

# Continuing Community Care (CCC)

Registered Charity: 1204035

## Abuse & Safeguarding Adults Policy and Procedures

**Last updated:** [24<sup>th</sup> December 2025]

**Approved by:** Trustees of Continuing Community Care

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### 1. Context and Legal Framework

This policy is compliant with:

- The Health and Care Act 2022
- The Care Act 2014 (Section 42 Safeguarding Enquiries)
- The London Borough of Croydon Multi-Agency Adult Protection Policy, Guidelines and Procedures
- UK GDPR and Data Protection Act 2018

For the purposes of this policy, “staff” includes employees, volunteers, trustees, and contractors.

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#### 1.1 Statutory Duty to Safeguard

Under Section 42 of the Care Act 2014, the Local Authority must make enquiries where:

- An adult has care and support needs; and
- Is experiencing, or is at risk of, abuse or neglect; and
- Is unable to protect themselves as a result of those needs.

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#### 1.2 Care and Support Needs Include

- Nutrition and hydration
- Personal hygiene
- Toileting
- Appropriate clothing
- Safety at home
- Maintaining a habitable home
- Maintaining relationships
- Access to work, education, or volunteering

- Access to community facilities and transport
- Caring responsibilities

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### 1.3 Definitions of Abuse

Type	Examples
Physical	Harmful contact, misuse of medication, inappropriate restraint
Sexual	Non-consensual sexual acts, exposure to sexual activity
Psychological	Threats, coercion, intimidation, harassment
Financial	Theft, fraud, pressure to sign documents, misuse of funds
Neglect	Failure to meet basic physical or emotional needs
Discriminatory	Unequal treatment based on protected characteristics
Institutional	Organisational practices prioritising staff over service users

Additional safeguarding risks include domestic abuse, forced marriage, honour-based violence, modern slavery, and self-neglect.

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## 2. Prevention

CCC will:

- Ensure all staff hold appropriate DBS clearance
- Provide safeguarding training
- Require staff to report concerns
- Use risk assessments to prevent conflicts of interest or financial abuse
- Investigate allegations fairly
- Take all disclosures seriously

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### 2.1 Financial Safeguarding

- Staff must not accept gifts or money
- Financial support must be documented and authorised
- Records must be kept securely
- Information shared only with consent or lawful authority

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## 3. Consent and Confidentiality

CCC follows the **Making Safeguarding Personal** approach.

- Adults should be informed and involved wherever possible
- If capacity is lacking, referrals may be made in best interests
- Consent can be overridden if others are at risk, risk is severe, or seeking consent increases risk
- Absolute confidentiality cannot be promised

All decisions must be recorded with clear rationale.

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## 4. Reporting Procedures

### 4.1 Internal Reporting

All concerns must be reported to the Manager or CEO immediately.

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### 4.2 Emergency Situations

If there is immediate danger, a criminal offence, or urgent medical need — **call 999 immediately.**

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### 4.3 Referral to Local Authority

Safeguarding referrals must be made the same working day to:

Croydon Adult Social Care  
 [referral.team2@croydon.gov.uk](mailto:referral.team2@croydon.gov.uk)  
 020 8726 6500

Out of hours: Emergency Duty Team

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### 4.4 Cooperation with Enquiries

Staff must cooperate fully with Local Authority safeguarding enquiries.

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## 5. Recording and Documentation

- All concerns, decisions, and actions must be recorded
- Reasons for overriding consent must be documented
- Records must be stored securely

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## 6. Governance

This policy is reviewed annually and approved by the Trustees.

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## Abuse Reporting Flow

1. Is there immediate risk? → Call 999
2. If no → Notify Manager
3. Seek consent to refer to Local Authority
4. If no consent → Assess public interest / capacity / severity
5. If override applies → Refer and record rationale
6. If no override → Manage risk internally and record