



OTAKAR KRAUS MUSIC TRUST

Registered Charity No. 1009797

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OKMT POLICY FOR THE SAFEGUARDING OF VULNERABLE ADULTS

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Policy Statement

OKMT recognizes that it has a duty of care, moral and legal obligations to ensure that all vulnerable adults, meaning those 18 years and above, involved in the activities of OKMT have protection from harm and have the opportunity to learn and experience OKMT in a safe and supportive environment. The needs of disabled adults and others who may be vulnerable must be taken into account.

1. Introduction

This policy defines how The Otakar Kraus Music Trust operates to safeguard vulnerable adults. OKMT recognizes that it has a duty of care and is committed to the protection and safety of vulnerable adults involved as visitors and/or as participants in all OKMT activities both on and off site. The Trust wants to ensure that staff and team members are properly trained, protected and supported when coming into contact with these groups.

2. Background

Music therapy is an established discipline allied to the health services. The Otakar Kraus Music Trust therapy service contributes towards the wider understanding of the benefits of music therapy and provides information and advice, working alongside parents, carers, teachers, doctors and other health professionals.

Each member of our team of therapists is State Registered under the Health and Care Professions Council (HCPC) and are members of the British Association for Music Therapy (BAMT).

There is a purpose-built studio located in the grounds of the Trust in Twickenham. The studio is fitted out to provide music therapy, which includes a piano and several musical instruments. There is wheelchair access to the studio and a toilet for able/disabled clients or parents/guardians. There is an open view through glass to the studio as per the regulations set out by the BAMT.

With the therapist's agreement, there is a two-way mirror for parents/guardians to observe the progress of the client in an adjoining room, if they do not wish to be in the room. The parent/carer will be required to sign a statement of agreement for the vulnerable adult to remain alone with the therapist, and the therapist has their contact details. An individual risk assessment is required in these cases.

This policy applies to all staff, contractors and volunteers, and the term "staff" in this document includes all these named groups. This policy has been written using the legal and social care framework detailed in the following:

- Care Standards Act 2000
- Protecting Adults at Risk – London Multi agency policy and procedures
- Children and Families Act 2014
- The Care Act 2014

Definitions

- **A Vulnerable Adult** is defined as a person aged 18 or over who is or who may have a physical, learning, or sensory impairment, a mental health problem, a serious illness or may be an older person.

3. Principals

The Staff and Trustees believe that:

- All vulnerable adults whatever their age, gender, culture, ability, language, religious, beliefs, racial origin and/or sexual identity should be able to enjoy the activities of OKMT in a fun environment, safe from abuse of any kind.
- The welfare of the vulnerable adult is paramount
- All vulnerable adults have the right to protection from abuse
- All suspicions and allegations of abuse must be reported to the appropriate authority. Staff not adhering to policy and procedure will be subject to formal disciplinary procedures.
- Staff, therapists and volunteers must be clear on appropriate behavior and responses
- The primary responsibility for the care of the vulnerable adult in the studio rests with the adult's carer. All staff working with clients should be aware that some younger people and vulnerable adults may behave inappropriately. Any sanctions and approaches to discipline should in the first instance be managed by the responsible adult/carer.

The Trust seeks to ensure that:

- users of provided services have confidence in them,
- staff and personnel understand the policies and procedures of Safeguarding and know what to do, and
- whom to contact should they have any Safeguarding concerns.

4. Procedures:

In order to adequately protect vulnerable adults OKMT will ensure:

- There is a Nominated Safeguarding Person (NSP) and a Nominated Trustee to represent the issue at board level who attend regular training (see above). It is advisable that the board receives basic awareness training in CP and Safeguarding, as legal responsibilities relating to this ultimately rest with the board.
- All staff and trustees are trained in basic Safeguarding every three years.
- The Music Therapists should have at least level 2 safeguarding training, or above, and refresh their training every 3 years
- All staff and trustees have read and understood the adult protection policy and procedures and are familiar with their responsibility within it.
- OKMT policies and procedures are available to view for parents and carers. The contact details for the NSP and nominated trustee are clearly visible above and in the Studio and other venues.
- OKMT complaints procedure is accessible to all visitors
- All allegations and suspicions of abuse will be taken seriously and responded to swiftly and appropriately
- A risk assessment is completed for all venues used by OKMT and available to those delivering the sessions so that they incorporate it in their health and safety responsibility for their users.
- The adult protection policy is reviewed on an annual basis by the NSP and recommendations and amendments approved by the board.

Therapist, Staff and Volunteer Recruitment are required to have the following:

- A DBS Disclosure will be obtained for all therapists, staff, trustees and volunteers
- Employment history checks will be made.
- All therapists, staff, trustees and volunteers on joining OKMT will receive an induction and training in Trust policy and procedures and how to address the possibility of abuse appropriate to the roles and responsibilities as defined in OKMT's safeguarding policy.
- Those working with any user who may be known to be at risk of abuse or neglect will receive role specific training and regular supervision.

5. Responding to a Safeguarding Concern

Concerns about adults may arise in different situations:

5.1 REPORT

- Staff will report concerns to the Nominated Safeguarding Person or their deputy
- OKMT will ensure every member of staff is aware of who the NSP/Nominated Trustee is, and how to contact them

5.2 RECORD

- The responsible member of staff will always make a record of any incident or safeguarding issue, as soon as possible
- OKMT will record information as soon as possible (see Appendix for recording log form)

5.3 REFER

- OKMT will refer all cases where there is a concern about significant harm or risk of harm to the Richmond SPA

For vulnerable adults

London Borough of Richmond upon Thames adult social services access team on:

Tel **020 8891 7971**

Text **07800 00 2439**

Email adultsocialservices@richmond.gov.uk

Out of hours contact for adults safeguarding issues please contact the emergency duty team at Richmond Social Services on **Tel 020 8744 2442**

***ALWAYS PHONE 999 IF THE VULNERABLE ADULT IS IN IMMEDIATE DANGER ***

6. The Role of the Nominated Safeguarding Person (NSP)

The NSP takes the lead responsibility for adult protection including support for other staff and information sharing with other agencies, developing policies and staff training. The NSP should be a senior member of staff with the authority and knowledge to carry out the functions of the role. It is their responsibility under this policy to deal with any operational safeguarding issues that arise including lost and found vulnerable adults. It is advisable in addition that a staff member in education takes lead responsibility for safeguarding within SHH education activities including outreach.

The NSP will

- Refer suspected abuse/neglect vulnerable adults to Richmond SPA (single point of access). Urgent concerns must be reported immediately even if the NSP is not available
- Report allegations made against members of staff to the Local Area Designated Officer (LADO).
- Develop and update adult protection and other safeguarding policies ensuring staff are made aware of their responsibilities and families are familiar with how to raise a concern.
- Ensure that confidential records are kept of any concerns about a adult or young person and of any conversation or referrals to statutory agencies.
- Provide support and advice to all members of staff within the setting regarding

- safeguarding concerns.
- Ensure all staff have appropriate adult protection and safeguarding training and maintain training records.
 - Develop an e-safety policy and clear rules regarding the use of the internet, social media, mobile phones and any other modern technology tools within the workplace. This will include a section regarding photography and the use of images of vulnerable adults.

The duty to refer and the role of the local area designated officer (LADO)

The LADO is employed by the local authority and should be alerted to all cases in which it is alleged that a person who works with vulnerable adults has:

- behaved in a way that has harmed, or may have harmed the vulnerable adult

The LADO role applies to paid, unpaid, volunteer, casual and self-employed workers. The LADO is involved from the initial phase of the allegation through to the conclusion of the case. They will provide advice, guidance and help to determine whether the allegation sits within the scope of the procedures.

The LADO helps co-ordinate information-sharing with the right people and will also monitor and track any investigation, with the aim to resolve it as quickly as possible. The LADO will attend local strategy meetings and chair managing allegation strategy meetings. If there are concerns about a staff member or volunteer relating to adult protection OKMT is obliged to refer the case to the LADO

Contact details: Richmond LADO – refer through the Richmond SPA

7. Safeguarding Code of Conduct for all OKMT Staff, Trustees and Volunteers

Must:

- Treat vulnerable adults with respect, valuing each individual and avoiding negative discrimination
- Be aware of possible risks and question situations that appear to be suspicious
- Be aware of appearances and avoid any situations which might appear compromising
- Encourage open communication
- Report any allegation (even if this is just a suspicion) of abuse or inappropriate conduct immediately to the nominated safeguarding person.

Must Not:

- Physically restrain a vulnerable adult except in exceptional circumstances where either the client or staff member is at risk of harm.
- Allow or engage in any inappropriate touching
- Give out personal information, or share e-mail, social network site details (e.g. Facebook) and mobile numbers with any vulnerable adult

- Take photographs of vulnerable adults on your mobile phone without the written permission of the parent or responsible person

What is abuse or neglect?

For the purposes of this policy, and in line with the guidelines produced by the Borough of Richmond-upon-Thames, the organisation considers that abuse and or neglect may occur when someone responsible for a vulnerable adult inflicts harm or fails to act to prevent harm. This may take place within a family, institution or community setting.

In considering whether to report a concern of abuse or neglect, one should consider the following categories of ill treatment:

- **Physical Abuse**

Any physical harm inflicted upon a vulnerable adult, and can involve hitting, shaking and burning.

- **Emotional Abuse**

The emotional ill treatment of a vulnerable adult, which may have a negative impact on their emotional development.

- **Sexual Abuse**

This involves forcing or enticing a vulnerable adult to take part in sexual activities, whether or not the adult is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. It may also involve encouraging the vulnerable adult to behave in sexually inappropriate ways.

- **Neglect**

This is the failure to meet a vulnerable adult's basic physical and/or psychological needs and is likely to have a serious negative effect on the adult's health and development. This may include, failure to provide food, failure to ensure access to appropriate medical care or treatment or neglect of the adult's basic emotional needs

Responding to allegations or suspicions

It is not the responsibility of anyone working for OKMT in a paid or unpaid capacity, to decide whether or not abuse has taken place. However, there is a responsibility to act on any concerns through contact and referral to the Richmond SPA.

8. Action

Any concerns should be clearly recorded. It is not the Nominated Safeguarding Officers job to investigate any concern or issue raised with them. It is their role to record the information as they have been told and to refer this to the Richmond SPA. The officer's decision and the process that was taken to reach the decision should be recorded and kept in a securely locked filing cabinet. The board member responsible for adult protection and safeguarding should be informed of any referral made.

9. Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only. Information should be stored in a secure place with limited access to designated people, in line with data protection laws. (E.g. that information is accurate, regularly updated, relevant and secure.)

10. Recording a Disclosure

To ensure that this information is as helpful as possible, a detailed record should always be made at the time of the disclosure/concern, which should include the following:

1. The adult's name, age and date of birth.
2. The adult's home address and telephone number.
3. Whether or not the person making the report is expressing their own concerns or those of someone else.
4. The nature of the allegation. Include dates, time and special factors and other relevant information.
5. A description of any visible bruising or other injuries. Any indirect signs such as behavioral changes.
6. Details of witnesses to the incidents.
7. The adult's account, if it can be given, of what has happened and how any bruising or other injuries occurred.
8. Have the family been contacted?
9. If so, what has been said?
10. Has anyone else been consulted? If so, record details.

11. COMPLAINTS AGAINST THE THERAPISTS

In the event of a complaint against a therapist, the complainant will be asked to provide a written statement and an investigation into the complaint will be carried out by two independent Trustees. The outcome of the investigation will be undertaken in accordance with the Otakar Kraus Music Trust's complaints procedures guidelines as outlined by the BAMT and HCPC

12. RECORD KEEPING

Client records are maintained by the General Manager and Administrator in a secure environment.

In addition, the Therapists maintain their own records with regard to the progress of their clients. These reports are solely for the parent/guardian/school etc.

POLICY UPDATED SEPTEMBER 2017

To be reviewed annually