

## Safeguarding Adults Policy

### Introduction

Under the Care Act 2014 adult safeguarding duties apply to an adult who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs)
- Is experiencing, or at risk of, neglect or abuse
- Is unable to protect themselves from either the risk of, or the experience of neglect or abuse.

Dyslexia Cornwall is committed to supporting the local authority in meeting its obligation under the Care Act 2014 by sharing information and contributing to safeguarding enquiries.

Safeguarding procedures must be used not only to respond to immediate risk of harm and harm that has already occurred, but to address and prevent harm where there are clear indicators of vulnerability and future risk.

Dyslexia Cornwall's Adult Safeguarding Policy relates to adults of 18 years of age or over. Children under the age of 18 years are protected by the Children Act 1989 (See Children Act 2004). A person is a "child" until they reach 18 years of age or until they get married.

The Care Act highlights 6 key principles of adult safeguarding:

- **Empowerment** - People being supported and encouraged to make their own decisions and informed consent.
- **Prevention** - It is better to take action before harm occurs.
- **Proportionality** - The least intrusive response appropriate to the risk presented.
- **Protection** - Support and representation for those in greatest need.
- **Partnership** - Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability** - Accountability and transparency in safeguarding.

Dyslexia Cornwall is committed to ensuring:

- All trustees, staff and volunteers understand and adhere to the principles and procedures within our Adult Safeguarding Policy.
- Safeguarding training is undertaken every 2 years enabling trustees, staff and volunteers to confidently and competently deal with Adult Safeguarding concerns.
- Preventing the employment/deployment of unsuitable individuals, by ensuring robust recruitment procedure for all trustees, staff and volunteers, to include application form, references and appropriate DBS check.

For further information refer to Cornwall Council's Safeguarding Adult's Information for professionals: [Safeguarding adults - Cornwall Council](#)

## **Risk of Abuse**

Everyone has the right to live their life free from violence, fear and abuse and be protected from harm and exploitation. Not everyone can protect themselves.

Some adults might be more at risk of neglect or abuse than others. The following things could increase the risk of neglect or abuse:

- physical disability
- learning disability
- sight or hearing loss
- mental health problems
- severe illness
- old age and frailty
- dementia or confusion

Also, people who depend on others to look after them may not be able to stop someone else from hurting them or taking advantage of them.

## **Adult Safeguarding Procedures**

### **Recognise**

Dyslexia Cornwall recognises that neglect and abuse come in many forms and more than one type of neglect and abuse may be happening at the same time. The categories of abuse defined in the Care Act are as follows:

**Physical abuse:** including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

**Domestic abuse:** including psychological, physical, sexual, financial, emotional abuse, controlling and coercive behaviour and 'honour-based' violence.

**Sexual violence:** including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts and sexual assault or sexual acts to which the adult has not consented or was coerced.

**Psychological abuse:** including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

**Financial or material abuse:** including coercion to take extortionate loans and threats to recover debt, theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection to wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

**Modern slavery:** encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

**Discriminatory abuse:** including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation (2025 ruling refers to biological sex at birth, not gender identity) or religion.

**Organisational abuse:** including neglect and poor care practice within an institution or specific care setting such as a hospital or care home or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

**Neglect and acts of omission:** including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating. Failure to follow agreed processes.

**Self-neglect:** this covers a wide range of behaviour; neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding that causes a risk of harm.

## **Respond**

If a member of Dyslexia Cornwall's trustees, staff or volunteers identifies that someone is at risk from, or experiencing neglect or abuse because:

- They have general concerns about someone's well-being.
- They see or hear about something which could be neglect or abuse.
- Someone tells you that something has happened or is happening to them, which could be neglect or abuse.

### **They must:**

- ✓ Call the police and / or an ambulance if the person is in immediate danger.
- ✓ Listen carefully to what you are being told and reassure the person that you are taking what they say seriously.
- ✓ Report their concerns to Dyslexia Cornwall's Safeguarding Adult Lead Person

### **They must not:**

- x Agree to keep it a secret – you cannot do this. Explain to them that you will have to pass the information on. If possible, name the person you will pass the information to.
- x Interrupt the person or ask “leading questions.”
- x Interfere with any evidence

### **Record**

If member of trustees, staff or volunteers witnesses neglect or abuse or someone tells them about it;

### **They must:**

- ✓ Write an account of what has been seen or heard as soon as possible. Make sure they include the time and date.
- ✓ Make sure the information is factual and accurate.
- ✓ Note down what the person said, using their own words.
- ✓ Describe the circumstances and identify anyone else who was there at the time.
- ✓ Use a body map to record any injuries.
- ✓ Sign and date your report, noting the time and the location.

### **Report**

All trustees, staff and volunteers must report any concerns of alleged neglect or abuse including allegations against colleagues. All trustees, staff and volunteers should never assume that somebody else will recognise and report any concerns of alleged neglect or abuse.

Report concerns to Dyslexia Cornwall's Safeguarding Adult Lead Person as soon as possible.

#### **Barbara Hewett-Silk**

Safeguarding Adult Lead Person

Telephone: 07828 66385

If the allegation is against the named Safeguarding Adult Lead Person or the allegation is not taken seriously, the Deputy Safeguarding Adult Lead Person should be contacted.

#### **Ruth Symons**

Deputy Safeguarding Adult Lead Person

Mobile: 07977 870839

If further disclosures are made by the same vulnerable adult, without evidence of any action being taken from the original disclosure, immediate contact should be made to the named Safeguarding Adult Lead Person and the Deputy to ensure the allegation is being suitably dealt with.

If a member of trustees, staff or volunteers cannot speak to anyone in Dyslexia Cornwall, the relevant Adult Social Care Team should be contacted.

## **Adult Social Care Team**

### **Cornwall:**

Adult Social Care Team: 0300 1234 131 (Option 2)  
Out of Hours 01208 251300

Adult Safeguarding Triage Team: 01872 326433

[adultsafeguardingconcerns@cornwall.gov.uk](mailto:adultsafeguardingconcerns@cornwall.gov.uk)

<https://www.cornwall.gov.uk/health-and-social-care/adult-social-care/>

### **Isles of Scilly:**

Council of the Isles of Scilly 0300 1234 105 (Out of hours 01720 422 699)

## **Next Steps**

All safeguarding concerns or allegations must be taken seriously however trivial they might initially seem.

Only the statutory providers have the responsibility to assess the concerns and make decisions.

Dyslexia Cornwall is required to raise all adult safeguarding concerns (Alert) via the Adult Safeguarding triage team currently hosted within the Multi-Agency Referral Unit (MARU).

## **Multi-Agency Referral Unit**

MARU: 0300 123 1116 Out of Hours Service: 01208 251300  
[multiagencyreferralunit@cornwall.gov.uk](mailto:multiagencyreferralunit@cornwall.gov.uk)

All concerns will be referred to the Adult Safeguarding triage team by the Safeguarding Adult Lead Person (or deputy in their absence) in line with Cornwall Council's Adult Safeguarding Policy.

All information supplied to Dyslexia Cornwall's Safeguarding Adult Lead Person (or deputy in their absence) should not be subject to further discussion with anyone else, unless information is specifically requested by someone involved in the Safeguarding Adults Process.

If there is any doubt Dyslexia Cornwall's Safeguarding Adult Lead Person (or deputy in their absence) should be contacted to clarify the situation and provide guidance.

No guarantees that the information will remain confidential should be made to the person making the disclosure, because as part of Cornwall Council's Adult Safeguarding Policy, there is an obligation for all allegations to be investigated.

Alerts can be made by contacting:

- Adult Safeguarding Triage Team
- Adult Social Care Team
- [adultsafeguardingconcerns@cornwall.gov.uk](mailto:adultsafeguardingconcerns@cornwall.gov.uk)
- All alerts should be confirmed in writing using an interagency adults safeguarding referral form  
<https://cornwallmosaicadultportal.cornwall.gov.uk/s4s/FormDetails/FillForm?formId=267>

A written response to the referral will be received.

### **Safeguarding Adults Board (SAB)**

The Safeguarding Standards Unit oversees and monitors safeguarding work in Cornwall and the Isles of Scilly. In order to safeguard people from neglect and abuse it is important that everyone knows what to do if they suspect someone is being neglected or abused.

The Safeguarding Adults Board is made up of people from organisations who have a role in preventing the neglect and abuse of adults, including Health, the Police, Cornwall Council and representatives from independent and voluntary organisations.

The Board looks at ways in which adults can be safeguarded from harm and exploitation and it has produced a Multi-Agency Policy which all organisations have agreed to follow.

<https://www.cornwall.gov.uk/health-and-social-care/adult-social-care/safeguarding-adults/>

## **Monitoring and review**

The Trustees will regularly review the operation of this policy.

**This policy has been approved and authorised by the Trustees of Dyslexia Cornwall.**

Signed:



Name: Barbara Hewett-Silk

Position: Chairperson

Date: 04 January 2026

Next review due: January 2027

## **Appendix A: Contact Numbers**

Action on Elder Abuse	0808 808 8141
Age UK Cornwall	01872 266 383
Care Quality Commission	03000 61 61 61
Cornwall Council: Multi-Agency Referral Unit (MARU)	General: 0300 1231 116 Emergency duty service: 01208 251 300
Cornwall Partnership NHS Foundation Trust	01208 834600
Council of the Isles of Scilly	Switchboard: 0300 1234 105 Out of Hours: 07747 767 965
Devon and Cornwall Police	For emergencies: 999 Non emergencies: 101
Disability Information Advice Line (DIAL)	01736 759 500
Mencap	0808 808 1111
Mind	Information: 0300 123 3393 Support: 0300 102 1234
NHS Direct	111
Royal Cornwall Hospitals Trust	01872 250000