

Safeguarding and Protecting People from Abuse Policy

Company Name: The Western Isles Ear Clinic

Policy: Adult and Young Person (16+) Support and Protection Policy

Created by: Dee-Anne Mackenzie

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This policy ensures that The Western Isles Ear Clinic upholds the highest standards of care for **adults and young people aged 16 and above**, particularly those who may be at risk of harm, neglect, or abuse. It outlines how staff should act in situations where a vulnerable person is identified or suspected to be at risk and how to promote their safety and protection during treatment.

This policy is aligned with the **Adult Support and Protection (Scotland) Act 2007**, the **Adults with Incapacity (Scotland) Act 2000**, and relevant child and young person protection guidance, ensuring legal compliance and safeguarding best practice.

2. Scope

This policy applies to:

- All patients receiving ear care, especially those who are vulnerable (e.g., elderly, disabled, young people aged 16+, or those with cognitive impairments)
 - Clinic staff (Myself)
 - Any visitors (e.g., carers or family members) who may be present with the patient
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3. Definition of Vulnerable Adults and Young People (16+)

A **vulnerable person** includes any adult or young person aged 16 or over who, because of their age, illness, disability, or circumstances, is unable to take care of themselves or protect themselves from harm or exploitation.

Examples include:

- The elderly or frail
 - Young people aged 16+ who may be at risk due to immaturity, mental health issues, or personal circumstances
 - Individuals with learning or physical disabilities
 - Individuals with mental
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4. Recognizing Signs of Abuse or Neglect

Staff should be aware of potential signs that an adult may be at risk of abuse or neglect, which include but are not limited to:

- **Physical signs:** Unexplained injuries, bruising, or burns
 - **Emotional signs:** Withdrawal, anxiety, or depression
 - **Behavioral signs:** Fear of certain individuals, reluctance to speak freely
 - **Financial signs:** Unexplained financial transactions or loss of money
 - **Poor personal care:** Unkempt appearance, poor hygiene, malnutrition, or dehydration
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5. Procedure for Identifying and Reporting Concerns

Step 1: Recognizing the Risk

- If any staff member suspects or identifies a vulnerable adult is at risk, they must immediately report their concerns to the clinic's designated safeguarding officer (this could be the clinic owner or lead practitioner).
- If there are any **immediate concerns** for the adult's safety, **emergency services** (such as social services or police) should be contacted directly.

Step 2: Initial Assessment

- **Speak confidentially** with the patient (if possible) to understand their situation, ensuring they feel safe and listened to.
- Record any observations, such as signs of physical abuse, neglect, or unusual behavior.
- **Do not confront the suspected abuser** during the initial assessment.

Step 3: Reporting the Concern

- Report any concerns about suspected abuse or neglect to **Social Services** or the **Adult Protection Committee** immediately.
- A written report should be made, clearly detailing the concern, how it was identified, and what steps were taken.
- Follow up to ensure the concern has been properly acted upon by relevant authorities.

Step 4: Supporting the Patient

- Provide a safe, confidential space for the patient if they wish to talk about their concerns.
- Reassure the patient that they will be supported and that appropriate authorities will be involved if needed.

Step 5: Record-Keeping

All records of suspected abuse or neglect and subsequent actions taken must be kept **securely and confidentially**. Maintain a log of all incidents or concerns for **internal review and future reference**.

6. Legislation and Legal Framework

This policy is governed by the following laws and frameworks:

- **Adult Support and Protection (Scotland) Act 2007 (ASP Act):** Provides a framework for protecting adults at risk of harm due to disability, illness, or age.
- **Adults with Incapacity (Scotland) Act 2000 (AWI Act):** Addresses welfare, financial, and medical decisions for adults unable to make decisions themselves.
- **Children (Scotland) Act 1995:** Protects children's welfare and defines parental responsibilities, relevant for minors aged 16-17.
- **Children and Young People (Scotland) Act 2014:** Strengthens children's rights and wellbeing, including protections for looked-after children and young carers.
- **United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2020 (UNCRC):** Embeds the UNCRC into Scots law, affirming children's rights to protection, participation, and provision.

Staff must be aware of these Acts and work within their provisions when safeguarding vulnerable adults and young people aged 16 and above.

7. Local Contact Information for Reporting Concerns

If there are concerns about an adult's welfare, staff or members of the public can contact the local health and Social Work Services:

Local Social Work Services

- **Urgent Concerns:** If you believe the situation is an emergency, call 999
 - **Non-Emergency Concerns: Adult Protection Network:** If it is less urgent, you can call 01851 701702 or email enquiries@cne-siar.gov.uk.
 - **Social Work Services:** You can also contact the Social Work Services at 01851 822708 or email enquiries@cne-siar.gov.uk.
 - **Emergency Social Work Services (Out of Hours):** For urgent issues outside of regular office hours, you can contact the Western Isles Emergency Social Work Services at 01851 701702.
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- Police Scotland – Western Isles Division
 - Emergency: 999

- Non-emergency: 101
 - Local Station: 8 Church St, Stornoway HS1 2JD
 - Telephone Number: 0300 426 0101
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8. Confidentiality and Privacy

- All personal and medical information about patients is confidential and should be treated in line with data protection regulations (e.g., **GDPR**).
 - Information should only be shared with external authorities (e.g., social services, police) when necessary to protect the adult's welfare or when legally required.
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9. Staff Training and Awareness

All staff will receive:

- **Initial training** on adult protection and safeguarding via Taurus.
- **Ongoing training** in recognizing signs of abuse, neglect, and exploitation.
- **Regular updates** on local safeguarding procedures and legislation, including the **Adult Support and Protection (Scotland) Act 2007** and **Adults with Incapacity (Scotland) Act 2000**.

Training will cover:

- The **identification of signs** of abuse or neglect.
 - How to **respond appropriately** if abuse is suspected.
 - The clinic's procedures for **reporting and recording concerns**.
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10. Supporting Vulnerable Adults During Treatment

When providing microsuction ear care to vulnerable adults, clinic staff will:

- Ensure that **informed consent** is obtained in an appropriate, respectful manner.
- Allow a **carer or support person** to be present during the procedure if the patient wishes.
- Ensure the **environment** is comfortable, accessible, and supportive for vulnerable adults (e.g., ensuring accessibility, minimizing stress).
- Provide clear instructions and **follow-up care** to ensure the patient understands their treatment.

11. Policy Review and Updates

This policy will be reviewed **annually** or sooner if any incidents or legal changes necessitate updates. All staff will be informed of any amendments.

Approved by: [Dee-Anne Mackenzie]

Position: Owner/Practitioner

Signature: _____

Date: _____ 14/07/25 _____