



Safeguarding awareness distance learning pack

This course is also available on the MS Society volunteer website at https://volunteers.mssociety.org.uk/safety_awareness_training

This course aims to:

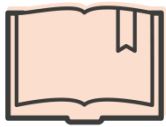
- Help you know about safeguarding for 'adults with care and support needs'
- Explore the different types of abuse
- Clarify when a safeguarding response is required
- Explain your responsibilities and boundaries in reporting concerns

Introduction

Safeguarding is making sure that people who need help with the day to day, are supported to live have full and happy lives and protect them from abuse or neglect.

As a national charity we have duty of care to recognise and report any issues of safeguarding.

Each nation across the UK has its own term to refer to adults to whom safeguarding applies: 'adult with care and support needs', 'adults at risk of harm' or 'adult at risk'. We use the term 'adult with care and support needs' to encompass all of these terms.



Definition

There is a broad definition of 'care and support' which is used to describe the personal help some adults need day on a daily basis.

It might also include emotional support at a time of difficulty and stress, such as helping people who are caring for an adult family member or friend or even giving others a lift to a social event.

Care and support includes the help given by family and friends, as well as any provided by the council or other organisations.

So... who may need safeguarding?

'Adults with care and support needs' would include anyone who has:

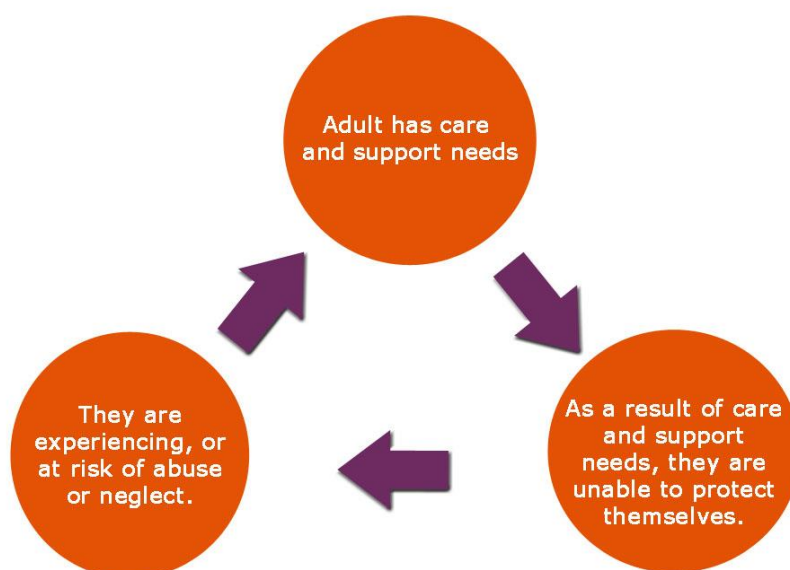
- mental illnesses or Dementia
- a debilitating illness/long term condition
- cognitive difficulties
- learning disabilities
- sensory loss

or

- are elderly or frail
- misuse substances

Some people with MS may have care and support needs in relation to an accumulation in disability and/or may have related cognitive processing difficulties. They may also be dealing with other factors unrelated to MS such as another disability.

When is safeguarding needed?



Let's explore types of abuse



Abuse is defined as:

A violation of an individual's human and civil rights by any other person or persons.

Abuse may be deliberate or unintentional, a one-off or something that happens repeatedly.

The affects can be short-term or last a life time.

Types of abuse

- Physical
- Verbal
- Sexual
- Psychological/ emotional, e.g. being called a burden, stupid
- Financial and material
- Self-harm and self-neglect
- Neglect and acts of omission
- Discriminatory and institutional, e.g. abuse by professional carers

Signs of abuse

The signs of these types of abuse may be obvious or subtle. They may be immediately visible to you on first meeting someone or could occur to you over a longer interaction with someone. We have listed the common indicators of abuse in a guidance document.



See our 'Specific types of abuse and their indicators guide on our volunteer website:
<https://volunteers.mssociety.org.uk/safeguarding>



Case studies

Let's have a try with some potential examples...

- 1. Joan** rings up in response to a mailing asking for donations to support research. She is very confused and keeps saying she wants to help but can't remember her bank details. She keeps repeating herself and then says, of course, she's remembered. Her daughter looks after all her money now and she won't let her have any cash and has changed her bank details.....
- 2. Sinead** has renewed her membership and is chatting to you about her carers. She says they are lovely, always so friendly and cheerful when they pop around in mornings and evenings. The only issue she has is that 8pm is a bit early for her to go to bed, especially in the summer. She feels it affects her life negatively.
- 3. Ben** is affected by MS. He is managing a number of different symptoms and needs help with most things these days. He writes on the forum that he is really depressed. His wife has repeatedly told him he is useless and she has given up her life to care for him. He just doesn't know what to do.

Write your answers - For each case study:

Is the person in need of care and support?

Are they experiencing a type of abuse? If so, what kind?

Should a safeguarding concern be reported?

1. Joan:

2. Sinead:

3. Ben:

Answers are at the end of this pack.

The Four R's

We've looked at what is and what isn't a safeguarding issue. But what about how to report it?

Find out what you should do if you suspect an issue or if someone discloses an issue to you

Your responsibilities – what you should do

As front line staff and volunteers your responsibility is to:

- **Recognise**
- **Respond**
- **Record**
- **Report**

AND nothing else.

Recognise: identify the adult with care and support needs may be describing abuse, even when they may not be explicit.

Respond: stay calm, listen and show empathy. Reassure them it will be taken seriously and explain there is a duty to report the issues internally.

Record: write up notes of the conversation clearly and factually as soon as possible using the '[Record of Safeguarding Concerns and Actions](#)' form. Try to capture as much of the conversation as precisely as possible.

Report: email the 'Record of Safeguarding Concerns and Actions' form to safeguarding@mssociety.org.uk



The 'Record of Safeguarding Concerns and Actions' form is available on the safeguarding page of our volunteer website: <https://volunteers.mssociety.org.uk/safeguarding>

Sum up

We've looked at what we mean by 'in need of care and support', what abuse is and what is classed as a safeguarding issue.

We've also looked at the reporting process to follow. See next a flowchart of the process:



The Safeguarding Responders Group are trained and responsible for dealing with all concerns in timely manner. Using the 'Record of Safeguarding Concerns and Actions' form they will decide the best next steps.

If the person says they don't want take the issue further, they will be able to deny consent directly to the Safeguarding Responder Group member who contacts them.

As a front line staff member or volunteer, you **MUST** report the concern internally.

Thank you

Thank you for taking the time to complete this pack. Please return to the email sent to you and click on the link to access our quiz. Ideally, please complete the online quiz by following the link in the email. But if you'd prefer to, you can also request a paper based quiz to post back, by contacting the volunteering team at volunteertraining@mssociety.org.uk.

As a national charity, it's important that we can report that our volunteers and staff have completed this training and you completing the quiz will mean we can do that. We are asked for statistics in fundraising bids, by local authorities and others.

Answers to the case studies:

1. **Joan:** This may well be a safeguarding issue (or it may be a legitimate power of attorney). It's not clear but you should report it.
2. **Sinead:** This is not a safeguarding issue, this is someone who is unhappy with their current care package. They could talk to the helpline about challenging their care arrangements.
3. **Ben:** This may well be a safeguarding issue. It's not ever so clear but if ever in doubt, you should report it.

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