



ADULT SAFEGUARDING POLICY
Safeguarding Adults at Risk of Abuse

UNION OF SISTERS OF THE PRESENTATION
OF THE BLESSED VIRGIN MARY
Ireland

**(North East Province &
South West Province)**

Approved: June 2024
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The Presentation Sisters (Ireland —North East Province and South West Province) *Adult Safeguarding Policy—Safeguarding Adults at Risk of Abuse* was adopted by the Interprovincial Leadership Team of the Presentation Sisters (Ireland—North East Province and South West Province) in April 2024.

All Presentation personnel* are required to accept this document.

Signed on behalf of the Presentation Sisters



Sr Grace McKernan
Provincial SW Province



Sr Mary Hanrahan
Provincial NE Province

Date: 6th June 2024

**Presentation Sisters, Employees and Volunteers*

TABLE OF CONTENTS

Mission and Values	4
Policy Statement	5
Scope	6
Understanding Vulnerability.....	6
Definition of Abuse	7
Who May Abuse	9
Recognising Abuse	9
Responding to Adult Safeguarding Concerns	11
Consent and Capacity	11
Complaints	13
Designated Liaison Person (DLP).....	14
Responding to an Adult Disclosing Abuse	15
Reporting Procedures Flowchart.....	16
Records	17
Obligation to Report the Abuse of an Adult who may be Vulnerable	17
Confidentiality	17
Information Sharing, Confidentiality and Data Protection	17
Summary Procedure when a Disclosure or Concern Arises.....	19
Recruitment and Training	20
Vetting	20
Intimate Care.....	20
Whistleblowing.....	21
Code of Behaviour	21
Appendix 1—Vulnerable Adults—Special Considerations	24
Appendix 2—Guidance for Presentation Sisters as Employers	
Dealing with an Allegation of Abuse of a Vulnerable Adult	26
Appendix 3—General Risk Assessment Form	28
Appendix 4—DLP, HSE, Garda Contact Details	29

Mission and Values

Presentation Sisters are committed to safeguarding as an integral component of our life and ministry, recognising a particular responsibility towards adults who may be at risk of harm and/or in need of protection.

We work to ensure the dignity of persons is respected and their rights upheld by engaging in compassionate service ...

C7 (Way of Life – Presentation Sisters)

Inspired by gospel values, the commitment of Pope Francis, and in compliance with law, we, Presentation personnel* are committed to fostering a safeguarding culture, characterised by empowerment, compassion, collaboration and zero tolerance of abuse.

****Presentation Personnel refers to all Sisters, Employees and Volunteers***

POLICY STATEMENT

This Adult Safeguarding Policy informs our relationships with people with whom we interact in the course of ministry for or on behalf of the Congregation. It describes how to recognise and respond to concerns that an adult who may be vulnerable has been abused, is being abused or is at risk of abuse.

Presentation Sisters are committed to practices which promote the safeguarding of adults from harm/abuse. Any form of abuse is a violation of an individual's human and civil rights. We strive to ensure that everyone involved in our ministries feel welcome and are treated in a way that values and respects their rights.

Presentation Personnel accept and recognise their responsibility to develop awareness of the issues that can harm adults. We strive to promote a culture of safeguarding throughout all our ministries and communities. We recognise that while safeguarding is everyone's responsibility, all involved in working with adults at risk of abuse have a special duty of care towards them.

Sisters who are vulnerable are cared for in the community with the help of agency staff or locally employed staff or in a nursing home. Communities using agencies should refer complaints back to these agencies.

Therefore, as Presentation personnel, we

- Foster best practice in creating a safe environment for safeguarding adults.
- Respond appropriately and effectively to adult safeguarding concerns.
- Ensure accountability through effective structures.
- Follow agreed procedures laid down for the selection of staff and volunteers.
- Provide effective management for staff and volunteers through supervision, support and training.
- Implement a code of behaviour for all involved with Presentation Sisters, including visitors and service providers.
- Ensure general safety and risk management procedures are adhered to.
- Report allegations to the DLP (Designated Liaison Person) where there is cause for concern and cooperate with the civil authorities.
- Take just and appropriate action in relation to personnel who have abused vulnerable adults
- Take effective measures to guard against future risk of abuse.
- Promote healing and reconciliation.

SCOPE

This Policy applies to all those who have responsibility for the provision of health and social care services to adults at risk. It applies to all Presentation Personnel.

UNDERSTANDING VULNERABILITY

Definition of an Adult at Risk

For the purposes of this Policy document an **adult at risk** is a person, other than a child (under 18 years), who, due to personal characteristics and/or life circumstances may be restricted in capacity to guard against harm or exploitation or to report such harm or exploitation.

Personal characteristics *may include*, but are not limited to:

- Physical disability,
- Intellectual disability
- Special educational needs
- General wellbeing
- Suffering from a disorder of the mind, whether as a result of mental illness, accident or dementia

Life Circumstances *may include*, but are not limited to:

- Isolation
- Socio-economic factors
- Breach of human rights and civil liberties
- Environmental living conditions

Pope Francis has provided the following definition of a vulnerable person - *‘any person in a state of infirmity, physical or mental deficiency, or deprivation of personal liberty which, in fact, even occasionally, limits their ability to understand or to want or otherwise resist the offence.’* (M.P. Vos Estis Lux Mundi, Art 1 # 2).

DEFINITION OF ABUSE

Abuse may be defined as “*any act, or failure to act, which results in a breach of the person’s human rights, civil liberties, physical and mental integrity, dignity, or general wellbeing, whether intended or through negligence, including sexual relationships or financial transactions to which the person does not or cannot validly consent, or which are deliberately exploitative. Abuse may take a variety of forms*”. – Health Information and Quality Authority (HIQA).

TYPES OF ABUSE	INCLUDES	POSSIBLE INDICATORS
Physical	Hitting, slapping, pushing, kicking, misuse of medication, restraint, use of excessive force in the delivery of personal care, or inappropriate sanctions.	Unexplained signs of physical injury – cuts, bruises, burns, scratches. Asks not to be hurt, appears frightened, anxious to avoid a particular person.
Sexual	Rape and sexual assault, or sexual acts to which the person has not consented, or could not consent, or into which he or she was compelled to consent.	Trauma to the genitals, rectum, mouth etc, STIs and human bite marks. Behaviours which are unusual for that person e.g. disturbed sleep, incontinence, aggression, unusual sexual behaviour, anxiety attacks.
Emotional/ Psychological	Emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, coercion, intimidation, verbal abuse, isolation.	Mood swings, tearfulness, sleeplessness, feelings of helplessness/hopelessness, extreme low self-esteem self-abuse or self-destructive behaviour. Anxious/aggressive/passive or withdrawn.
Financial or material	Theft, fraud, exploitation, pressure in connection with wills, property, or financial transactions, misuse or misappropriation of possessions, benefits, or property.	Lack of control over personal funds/bank accounts; misappropriation of money, property, or valuables.; lack of records or incomplete records of spending; forced changes to wills; insufficient money for day-to-day expenses.
Discriminatory	Ageism, racism, sexism, abuse based on a person’s disability, and other forms of harassment, slurs, or unequal treatment.	Isolation from family or social networks. Indicators of psychological abuse may also be present.

TYPES OF ABUSE	INCLUDES	POSSIBLE INDICATORS
Neglect	Ignoring medical or physical care needs, failure to provide access to appropriate health, social care, or educational services, withholding of the necessities of life such as medication, adequate nutrition and heating.	Poor personal hygiene. Poor state of clothing. Non-attendance at routine health appointments e.g. dental, optical. Social isolation.
Institutional	Abuse may occur within residential care and acute settings, including nursing homes, hospitals, and any other in-patient settings. May involve poor standards of care, rigid routines and inadequate responses to complex needs.	Lack of training of staff and volunteers. Lack of, or poor-quality supervision and management. Inadequate record keeping. Poor communication with other service providers. Lack of personal possessions and clothing. Family, friends and other visitors discouraged from visiting.
Human Trafficking/ Modern Slavery	The acquisition and movement of people (adults and children) by force, threat, or deception for the purpose of exploiting them. It can take many forms, such as domestic servitude, forced labour, forced criminality, sexual exploitation, forced organ harvesting.	A person believing that they must work in situations against their will, that their movements are being controlled, unable to leave the designated workplace. Fear, anxiety, unexplained injuries. Violence or threats of violence against themselves or against a family member.
Online or digital	Stalking, harassing, threatening, controlling, or impersonating another person using technology. This could involve stalking through social media, harassment by text message, or humiliation by posting pictures or videos.	Behaviours which are unusual for that person - withdrawn, anxious, clingy, depressed, aggressive, problems eating/sleeping. Taking unnecessary risk. Poor/non-attendance at work/school/college.

WHO MAY ABUSE?

Anyone who has contact with *adults at risk* may be abusive, including a member of their family, community, or friend; an employee of an organisation providing service, healthcare worker or anyone in a caring position in relation to the person.

When might abuse occur?

Abuse can happen at any time in any setting.

RECOGNISING ABUSE

Abuse can be difficult to identify and may present in many forms. No one indicator should be seen as conclusive in itself of abuse. It may indicate conditions other than abuse. All signs and symptoms must be examined in the context of the person's situation and family circumstances.

All personnel need to be aware of circumstances that may leave a vulnerable adult open to abuse and must be able to recognise the possible early signs of abuse. They need to be alert to the demeanour and behaviour of adults who may become vulnerable and to the changes that may indicate that something is wrong. It must not be assumed that an adult with a disability or an older adult is necessarily vulnerable; however, it is important to identify the added risk factors that may increase vulnerability. People with disabilities and some older people may be in environments or circumstances in which they require safeguards to be in place to mitigate against vulnerability which may arise. As vulnerability increases responsibility to recognise and respond to this increases.

Barriers to disclosure may occur due to some of the following:

- Fear on the part of the vulnerable adult of having to leave their home or service as a result of disclosing abuse
- A lack of awareness that what they are experiencing is abuse
- A lack of clarity as to whom they should talk
- Lack of capacity to understand and report the incident
- Fear of an alleged abuser

- Ambivalence regarding a person who may be abusive
- Limited verbal and other communication skills
- Fear of upsetting relationships
- Shame and/or embarrassment

All staff should be aware that safeguarding vulnerable adults is an essential part of their duty. Staff must be alert to the fact that abuse can occur in a range of settings and therefore must make themselves aware of the signs of abuse and the appropriate procedures to report such concerns or allegations of abuse.

Concerns or allegations of abuse of a vulnerable adult may come to light in a number of ways:

- Direct observation of an incident of abuse
- Disclosure by a vulnerable adult
- Disclosure by a relative/friend of the vulnerable adult
- Observation of signs or symptoms of abuse
- Reported anonymously
- Come to the attention as a complaint through the HSE or agency/organisation complaints process.
- Obvious change in behaviour

RESPONDING TO ADULT SAFEGUARDING CONCERNS

Presentation Personnel will work with the appropriate statutory agency to take appropriate action in line with legislation and guidance on consent and capacity if a person alleges that they have suffered any of the forms of abuse. (see pages 7 and 8). As far as possible a person should be supported to communicate their concerns to relevant agencies.

Anyone who brings any concern regarding adult safeguarding will be responded to sensitively, respectfully, actively and in a timely manner.

CONSENT AND CAPACITY

The issues of consent and capacity are complex and may vary depending on the nature of the issues/decisions arising.

Adults have a right to self-determination, and this must be respected. An adult's will and preference must be heard. The absence of capacity to consent cannot be assumed unless a lawful process has occurred.

It is particularly important that sufficient information has been given, in an appropriate way, to an adult who may be vulnerable or at risk and that the person can understand and weigh up the information and consequences. Consent must be voluntary and free from coercion or negative influence.

Presentation personnel may be concerned regarding a person's capacity to give consent being compromised, but are not qualified to make this determination. Advice should be sought from the DLP (Designated Liaison Person) or the HSE Safeguarding and Protection Team. (See Appendix 4).

How will I know whether a person is an *adult at risk*?

The disclosure of information, without consent, by reporting to an appropriate person may be necessary in situations where there is a risk to safety or in order to prevent a crime.

It is important that all Presentation Sisters, Staff and Volunteers know how to respond and do so in accordance with the following Guidelines:

DO

- ⇒ Stay calm.
- ⇒ Listen carefully and attentively to what the adult who may be vulnerable is telling you.
- ⇒ Express concern and regret about what has happened.
- ⇒ Reassure the adult that they have done the right thing in telling you and that any issue will be dealt with sensitively and discussed only with those who need to know.
- ⇒ **Record the concern ensuring you write down the information disclosed as told to you. Date and sign your record.**
- ⇒ Tell them you will discuss it with the DLP and talk to them again.

DON'T

- ⇒ Panic.
- ⇒ Stop someone from disclosing to you.
- ⇒ Ignore a concern: It is important that concerns regarding abuse are never ignored.
- ⇒ Ask the person leading questions or press for more details. You should allow the person to freely recall events.
- ⇒ Investigate instances of abuse yourself or confront the person you think is responsible for the abuse.
- ⇒ Promise to keep secrets.
- ⇒ Gossip about the disclosure or speak with people who have no legitimate need to know.
- ⇒ Decide not to report, from fear of getting it wrong or damaging the reputation of a colleague.

COMPLAINTS

The appropriate handling of complaints is an integral part of good governance and risk management. Proper and effective complaint handling procedures should be in place. Good complaint handling procedures should be well-publicised, easy to access, simple to understand, quick, confidential, sensitive to the needs of the complainant and those complained against, effective, provide suitable remedies and be properly resourced.

Complaints procedures provide an opportunity to put things right. They are a useful additional means of monitoring the quality of service provision. Complaints are best dealt with through local resolution where the emphasis should be on achieving quick and effective resolutions to the satisfaction of all concerned. Vulnerable adults may need particular support to use a complaints procedure. Complaints should be dealt with in a positive manner, lessons should be learned and changes made to systems or procedures where this is considered necessary. Particular attention should be paid to complaints which are suggestive of abusive or neglectful practices or which indicate a degree of vulnerability. All cases of alleged or suspected abuse must be taken seriously. All staff must inform the appropriate authority immediately. Effective mechanisms must be in place to ensure a prompt response to concerns and complaints. Ensuring the safety and well-being of the vulnerable adult is the priority consideration.

Anonymous and Historical Allegations

All concerns or allegations of abuse must be assessed, regardless of the source or date of occurrence. The quality and nature of information available in anonymous referrals may impact on the capacity to assess and respond appropriately.

Issues for consideration include:

- The significance/seriousness of the concern/complaint
- The potential to obtain independent information
- Potential for ongoing risk

In relation to historical complaints the welfare and wishes of the person and the potential for ongoing risk will guide the intervention.

Any person who is identified in any complaint, whether historic or current, made anonymously or otherwise, has a right to be made aware of the information received.

DESIGNATED LIAISON PERSON (DLP)

The DLP is the person, appointed by the Provincial(s), who has responsibility regarding concerns/reports of abuse of adults who may be at risk. All concerns/reports regarding adults who may be at risk/vulnerable which relate to Presentation personnel and activities in the Irish Provinces must be reported to the relevant DLP. The DLP(s) have the overall responsibility, entrusted to them by the Provincial(s), to ensure that each concern is appropriately responded to and for liaising with the relevant statutory authorities.

The Designated Liaison Person will be responsible for:

- Receiving concerns or allegations of abuse regarding vulnerable adult at risk
- Collating relevant information
- Ensuring the appropriate authority is informed and collaboratively ensuring necessary actions are identified and implemented
- Ensuring all reporting obligations are met
- Supporting the appropriate authority and other personnel in addressing the issues arising
- Maintaining appropriate records
- Other responsibilities as may be assigned

All concerns/reports of abuse must be immediately notified to the Designated Liaison Person.

DLPs

Colette Stevenson (NE Province)

Email: dlpadult@presprone.com

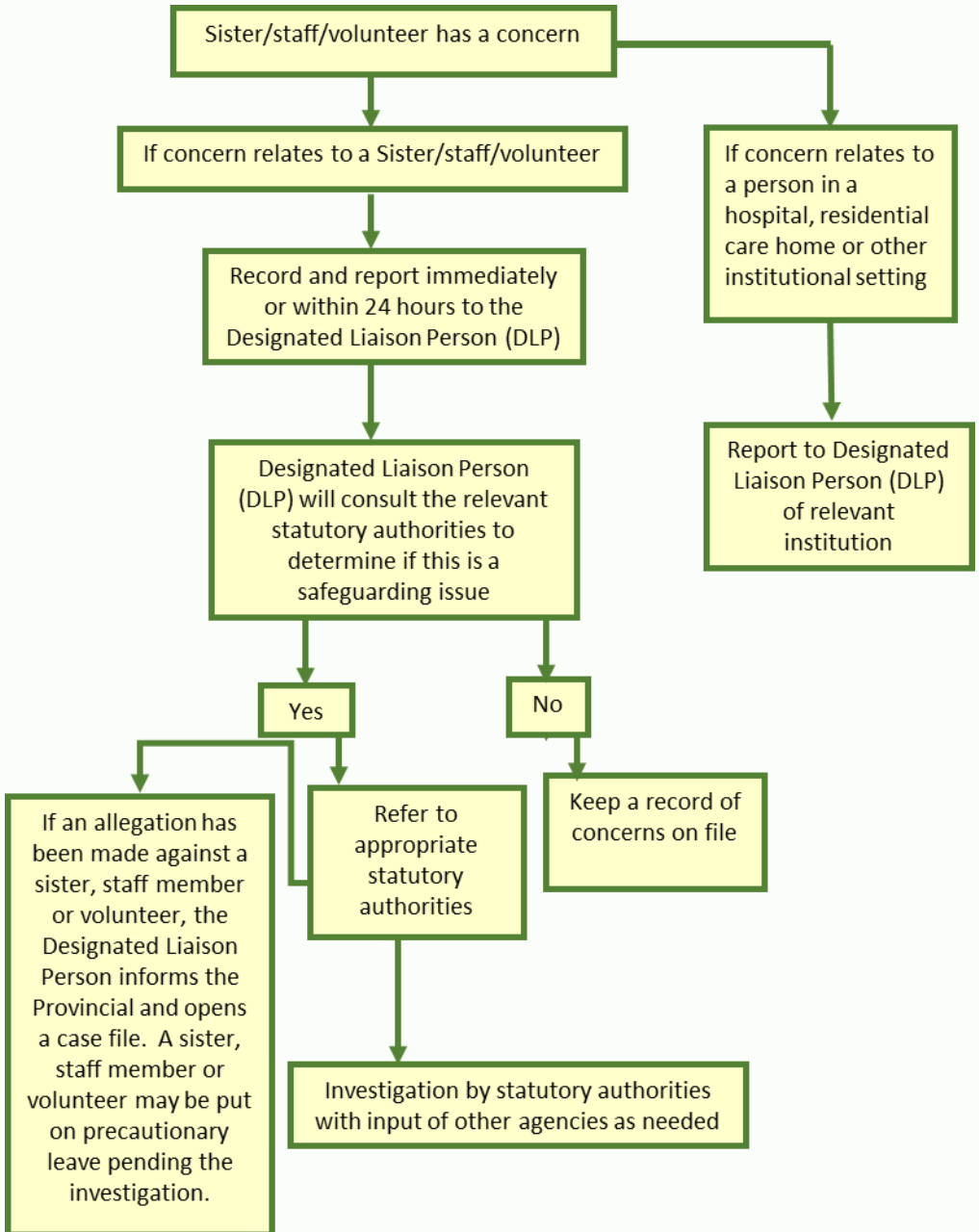
Sheila Kelleher (SW Province)

Email: safeguarding@presentationisterssw.ie

RESPONDING TO AN ADULT DISCLOSING ABUSE

An adult at risk may select a person to confide in. That chosen person will be someone they trust and have confidence in. It is important that a vulnerable adult who discloses abuse feels supported and facilitated in what may be a frightening and traumatic process for them. A vulnerable adult may feel perplexed, afraid, angry, despondent and guilty. It is important that any negative feelings they may have are not made worse by the kind of response they receive. A vulnerable adult who divulges abuse has engaged in an act of trust and their disclosure must be treated with respect, sensitivity, urgency and care. It is of the utmost importance that disclosures are treated in a sensitive and discreet manner.

REPORTING PROCEDURES FLOWCHART



RECORDS

It is essential to keep detailed and accurate records of concerns or allegations of abuse and the subsequent action taken. Failure to adequately record such information and to appropriately share that information in accordance with this Policy is a failure to adequately discharge a duty of care.

OBLIGATION TO REPORT THE ABUSE OF AN ADULT WHO MAY BE VULNERABLE

The Criminal Justice (Withholding of Information on Offences against children and Vulnerable Persons) Act 2012 makes it an offence to withhold information from the Gardaí about certain types of offences against “vulnerable persons” (as well as children). These offences include assault causing harm, sexual assault, rape, incest and trafficking.

CONFIDENTIALITY

Observing the principle of confidentiality will mean that information is only communicated to others with the consent of the person involved except in circumstances where legal requirements to report apply. All adults at risk and where appropriate, their carers or representatives need to be aware that the operation of safeguarding procedures will, on occasion, require the sharing of information with relevant professional and statutory agencies – in order to protect the vulnerable adult or others. The provision of information to statutory agencies for the protection of an adult at risk is not a breach of confidentiality or data protection.

INFORMATION SHARING, CONFIDENTIALITY AND DATA PROTECTION.

Information sharing for the purposes of protecting adults who may be vulnerable is not a breach of confidentiality, provided it is

- (a) shared only with those who need to know it and
- (b) in compliance with data protection law.

The Presentation Sisters recognise the importance of ensuring every person’s right to confidentiality and is committed to keeping confidential all personal information in so far as this is possible and lawful. When a concern arises for the protection of an adult who may be vulnerable the information is shared on a “*need*

to know” basis, that is, it is shared with those who need to know it in order to ensure that an adult who may be vulnerable is protected from harm. The information is shared in accordance with the requirements of this policy and as required by law. Those who work for or on behalf of Presentation Sisters, Ireland, cannot give an undertaking to any individual not to disclose protection concerns regarding adults who may be vulnerable on the grounds of confidentiality. Data protection legislation attempts to ensure that an individual’s right to privacy and dignity are respected, particularly regarding the use and sharing of personal data (information), whether the personal data is held electronically or in manual form. The Presentation Sisters operate in compliance with the Irish Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018. Its principles include:

- Lawful, fair and transparent processing
- Processing for a specified and lawful purpose
- Data minimization
- Accuracy
- Storage limitation
- Security, integrity and confidentiality
- Liability and accountability.

The act and regulation permit processing of personal data including, disclosing personal data to third parties, in certain circumstances. These include:

- Where it is necessary to comply with a legal obligation
- To protect the vital interests of a data subject
- Where the processing is in the legitimate interests of The Presentation Sisters, or a ministry within Presentation Sisters (Ireland), and appropriate safeguards have been put in place regarding privacy
- To establish, exercise or defend a legal claim

The records of protection concerns relating to adults who may be vulnerable are retained indefinitely. Other records are removed once they are no longer required for the purpose for which they were created.

Persons on whom Presentation Sisters (Ireland) holds personal data are entitled to a copy of it subject to limited exceptions. Applications to obtain such personal data should be made to the relevant Provincial Office – North East Province or

SUMMARY PROCEDURE

The following outlines the procedures when a disclosure or concern arises:

- If in doubt, discuss with the DLP and/or the HSE Safeguarding and Protection Team.
- If the disclosure/concern relates to Presentation personnel it must be reported to the DLP who will inform the relevant Provincial.
- If the disclosure/concern relates to a residential setting (hospital, nursing home etc.) it must be reported to the DLP of the institution.
- If the disclosure/concern does not relate to Presentation personnel, the DLP is available to provide advice and support. However, the person who receives the disclosure or has the concern may report it to the statutory agencies.
- Further information and/or advice is available from statutory agencies.
- Identify all responsibilities and ensure that these are met.
- Matters to be considered with the DLP will include the need for the provision of support to all persons affected by the disclosure/concern.

Matters to be considered with the DLP will include the need:

- For the provision of support to all persons affected by the disclosure/concern.
- For further information or/and advice from the statutory agencies.
- To establish if the threshold for reporting has been reached (reasonable grounds for concern exist).
- To identify all responsibilities and ensure that these are met.

RECRUITMENT AND TRAINING

Clearly defined methods of recruiting staff and volunteers are vital. The following elements should be in place:

- A role description for each position
- All personnel are Garda Vetted
- At least two references will be checked
- All personnel review and sign the Safeguarding Policy and Code of Behaviour
- All personnel complete Safeguarding Training

VETTING

All staff and volunteers shall be Garda vetted prior to commencement of employment/voluntary work. “Any work or activity which is carried out by a person, a necessary and regular part of which consists mainly of the person having access to, or contact with, vulnerable persons....” National Vetting Bureau (Children and Vulnerable Persons) Act.

INTIMATE CARE

All Presentation personnel shall respect the privacy and dignity of all persons, including vulnerable adults. Presentation personnel shall only provide intimate care when it is acceptable to all persons concerned. It is very important for staff to introduce themselves, explain who they are, what they are doing and why they are doing it. Communication is essential so that misinterpretations do not occur. Vulnerable adults should not be uncovered unnecessarily during intimate care. Staff shall knock on toilet and bathroom doors and wait a reasonable time for a response before entering.

WHISTLEBLOWING

Whistleblowing is a term used to describe the action of someone who reveals/discloses wrongdoing within an organisation to the public or to those in positions of authority. There is legal protection for whistleblowers. The Protected Disclosures Act 2014 provides legal safeguards to employees, contract and agency workers and people on work experience schemes (but not volunteers) to report illegal practices or other specified wrongdoings such as abuse. This applies where the disclosure is made in good faith and on reasonable grounds and relates to any conduct or action which raises a significant danger to public health or safety.

Presentation Sisters are committed to ensuring that any person who raises a concern for the safety or welfare of any person will not be victimised, harassed or in any way disadvantaged provided that the person has reasonable grounds for concern. Any person who is concerned about poor or inappropriate practice or behaviour should report it to the person in charge of the community and/or the ministry. However, the person may decide to make the concern directly to the DLP and/or to the statutory agencies. The DLP is available to provide advice and support to any person who is concerned about the protection and welfare of an adult who may be at risk.

CODE OF BEHAVIOUR

All Presentation personnel - Sisters, employees, volunteers, - must relate to each other in a mutually respectful and dignified manner, ensuring that the rights of every person are upheld. Commitment of all personnel is required for the effective implementation of the Presentation Code of Behaviour Policy.

The Code of Behaviour is aimed at minimising the opportunities for harm to be caused and to reassure those involved in ministry with adults who may be vulnerable, that their behaviour is appropriate. Presentation personnel are obliged to take responsibility for managing boundary issues, be accountable for any violations of such boundary issues that may occur, and be accountable and transparent in their dealings with others.

Presentation Personnel must ensure that:

- People are treated with dignity and respect
- People are treated fairly and equally
- Physical contact is minimised, is not secretive and is appropriate to the task required
- Communication difficulties and diversity of beliefs and practices are respected
- Independence and choice are promoted
- Participation in all decisions that affect their lives is encouraged and facilitated
- Appropriate boundaries are maintained and the right to personal privacy is respected
- Staff are accountable for the quality of their work and for regularly updating knowledge and skills
- Staff are treated with dignity and respect at all times
- Records are maintained of vulnerable persons' personal allowances, expenditure and receipts, as appropriate

Presentation Personnel must never:

- Behave disrespectfully
- Abuse or exploit through their behaviour or communication including inappropriate comments/jokes
- Shame, humiliate or belittle
- Gossip about personal/sensitive information about vulnerable persons and/or their families
- Discriminate - subtly or obviously
- Derive personal gain when using vulnerable persons' money on their behalf

- Involve themselves in financial affairs or give/accept gifts of more than token value.
- Form inappropriate relationships.
- Behave in a sexually exploitative manner.
- Abuse, neglect or harm an adult, or place them at risk of harm whether by omission or commission.
- Ignore or fail to report disclosures or evidence of abuse.
- Inappropriately use social media.
- Photograph/Video a vulnerable person without prior relevant and valid consent.
- Arrange activities/ 'outings' without assessing risk of harm and ensuring such risk is mitigated as far as possible.
- Involve themselves in matters that are beyond their competence.

Breaches of Code of Behaviour.

Any person who is concerned about a possible breach of this Code of Behaviour should discuss the matter with the Line Manager/Local Leader/DLP.

APPENDIX 1

VULNERABLE ADULTS—SPECIAL CONSIDERATIONS

Abuse of a vulnerable adult may be a single act or repeated over a period of time. It may comprise one form or multiple forms of abuse. The lack of appropriate action can also be a form of abuse. Abuse can occur in a relationship where there is an expectation of trust and can be perpetrated by a person who acts in breach of that trust. It is critical that the rights of vulnerable adults to lead as normal a life as possible is recognised.

In particular, deprivation of the following rights may constitute abuse:

- Liberty
- Privacy
- Respect and dignity
- Freedom to choose
- Opportunities to fulfil personal aspirations and release potential in their daily lives
- Opportunity to live safely without fear of abuse in any form
- Respect for possessions

People with disabilities and older people may be particularly vulnerable due to:

- Diminished social skills
- Dependence on others for personal and intimate care
- Capacity to report
- Sensory difficulties
- Isolation
- Power differentials
- Fear of reporting and the consequences of reporting

Adults who become vulnerable have the right:

- To be accorded the same respect and dignity as any other adult, by recognising their uniqueness and personal needs
- To be given access to knowledge and information in a manner which they can understand in order to help them make informed choices
- To be provided with information on, and practical help in, keeping themselves safe and protecting themselves from abuse
- To live safely without fear of violence in any form
- To have their money, goods and possessions treated with respect and to receive equal protection for themselves and their property through the law
- To be given guidance and assistance in seeking help as a consequence of abuse
- To be supported in making their own decisions about how they wish to proceed in the event of abuse and to know that their wishes will be considered paramount unless it is considered necessary for their own safety or the safety of others to take an alternate course, or if required by law to do so
- To be supported in bringing a complaint
- To have alleged, suspected or confirmed cases of abuse investigated promptly and appropriately
- To receive support, education and counselling following abuse
- To seek redress through appropriate agencies

APPENDIX 2

Guidance for Presentation Sisters as employers Dealing with an Allegation of Abuse of a Vulnerable Adult

If an allegation is made against an employee/volunteer Presentation Sisters will ensure that everyone involved gets a proper response. This involves making sure that two separate procedures are followed:

- The reporting procedure in respect of the vulnerable adult;
- The procedure for dealing with the employee/volunteer.

The same person will not deal with both of the above. When an allegation of abuse is received against employees/volunteers it will be assessed promptly and carefully. Action taken in reporting an allegation of the abuse of a vulnerable adult against an employee/volunteer should be based on an opinion formed reasonably and in good faith. It will be necessary to decide whether a formal report should be made to the relevant Safeguarding and Protection Team within the HSE. This decision should be based on reasonable grounds for concern. Advice may be sought from An Garda Síochána. The first priority is to ensure that no vulnerable adult is exposed to unnecessary risk. Presentation Sisters, as employers, will, as a matter of urgency, take any necessary protective measures. These measures will be proportionate to the level of risk and will not unreasonably penalise the employee/volunteer financially or otherwise, unless necessary to protect any vulnerable adults. Where protective measures penalise the employee/volunteer it is important that early consideration be given to the case. Any action taken should be guided by agreed procedures, the applicable employment contract and the rules of natural justice. The Designated Liaison Person should be informed about the allegation as soon as possible. When Presentation Sisters become aware of abuse of a vulnerable adult by an employee/volunteer during the execution of that person's duties, the local leader will inform the employee/volunteer of the following:

- I. The fact that an allegation has been made against him or her
- II. The nature of the allegation.

The employee/volunteer will be afforded an opportunity to respond. The local leader will note the response and pass on this information if making a formal report to the relevant Safeguarding and Protection Team within the HSE. Everyone will

take care to ensure that actions taken by them do not undermine or frustrate any investigations/assessments conducted by the relevant Safeguarding and Protection Team within the HSE or An Garda Síochána. The Local Leader will maintain a close liaison with the statutory authorities to achieve this.

The Local Leader should be notified of the outcome of an investigation and/or assessment. This will assist her in reaching a decision about the action to be taken in the longer term concerning the employee.

Note: The reporting procedure in respect of the vulnerable adult will be dealt with by the Designated Liaison Person (DLP) unless there is any reason why this is not possible. In the event that it is not appropriate for the Designated Liaison Person (DLP) to carry out the responsibilities above, the Local Leader, in consultation with the Provincial, will designate an appropriate person to do so.

APENDIX 3

GENERAL RISK ASSESSMENT FORM				
When conducting risk assessments consideration should be paid to the risk presented and the means of avoiding and mitigating any such risk so far as is reasonably practicable				
Sister's Name		Address:		
Reason for outing – e.g. visit to Dr; going for a meal;		Signature of Person doing the Risk Assessment:		
Date and Time of Assessment:		Signature of Sister (if applicable)		
NATURE OF RISK INVOLVED	EXISTING CONTROL MEASURES	ADDITIONAL CONTROLS / ACTION REQUIRED	PERSON RESPONSIBLE FOR ACTION	DATE / Time
e.g. poor mobility; diabetic needs;	e.g. has a <i>Walker</i> ; takes insulin	e.g. person accompanying made aware of need(s); a Walker; insulin, warm coat/rug;		
1.	1.	1.		
2.	2.	2.		
INITIAL RISK				
Likelihood - (on a scale of 1 to 5. 1= Least; 5= greatest)	Impact	Action to be taken should risk occur		
1.				
2.				
			Signature of Accompanier	
February 2024				

APPENDIX 4

**Details of personnel to contact if you are concerned/need advice/
support about the welfare, safety of adults.**

DLP North East Province

Colette Stevenson *Email:* dlpadult@presprone.com

DLP South West Province

Sheila Kelleher *Email:* safeguarding@presentationsisterssw.ie

Gardaí

Garda National Protective Services Bureau (GNPSB)

Clyde House, IDA Business Park,
Snugborough Road, Dublin D15 Y6NT

Phone: 01 666 3430 *Email:* gnpsb@garda.ie

PSNI

<https://www.psni.police.uk/report/incident>

Phone: 101 (when phoning from the North)

HSE Information Line

Mon-Sat—8am-8pm

Call Save: 1800 700 700 *Email:* info@hse.ie

HSE Safeguarding and Protection Teams.

Dublin North City, Dublin North West

Pauline Ducray St Mary's Hospital, Phoenix Park, Dublin 20
Phone: 01-7959528 *Email:* Safeguarding.cho9@hse.ie

Laois, Offaly, Longford, Westmeath, Louth and Meath

Maura Seabrooke Room 15 Second Floor, Primary Care Services,
Leighsbrook Lane, Off Railway Street, Navan,
Co Meath C15 Y2CW.

Phone: 01 6914632 *Email:* safeguarding.cho8@hse.ie

Kildare, Dublin South City

Celine O'Connor Beech House, 101-102 Naas Business Park,
Naas, Co Kildare

Phone: 045 920410 *Email:* Safeguarding.CHO7@hse.ie

South Tipperary, Carlow, Kilkenny, Waterford

Rob O'Connor HSE Offices, Dublin Road, Lacken, Kilkenny,
Co Kilkenny

Phone: 0818 101 101 *Email:* Safeguarding.cho5@hse.ie

Kerry and Cork

Miriam Tobin Unit 24/25 Doughcloyne Industrial Estate,
Wilton, Cork, T12Y821

Phone: 021 4927550 *Email:* Safeguarding.cho4@hse.ie

Clare, Limerick, North Tipperary and East Limerick

Maggie McNally Tyone Health Centre, Tyone, Nenagh,
Co Tipperary

Phone: 067 46470 *Email:* Safeguarding.cho3@hse.ie

Galway

Pauline Levins La Nua, Ballybane, Castlepark Road, Galway

Phone: 091 748432 *Email:* Safeguarding.cho2@hse.ie

Northern Ireland Health & Social Care Trust

Adult Protection Safeguarding Team

Phone: 028 9441 3659

Email: adultsafeguarding@northerntrust.hscni.net

Outside normal working hours, call the Regional Emergency Social Work service

Phone: 0800 1979995

