

- **INTRODUCTION**

This policy relates to the protection of SAKNAFTA service users from suffering the effects of abuse.

- **POLICY STATEMENT**

SAKNAFTA committed to protecting all services users from abuse.

SAKNAFTA believes that every service user has the right to live free from abuse.

The Company will not tolerate any member of staff breaching their responsibility by any act or omission that causes or permits the abuse of a service user.

Where we are unsuccessful in preventing such abuse, we will ensure that robust procedures are in place for reporting and dealing with incidents.

- **AIMS**

The aim of this Policy is to set out the position of the Company with regard to the measures to be taken to prevent incidents of abuse, the reporting of such incidents, and the availability of information on this subject.

- **DEFINITION OF ABUSE**

SAKNAFTA has adopted the Action on Elder Abuse definition, which states that abuse is:

A single or repeated act or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress.

- **TYPES OF ABUSE**

The Department of Health Publication identifies the following types of abuse

(The list is illustrative, not exhaustive):

- Physical Abuse, this is any physical contact that harms a person or is likely to cause them pain or distress
- Sexual Abuse, this is forcing, inducing or attempting to engage in any unwelcome form of sexual activity. This includes both physical behavior and remarks of a sexual nature made towards the tenant
- Psychological abuse, this includes emotional abuse, threats of harm, intimidation, coercion, harassment, verbal abuse etc.
- Financial or material abuse, this includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions etc.
- Neglect and acts of omission, this includes ignoring medical or physical needs, failure to provide access to appropriate health or social care services, the withholding of the necessities of life such as medication, adequate nutrition and heating etc
- Discriminatory abuse, including racist, sexist, that based on a person's disability and other forms of harassment or similar treatment

A further recognized form of abuse is institutional abuse. Could include:

Staff using master keys without due cause.

- Staff entering properties without permission or waiting for replies.
- Discriminatory behavior.
- Restrictive or discriminatory practices in the use of communal facilities.

• MEASURES TO BE TAKEN

In order to meet the aims that this policy sets out SAKNAFTA will:

- Ensure that rigorous safeguards are in place in recruitment processes
- Ensure that staff are supported and trained in recognizing and dealing with incidents of abuse and that they know how to respond appropriately to allegations, suspicions or incidents
- Ensure that staff are aware of their individual responsibilities in relation to speaking out ('Whistle-blowing') where they are aware of or suspect abuse
- Ensure that appropriate risk assessment processes are utilized specifically to prevent staff from personal benefit when working with service users
- Respond to any allegations against staff appropriately and fairly and implement any necessary disciplinary procedures
- Ensure that information on reporting abuse is widely available and well publicized

• DISCLOSURE / DISCOVERY

Staff may become aware of potential abuse through their own or others suspicions or by the victim disclosing the abuse to them. SAKNAFTA considers that it is inappropriate to give assurances of absolute confidentiality in such situations, particularly where other people may be at risk. Such information given to an individual member of staff belongs to the organization, not the member of staff and staff have a duty to report any such suspicions or disclosures to an appropriate line manager.

• MONITORING AND RESPONSIBILITIES

It is the responsibility of the Chief Executive to ensure that:

- all relevant staff are aware of the Protection from Abuse policy
- all relevant staff are trained on the policy
- service users are aware of the existence of the policy

It is the responsibility of all staff to ensure that this policy is applied.

Amr Farrag
SAKNAFTA Chairman

