

19. Agencies' Roles and Responsibilities

19.1 Lead Agency Responsibilities

This is set out in detail in Standard 2 of Safeguarding Adults 'Partner Organisations' (ADSS October 2005). The key tasks are to identify Responsible Managers and a Lead Officer for Safeguarding Adults. These people have responsibility for ensuring their staff have the knowledge and skills to implement the Safeguarding Adults/Adult Protection process, and proper support and supervision for this work.

19.2 General Responsibilities of Statutory Agencies

- Rigorous recruitment practices in relation to both employing staff and in the selection of volunteers.
- Supervision and monitoring of staff working with vulnerable adults.
- Internal guidelines for all staff relating to this multi-agency policy that set out the responsibilities of all staff within which they must operate.
- Adult protection awareness and procedure training for all staff and volunteers. This will include all roles within the procedures.
- Keep clear and accurate records.
- Undertake risk assessments.
- Share information on a need-to-know basis when it is in the best interest of the vulnerable adult.
- Participate in the joint working arrangements as defined in this policy and in 'Safeguarding Adults'.
- Implement preventative and /or supportive action to vulnerable adults.
- Contribute to investigations acknowledging the requirements of confidentiality and data protection.
- Attend the Safeguarding Adults Board/Adult Protection Committee meetings.
- Provide an annual report to their own management Board and to the Safeguarding Adult' Board.

19.3 In addition, Adult & Community Services, Devon and Torbay Care Trust will:

- Co-ordinate the Safeguarding Adults Policy.
- On an annual basis, collate and report to the Safeguarding Adults Board/Adult Protection Committee all information monitored under this policy.

19.4 In addition, the Police will:

- Pursue criminal proceedings when appropriate.
- Provide information to vulnerable adults to help them protect themselves.
- Protect people in vulnerable situations.

19.5 All appropriate professionals in Health will:

- Undertake evidential investigations or medical examinations, provided the person has given consent.

19.6 The Care Quality Commission will:

- Ensure inspection reports are available on their website www.CQC.org.uk
- Inform Social Services when information is received that one or more service users may be or are at risk of abuse or neglect within registered establishments or their own homes.
- Work jointly with Social Services or Health where residents require a response under these procedures.
- Attend Strategy Meetings and Case Conferences in respect of regulated services.
- Keep other agencies informed of any relevant enforcement action taken by the Commission on any regulated service.
- Where a potential breach of Regulation(s) has occurred, undertake appropriate inspection activity.
- Pursue statutory action where appropriate.
- A Code of Practice has been developed between the Commission and Social Services which is currently being updated (August 2006).

19.7 Independent Providers of Domiciliary, Day Care, Residential Care, Nursing Care and Hospital Care will:

- Establish procedures for the protection of vulnerable adults in line with those outlined in the appropriate Care Standards Act Regulations and National Minimum Standards.
- Report incidents of abuse to the appropriate Commission for Social Care Inspection (CQC) Office and to Adult & Community Services in Devon or Torbay Care Trust.
- Provide information and assistance to investigating officers.
- Participate in the joint working arrangements as defined in this procedure.
- Every effort will be made to include the care provider at every stage of the process, except where this may compromise the investigation or the ability of statutory agencies to share information.

19.8 Other Groups and Providers (for example, Supported Living providers, Luncheon Clubs) will:

- Report incidents of actual/suspected abuse or self-neglect to Social Services and where appropriate to the Police.
- Participate in the joint working arrangements as defined in this procedure when requested.