead to seek immediate advice, make a record of what occurred.

If it is not an emergency, please refer to the information on pages one and two for further information on the Safeguarding process and the correct contact for the Designated Safeguarding Lead.

### **Reporting suspected abuse or a disclosure:**

Please use the form in Appendix 1 to report suspected abuse or disclosures to the Designated Safeguarding Lead.

### **Responding to a disclosure:**

- listen and be supportive, avoid questioning the individual
- don't stop an individual who is freely recalling events, but don't push the person to tell you more than he she or they wishes
- tell the person that you will need to pass this on
- Report the disclosure to the Designated Safeguarding Lead
- write an account of the conversation as soon as possible

### Management of allegations

We take concerns raised about staff or volunteers seriously, regardless of who the person is, how long they've been involved with the organisation, or whether they are directly employed by Museum of Homelessness.

If you have an allegation against a staff member or volunteer, please contact the Designated Safeguarding Lead with details of your concern. If you have an allegation against the Designated Safeguarding Lead please contact the Designated Safeguarding Trustee. Both these individuals contact details are on the first page of this policy.

If an allegation is made against a staff member or volunteer, we will not attempt to investigate the matter, but we will gather the facts of the case and keep written records.

If an allegation is made that a staff member or volunteer has:

- behaved in a way that has harmed, or may have harmed an adult at risk
- possibly committed a criminal offence against, or related to, adult at risk
- behaved in a way that indicates they may pose a risk of harm to adults at risk
- behaved in a way that indicates they may not be suitable to work with adults at risk

We will immediately report this to adult social care and if necessary the police.

If someone resigns from their post or refuses to cooperate with the process, this must not prevent an allegation being followed up.

We will not allow settlement agreements where there is a case of alleged abuse.

We will make every effort to maintain the confidentiality of all parties while an allegation or concern is being investigated.

We will consider how best to support the individual involved and individuals who have had an allegation made against them. This includes:

## Adults Safeguarding Policy and Procedure

- telling the employee or volunteer concerned about the allegation as soon as possible (as long as this does not place any adults at risk at further risk of harm)
- telling them how we are going to manage the allegation
- keeping everyone informed about the progress and outcomes of the case.

### PROCEDURES

#### Training and Awareness:

Museum of Homelessness will ensure an appropriate level of safeguarding training is available to its Trustees, Employees, Volunteers and any relevant persons linked to the organisation who requires it (e.g. contractors). This will also include briefing and sharing of Museum of Homelessness Code of Conduct

For all employees who are working or volunteering with adults with care and support needs, this requires them as a minimum to have awareness training that enables them to:

- Understand what safeguarding is and their role in safeguarding adults with care and support needs..
- Recognise an adult potentially in need of safeguarding and take action.
- Understand how to report a safeguarding Alert.
- Understand dignity and respect when working with adults .
- Have knowledge of the safeguarding policy.
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Similarly, employees and volunteers may encounter concerns about the safety and wellbeing of a child at risk of abuse. For more information about Child Protection and safeguarding, refer to Museum of Homelessness Child Safeguarding Policy.

#### Confidentiality and Information Sharing:

Museum of Homelessness expects all employees, volunteers and trustees to maintain confidentiality. Information will only be shared in line with the General Data Protection Regulations (GDPR) and Data Protection.

We will always obtain consent where possible from the adult at risk before reporting a safeguarding concern.

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However, it is not required to seek consent if an adult is deemed to be at risk of serious harm to the individual or another person, or a crime has been committed.

If consent is not given and the DSL makes the decision to override this, the person should be informed unless it is not safe to do so.

Internal reporting of concerns is mandatory for staff and volunteers, however external reporting will take place at the discretion of the DSL.

### **Recording and Record Keeping:**

A written record must be kept about any concern regarding safeguarding of adults. This must include details of the person involved, the nature of the concern and the actions taken, decision made and why they were made.

All records must be signed and dated. All records must be securely and confidentially stored in line with General Data Protection Regulations (GDPR) and Museum of Homelessness Data Protection Policy.

### **Safer Recruitment & Selection:**

Museum of Homelessness is committed to safe employment and safe recruitment practices, that reduce the risk of harm to adults from people unsuitable to work with them or have contact with them.

Before employing a person, we:

- confirm their identity
- confirm they are permitted to work in the UK

To assess a person's suitability to work with adults with care and support needs, we make other important checks before allowing prospective staff or volunteers to take up their post, such as:

- the appropriate level of criminal records checks: Disclosure and Barring Service (DBS) checks) where relevant for the role
- Take up references following best practice

### **Referral duty:**

We follow our legal duty to refer an individual to the DBS if any of the following occurs:

- we have withdrawn permission for a person to engage in regulated activity with adults with care and support needs or moved them to an area of work that isn't regulated activity (or both)
- we think at least one of the following statements apply to the person:

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- their action or inaction has harmed an adult or put them at risk or harm, or if repeated against or in relation to an adult
- they have satisfied the harm test regarding adults with care and support needs; for example, there has been no relevant conduct but a risk of harm to an adult still exists
- they have been cautioned or convicted of a relevant offence

### **Social Media:**

All employees and volunteers should be aware of Museum of Homelessness social media policy and procedures and the code of conduct for behaviour towards the adults we support.

### **Use of Mobile Phones and other Digital Technology:**

All employees, trustees and volunteers should be aware of Museum of Homelessness policy and procedures regarding the use of mobile phones and any digital technology

### **Whistleblowing:**

It is important that people within Museum of Homelessness have the confidence to come forward to speak or act if they are unhappy with anything. Whistle blowing occurs when a person raises a concern about dangerous or illegal activity, or any wrong- doing within their organisation. This includes concerns about another employee or volunteer. There is also a requirement by Museum of Homelessness to protect whistleblowers.

### **Signs of abuse**

Abuse can take place in a variety of forms, that are not always easy to detect or act upon. Please refer to appendix 1:

**This policy will be reviewed by the Board of Trustees annually**

## **Appendix 1: Form for reporting Safeguarding concerns**

## Adults Safeguarding Policy and Procedure

Staff, volunteers and regular visitors are required to complete this form and pass it to Jessica Turtle if they have a safeguarding concern about an adult in our museum or community. Please do not fill out the sections from 'signature' they will be filled by the DSL

| Information Required                                                                                                                                                                                                                                                               | Enter Information Here |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| Full name of Adult                                                                                                                                                                                                                                                                 |                        |
| Adult contact details                                                                                                                                                                                                                                                              |                        |
| Was consent obtained? If no, what reason?                                                                                                                                                                                                                                          |                        |
| Date of birth                                                                                                                                                                                                                                                                      |                        |
| Your name and position in the charity                                                                                                                                                                                                                                              |                        |
| Nature of concern/disclosure<br><i>Please include where you were when the adult made a disclosure, what you saw, who else was there, what did the adult say or do and what you said.</i><br><i>[Make it clear if you have a raised a concern about a similar issue previously]</i> |                        |
| Time & date of incident:                                                                                                                                                                                                                                                           |                        |
| Name and position of the person you passing this information to?                                                                                                                                                                                                                   |                        |

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| Information Required                                                        | Enter Information Here |
|-----------------------------------------------------------------------------|------------------------|
| Your Signature                                                              |                        |
| Time and date form completed                                                |                        |
| Time form received by DSL                                                   |                        |
| Action Taken by DSL                                                         |                        |
| Referral made to Adult social care Services [yes/no, date and time]         |                        |
| Referral made to police [yes/no, date and time]                             |                        |
| Referral Made to Other Agency [yes/no, date and time, name of organisation] |                        |
| Feedback given to adult [yes/no, date and time]                             |                        |
| Feedback given to person who recorded disclosure [yes/no, date and time]    |                        |
| Further Action Agreed                                                       |                        |
| Full Name of DSL                                                            |                        |
| Signature of DSL                                                            |                        |
| Date of Signature                                                           |                        |



### Adults Safeguarding Policy - Appendix 2 Types and signs of Abuse

The **Care and support statutory guidance** identifies ten types of abuse, these are:

- **Physical abuse**
- **Domestic violence or abuse**
- **Sexual abuse**
- **Psychological or emotional abuse**
- **Financial or material abuse**
- **Modern slavery**
- **Discriminatory abuse**
- **Organisational or institutional abuse**
- **Neglect or acts of omission**
- **Self-neglect**

Here we list the types of abuse and indicators that abuse may be occurring. If you observe any of these indicators in the course of your work or volunteering with Museum of Homelessness, please contact Jess Turtle Safeguarding Lead on [jess@museumofhomelessness.org](mailto:jess@museumofhomelessness.org)

#### **Types of physical abuse**

Assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing

Rough handling

Scalding and burning

Physical punishments

Inappropriate or unlawful use of restraint

Making someone purposefully uncomfortable (e.g. opening a window and removing blankets)

Involuntary isolation or confinement

Misuse of medication (e.g. over-sedation)

Forcible feeding or withholding food

Unauthorised restraint, restricting movement (e.g. tying someone to a chair)

#### **Signs and indicators**

No explanation for injuries or inconsistency with the account of what happened

Injuries are inconsistent with the person's lifestyle

Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps

Frequent injuries

Unexplained falls

Subdued or changed behaviour in the presence of a particular person

Signs of malnutrition

Failure to seek medical treatment or frequent changes of GP

### **Domestic Violence or abuse**

Domestic violence or abuse can be characterised by any of the indicators of abuse outlined in this briefing relating to:

psychological

physical

sexual

financial

emotional

### Signs and indicators of domestic violence and abuse

Low self-esteem

Feeling that the abuse is their fault when it is not

Physical evidence of violence such as bruising, cuts, broken bones

Verbal abuse and humiliation in front of others

Fear of outside intervention

Damage to home or property

Isolation – not seeing friends and family

Limited access to money

Domestic violence and abuse includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been, intimate partners or family members regardless of gender or sexuality. It also includes so called 'honour' -based violence, female genital mutilation and forced marriage.

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Coercive or controlling behaviour is a core part of domestic violence. Coercive behaviour can include:

acts of assault, threats, humiliation and intimidation

harming, punishing, or frightening the person

isolating the person from sources of support

exploitation of resources or money

preventing the person from escaping abuse

regulating everyday behaviour.

### **Types of sexual abuse**

Rape, attempted rape or sexual assault

Inappropriate touch anywhere

Non- consensual masturbation of either or both persons

Non- consensual sexual penetration or attempted penetration of the vagina, anus or mouth

Any sexual activity that the person lacks the capacity to consent to

Inappropriate looking, sexual teasing or innuendo or sexual harassment

Sexual photography or forced use of pornography or witnessing of sexual acts

Indecent exposure

### Signs and indicators of Sexual Abuse

Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck

Torn, stained or bloody underclothing

Bleeding, pain or itching in the genital area

Unusual difficulty in walking or sitting

Foreign bodies in genital or rectal openings

Infections, unexplained genital discharge, or sexually transmitted diseases

Pregnancy in a woman who is unable to consent to sexual intercourse

The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude

Incontinence not related to any medical diagnosis

Self-harming

Poor concentration, withdrawal, sleep disturbance

Excessive fear/apprehension of, or withdrawal from, relationships

Fear of receiving help with personal care

Reluctance to be alone with a particular person

### **Types of psychological or emotional abuse**

Enforced social isolation – preventing someone accessing services, educational and social opportunities and seeing friends

Removing mobility or communication aids or intentionally leaving someone unattended when they need assistance

Preventing someone from meeting their religious and cultural needs

Preventing the expression of choice and opinion

Failure to respect privacy

Preventing stimulation, meaningful occupation or activities

Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse

Addressing a person in a patronising or infantilising way

Threats of harm or abandonment

Cyber bullying

### **Signs and indicators of psychological abuse**

An air of silence when a particular person is present

Withdrawal or change in the psychological state of the person

Insomnia

Low self-esteem

Uncooperative and aggressive behaviour

A change of appetite, weight loss/gain

Signs of distress: tearfulness, anger

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Apparent false claims, by someone involved with the person, to attract unnecessary treatment

### **Types of financial or material abuse**

Theft of money or possessions

Fraud, scamming

Preventing a person from accessing their own money, benefits or assets

Employees taking a loan from a person using the service

Undue pressure, duress, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions

Arranging less care than is needed to save money to maximise inheritance

Denying assistance to manage/monitor financial affairs

Denying assistance to access benefits

Misuse of personal allowance in a care home

Misuse of benefits or direct payments in a family home

Someone moving into a person's home and living rent free without agreement or under duress

False representation, using another person's bank account, cards or documents

Exploitation of a person's money or assets, e.g. unauthorised use of a car

Misuse of a power of attorney, deputy, appointeeship or other legal authority

Rogue trading – e.g. unnecessary or overpriced property repairs and failure to carry out agreed repairs or poor workmanship

### Signs and indicators of material abuse

Missing personal possessions

Unexplained lack of money or inability to maintain lifestyle

Unexplained withdrawal of funds from accounts

Power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity

## **Adults Safeguarding Policy and Procedure**

Failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so

The person allocated to manage financial affairs is evasive or uncooperative

The family or others show unusual interest in the assets of the person

Signs of financial hardship in cases where the person's financial affairs are being managed by a court appointed deputy, attorney or LPA

Recent changes in deeds or title to property

Rent arrears and eviction notices

A lack of clear financial accounts held by a care home or service

Failure to provide receipts for shopping or other financial transactions carried out on behalf of the person

Disparity between the person's living conditions and their financial resources, e.g. insufficient food in the house

Unnecessary property repairs

### **Types of modern slavery**

Human trafficking

Forced labour

Domestic servitude

Sexual exploitation, such as escort work, prostitution and pornography

Debt bondage – being forced to work to pay off debts that realistically they never will be able to

### **Signs and Indicators of modern slavery**

Signs of physical or emotional abuse

Appearing to be malnourished, unkempt or withdrawn

Isolation from the community, seeming under the control or influence of others

Living in dirty, cramped or overcrowded accommodation and or living and working at the same address

Lack of personal effects or identification documents

Always wearing the same clothes

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Avoidance of eye contact, appearing frightened or hesitant to talk to strangers

Fear of law enforcers

### **Types of discriminatory abuse**

Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as **'protected characteristics' under the Equality Act 2010**)

Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic

Denying access to communication aids, not allowing access to an interpreter, signer or lip-reader

Harassment or deliberate exclusion on the grounds of a protected characteristic

Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic

Substandard service provision relating to a protected characteristic

### **Signs and indicators of discriminatory abuse**

The person appears withdrawn and isolated

Expressions of anger, frustration, fear or anxiety

The support on offer does not take account of the person's individual needs in terms of a protected characteristic

### **Types of organisational or institutional abuse**

Discouraging visits or the involvement of relatives or friends

Run-down or overcrowded establishment

Authoritarian management or rigid regimes

Lack of leadership and supervision

Insufficient staff or high turnover resulting in poor quality care

Abusive and disrespectful attitudes towards people using the service

Inappropriate use of restraints

Lack of respect for dignity and privacy

## Adults Safeguarding Policy and Procedure

Failure to manage residents with abusive behaviour

Not providing adequate food and drink, or assistance with eating

Not offering choice or promoting independence

Misuse of medication

Failure to provide care with dentures, spectacles or hearing aids

Not taking account of individuals' cultural, religious or ethnic needs

Failure to respond to abuse appropriately

Interference with personal correspondence or communication

Failure to respond to complaints

### Signs and indicators of institutional abuse

Lack of flexibility and choice for people using the service

Inadequate staffing levels

People being hungry or dehydrated

Poor standards of care

Lack of personal clothing and possessions and communal use of personal items

Lack of adequate procedures

Poor record-keeping and missing documents

Absence of visitors

Few social, recreational and educational activities

Public discussion of personal matters

Unnecessary exposure during bathing or using the toilet

Absence of individual care plans

Lack of management overview and support

### **Types of neglect and acts of omission**

Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care

Providing care in a way that the person dislikes

Failure to administer medication as prescribed

## **Adults Safeguarding Policy and Procedure**

Refusal of access to visitors

Not taking account of individuals' cultural, religious or ethnic needs

Not taking account of educational, social and recreational needs

Ignoring or isolating the person

Preventing the person from making their own decisions

Preventing access to glasses, hearing aids, dentures, etc.

Failure to ensure privacy and dignity

Poor environment – dirty or unhygienic

Poor physical condition and/or personal hygiene

Pressure sores or ulcers

Malnutrition or unexplained weight loss

Untreated injuries and medical problems

Inconsistent or reluctant contact with medical and social care organisations

Accumulation of untaken medication

Uncharacteristic failure to engage in social interaction

Inappropriate or inadequate clothing

### **Types of self-neglect**

Lack of self-care to an extent that it threatens personal health and safety

Neglecting to care for one's personal hygiene, health or surroundings

Inability to avoid self-harm

Failure to seek help or access services to meet health and social care needs

Inability or unwillingness to manage one's personal affairs

### **Signs and indicators of self-neglect**

Very poor personal hygiene

Unkempt appearance

Lack of essential food, clothing or shelter

Malnutrition and/or dehydration

Living in squalid or unsanitary conditions

## **Adults Safeguarding Policy and Procedure**

Neglecting household maintenance

Hoarding

Collecting a large number of animals in inappropriate conditions

Non-compliance with health or care services

Inability or unwillingness to take medication or treat illness or injury