



Lyvennet Community Pub Ltd

Vulnerable Adults Protection Policy

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The Lyvennet Community Pub Ltd (LCP) values and encourages involvement with service users who may be vulnerable, both in its own work and in the work of other organisations. Through this Vulnerable Adult Protection Policy, LCP is committed to raising awareness of the duty of care for vulnerable adults, promoting their well-being and enjoyment and protecting their health, safety and general welfare while in the company or care of our Board members or volunteers.

It should be noted that this policy is not intended to be comprehensive and as such does not attempt to deal with all the issues of working with adults who may be vulnerable. Instead, it is intended as a practical guide for Board members and volunteers involved with them.

Vulnerable adults are those who may be in need of additional care or support by reason of mental or other disability, age or illness and who may be unable to take care of themselves or unable to protect themselves against significant harm or exploitation.

Our service users who are vulnerable adults are therefore entitled to protection against abuse, including all forms of harm or exploitation.

Vulnerable adults may be involved as volunteers (including board members), shareholders or as general service users. In promoting this policy the LCP will take reasonable steps to:

- Provide a welcoming, secure and comfortable environment for the benefit of vulnerable adults
- Keep them safe from harm while in the care of its board members, employees and volunteers
- Comply with relevant statutory requirements
- Support and protect the interests of board members, employees and volunteers who have contact with, or access to, adults who may be vulnerable.

Board members and volunteers have a responsibility toward our service users to ensure that, where vulnerable adults, they are protected from abuse.

Abuse is a violation of a service user's human and civil rights by another person and may consist of a single act or multiple acts. As well as physical and psychological abuse, acts of neglect or an omission to act may amount to abuse. Abuse may also occur when a vulnerable adult is persuaded to enter into a financial or sexual transaction to which he or she has not consented or cannot consent.

When dealing with our service users, Board members and volunteers must remain vigilant at all times of the risk to our service users of abusive behaviour from different sources including members of the service users family, other service users, fellow board members, volunteers or the staff in premises that the LCP utilise.

It is not the responsibility of Board members or volunteers to decide whether or not a vulnerable adult has been abused. It is however their responsibility to report their concerns.

Vulnerable adults suffering harm are more likely to disclose the details to someone they trust and with whom they feel safe. The following points are a guide to an appropriate response.

If a vulnerable adult wants to talk about harm, it is essential that the board member or volunteer:

- a. Reacts calmly so as not frighten the individual
- b. Listens carefully to what the person says, looking at them directly
- a. Does not push the individual for information, other than to clarify understanding of what the person has said. They may be subsequently formally interviewed by the police or social care services and they may have to repeat their account on several occasions.
- b. Makes it clear that to help, someone else must be told
- c. Reassures the vulnerable adult but makes no promises of confidentiality that will not be feasible in the light of subsequent developments.
- a. Is aware that the person may have been threatened
- b. Reassures them that they are right to talk about it and what they say is accepted
- c. Lets them know what will happen next and undertakes to let them know the outcome.

If a person who may be vulnerable has talked about harm, or harm is suspected, the Board member or volunteer must do two things:

- a. Write down accurately what the person has said
- b. Notify the Chair, giving him/her the completed written information.

The Chair of the LCP will determine the appropriate action having consulted the relevant authorities

Where the Chair is unavailable, and the vulnerable person is in imminent danger, Board members or volunteers should contact the relevant authorities themselves. They should then inform the Chair as soon as possible.

In addition, where Board members or volunteers see abuse take place, they have a duty to intervene and report the activity to the Chair or the relevant authorities