

# Safeguarding Policy

City Care Southwest Ltd offers care and support services to adults over the age of 18 in their own homes. Our service is regulated by the Care Quality Commission (CQC) in relation to the regulated activity “Personal Care” and in accordance with the Health and Social Care Act 2008 and its associated regulations 2014.

## Version Control

Date	New Version #	Made by	Changes/updates	Review Date
16/11/2023	V1.2023	Rhiannon	New Policy	16/11/2024
01/03/2024	V1.2024	Rhiannon	Added Safeguarding Lead Details	01/03/2025
28/03/2024	V2.2024	Rhiannon	Inclusion of regulated activity statement and admin footer. Update of policy to include preventative measures.	28/03/2025
22/04/2024	v.3.2024	Rhiannon	Inclusion of procedure to follow where safeguarding relates to Children and Young People	22/04/2025
26/07/2024	V4.2024	Rhiannon	Updated to include most recent update of provider requirements	27/07/2025
19/01/2026	V5.2026	Rhiannon	Updated and reviewed in full, small changes	19/01/2027

## Designated Safeguarding Lead

The Registered Manager will act as the **designated safeguarding lead** for the service.

Email	Sian.cameron@citycaresw.co.uk
Telephone	01752 545 122
Post	City Care Southwest Ltd, The Studio, Plumer House, Plymouth, PL65DH

## Statement and purpose of policy

City Care Southwest Ltd is committed to providing the highest quality care. We know that to achieve this, it is vital that our client’s safety and wellbeing is maintained, and that they are protected from harm, abuse, or neglect of any kind.

This policy outlines our approach to safeguarding and provides a framework within which, all staff can work in partnership with our clients, those people who are important to our clients, professionals, and organisations to ensure the safety and well-being of our clients and anyone else we come into contact with.

The intention of this policy is to safeguard people who use our services from suffering any form of abuse or improper treatment while receiving care and treatment. Improper treatment includes discrimination or unlawful restraint, which includes inappropriate deprivation of liberty under the terms of the Mental Capacity Act 2005.

We have a zero-tolerance approach to abuse, unlawful discrimination and restraint.

## Access to this policy

This policy will be made available during initial assessment, to all prospective clients. A welcome pack, which includes our Statement of Purpose, Service Information and a number of policies is presented to the client during the visit to assess their needs and ascertain if our service can safely meet them.

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Staff are able to access this policy 24/7/365 online via a mobile app called People Cloud and whilst visiting our main office, a copy is kept on display at all times and replaced whenever this policy is updated.

## Scope

This policy contains guidance from legislation and relevant bodies that all staff must adhere to. This includes:

- The Health and Social Care Act 2008
- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- The Equality Act 2010
- The Care Act 2014
- The Mental Capacity Act 2005 and its associated regulations
- NICE Guideline [NG21]: Home care: delivering personal care and practical support to older people living in their own homes. (This policy applies to all adults aged 18 and over who use our service.)
- City Care Southwest Ltd Safer Recruitment Policy

This policy must be read in conjunction with the relevant local Authority's Safeguarding Vulnerable Adults, Multi-Agency Policy, Procedures and Practice Guidelines.

## Responsibilities

The Nominated Individual/Directors will:

- Review this policy annually, or sooner as required.
- Audits will be undertaken in line with the Good Governance and Quality Policy, including a review of the effectiveness of this Safeguarding Policy in practice.
- Stay up to date with legislation, guidance, and best practice in relation to Safeguarding.
- Undertake regular training as part of their continuing professional development.

The Registered Manager will:

- Implement this policy, ensuring that all staff read and understand it.
- Make this policy available to all staff, clients, the people important to them, professionals and organisations as required.
- Audits will be undertaken in line with the Good Governance and Quality Policy, including a review of the effectiveness of this Safeguarding Policy in practice.
- Undertake regular training as part of their continuing professional development.
- Provide adequate training and supervision for all staff in Safeguarding.
- Stay up to date with legislation, guidance, and best practice in relation to Safeguarding.
- Record all instances where Safeguarding concerns or suspicions are raised and report these to the local Safeguarding Team.
- Submit statutory notifications to CQC as required and in accordance with the Health and Social Care Act 2008.

All staff will:

- Attend regular, relevant training in Safeguarding.
- Adhere to safeguarding legislation by reading, understanding, and implementing this policy and its procedures.

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- Follow guidance and advice detailed in the client's care plan.
- Report any suspicion or evidence of harm, abuse, or neglect immediately to the Registered Manager.
- Co-operate fully with any investigation into an allegation of harm, abuse, or neglect.

## Safeguarding Principles

City Care Southwest will ensure that all work conducted in relation to this policy is robust and underpinned by these six key principles in order to make safeguarding personal for our clients.

### **Empowerment**

Adults are encouraged to make their own decisions and are provided with support and information.

"I am consulted about the outcomes I want from the safeguarding process, and these directly inform what happens"

### **Prevention**

Strategies are developed to prevent abuse and neglect that promotes resilience and self-determination.

"I am provided with easily understood information about what abuse is, how to recognise the signs and what I can do to seek help."

### **Proportionate**

A proportionate and least intrusive response is made balanced with the level of risk.

"I am confident that the professionals will work in my interest and only get involved as much as needed."

### **Protection**

Adults are offered ways to protect themselves, and there is a co-ordinated response to adult safeguarding.

"I am provided with help and support to report abuse. I am supported to take part in the safeguarding process to the extent to which I want and to which I am able."

### **Partnership**

Local solutions through services working together within their communities.

"I am confident that agencies will work together to find the most effective responses for my own situation."

### **Accountable**

Accountability and transparency in delivering a safeguarding response.

"I am clear about the roles and responsibilities of all those involved in the solution to the problem."

## Prevention

City Care Southwest recognises that prevention of harm, abuse, or neglect is preferential to responding to it once it has happened. In light of this, we will implement strategies which work to prevent harm, abuse and neglect.

## Recruitment

A values-based approach is taken to enable the recruitment of kind, considerate staff. Robust recruitment processes, as detailed in our Safer Recruitment Policy, provide reassurance that the staff who will visit our clients are suitable and safe. The policy ensures that all staff have the following checks prior to starting work and meeting clients.

- Evidence of their right to work in the UK,
- Evidence of their driving license, insurance, and vehicle certification.
- Evidence of a clear, enhanced DBS check and adults barred list check,

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- Evidence of their employment and education history from leaving school, with all gaps in employment explained.
- Three references which confirm a candidate's suitability for a role in the Care Sector.
- Successful completion of the City Care Southwest Induction Programme.

## Training

Prior to starting work, all staff must demonstrate that they have completed the Care Certificate Standards 10 and 11 (Safeguarding Adults and Children) In relation to prevention and reduction, within these standards, candidates are required to:

### 10.2 Reduce the likelihood of abuse

10.2a Describe how care environments can promote or undermine people's dignity and rights.

10.2b Explain the importance of individualise, person centred care

10.2c Explain how to apply the basic principles of helping people to keep themselves safe

10.2d Explain the local arrangements for the implementation of multi-agency Safeguarding Adult's Policies and Procedures

10.2e List ways in which the likelihood of abuse can be reduced by managing risk and focusing on prevention.

10.2f Explain how a clear complaints procedure reduces the likelihood of abuse

Following successful completion of our six-month probation period, staff will have access to a number of courses which offer enhanced understanding of Safeguarding, Capacity and Liberty Protection Safeguards as part of their continuing professional development.

Managers in the Service will undertake additional learning to advance and enhance their understanding and support continued professional development. This will include internal and external learning.

Further opportunities to explore the topic of Consent and Mental Capacity will be implemented by the Registered Manager periodically and as required for all staff.

## Supervision

Throughout their employment, staff will be supported by their line manager with regular supervision meetings to discuss their wellbeing and explore the topic of safeguarding. In addition, staff will be invited to share examples from their practice and reflect on these to contribute to their continued professional development.

During the course of their employment, staff will be assessed for competency in a number of tasks and activities such as medication administration and moving and handling people safely. These competency checks will ensure that staff are adhering to wider policy, providing care which meets the needs of our clients and complies with relevant legislation and regulation.

## Service Delivery

When assessing needs, a suitably skilled and trained individual will conduct a comprehensive initial assessment to ensure that care plans are developed in partnership with our clients and that they are robust, thoroughly risk assessed and representative of the individual's needs, wishes and preferences.

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Care plans are then reviewed regularly and as required to ensure that services continue to meet the needs of the individual and to identify any new or changing risks. Care plans and safeguarding risks will be formally reviewed at least every five to six months or sooner if required.

Clients are invited to share their feedback, and an open and transparent culture is promoted for all those involved with our service. This allows us to respond to queries and concerns promptly and prevent them from developing into larger concerns.

## Learning

In order to prevent errors, mistakes, abuse and neglect, we record all safeguarding reports in the form of a timeline. This allows us to analyse the route causes, and where appropriate, make changes in the way that we operate to avoid a recurrence, or to identify early warning signs more effectively. We review all safeguarding reports both individually and collectively, to identify any patterns. This review informs our practice and allows us to deliver targeted training and guidance for all staff and enables us to make changes to policy where required.

**All Staff** are supported to engage in reflective practice. This enables them to

- Be accountable for any mistakes or missteps they may make,
- Explore any mistakes or missteps and identify the route cause,
- Understand the impact of any mistakes or missteps on their colleagues, clients and/or their loved ones,
- Learn from any mistakes or missteps to avoid recurrence.

Managers/Directors of the service will then use this data to implement further training, identify patterns, make changes to policy and procedure and to share the lessons learned with the wider team, professionals, client's, their loved ones, and representatives where appropriate. Themes and learning from safeguarding incidents will feed into the organisation's continuous improvement plan under the Good Governance and Quality Policy.

## Empowerment, Proportionality, Partnership

### Consent and Participation

Where a safeguarding concern is identified and the client will be asked for their thoughts, wishes and feelings in relation to the concern, and for their consent, where appropriate, to make a safeguarding referral. Staff will provide the client with information regarding the referral process and support the client to weigh up the risks and benefits of accessing safeguarding support. Where required or appropriate, the Registered Manager will do this.

City Care Southwest will work in partnership with the client to ensure that the client's desired outcomes are achieved in relation to any safeguarding concerns identified. Each individual is unique, and it is important that we respect the proportionality principle by understanding what the client's needs and wants are, so that we can work towards achieving these.

We recognise that our Staff will have a genuine feeling of concern and care for our clients, so we will endeavour to update them on the status of any report they make where appropriate, to reassure them.

There may be some instances where City Care Southwest staff are bound by their duty of care to make a referral to the local authority safeguarding team without obtaining consent, these instances will be explained to the client or their advocate or loved one when appropriate, and in full, following guidance and advice provided by the Safeguarding Team.

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The Registered Manager will prioritise their attendance at Safeguarding Meetings and participate actively in any investigations conducted by the Safeguarding Team.

**Referrals without consent will only be made where a client may lack capacity to consent to the safeguarding referral and where harm or neglect has or is occurring and is likely to occur again.**

Where there are concerns about a client’s capacity to consent to a safeguarding referral, this will be assessed in line with the Mental Capacity Act 2005 and recorded clearly.

The Local Authority Safeguarding Adults Teams for our service are:

Plymouth City Council	Office Hours: <b>01752 668000</b> Out of Hours: <b>01752 346 984</b> Email: <a href="mailto:customerservice@plymouth.gov.uk">customerservice@plymouth.gov.uk</a> Web Submissions: <a href="https://www.plymouth.gov.uk/how-report-abuse">https://www.plymouth.gov.uk/how-report-abuse</a>
Devon County Council	Office Hours: <b>0345 1551 007</b> Out of Hours: <b>0345 6000 388</b> Email: <a href="mailto:safeguardingadultsboardsecure-mailbox@devon.gov.uk">safeguardingadultsboardsecure-mailbox@devon.gov.uk</a> Web Submissions: <a href="https://www.devonsafeguardingadultspartnership.org.uk/">https://www.devonsafeguardingadultspartnership.org.uk/</a>

## Accountability

### Responsibility

City Care Southwest recognises its responsibility to safeguard everyone who comes into contact with our service under our core value “Be Responsible”. This value promotes and invites feedback of all types, good and bad, as a positive driver of change and learning.

**All Staff** are supported to engage in reflective practice. This enables them to

- Be accountable for any mistakes or missteps they may make,
- Explore any mistakes or missteps and identify the route cause,
- Understand the impact of any mistakes or missteps on their colleagues, clients and/or their loved ones,
- Learn from any mistakes or missteps to avoid recurrence.

Managers/Directors of the service will then use this data to implement further training, identify patterns, make changes to policy and procedure and to share the lessons learned with the wider team, professionals, client’s, their loved ones, and representatives where appropriate.

### Duty of Candour

The duty of candour requires registered providers and registered managers (known as ‘registered persons’) to act in an open and transparent way with people receiving care or treatment from them.

City Care Southwest Ltd encourages candour, openness, and transparency at all levels. Candour underpins a culture of safety; it is only by being open and honest that we can effectively learn from incidents that cause harm and improve the care that people receive.

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City Care Southwest will ensure that clients and staff receive an apology when something has gone wrong, regardless of what has happened or who is at fault. The apology is a genuine gesture which expresses our feeling that we are sorry for their experience and that we will offer our support to find a positive outcome.

More details on our Duty of Candour can be found in our Duty of Candour Policy.

## Notifiable Incidents/Events

In the event that an error, mistake or misstep by a member of City Care Southwest Staff is deemed to be a notifiable safety incident, the Registered Manager will refer the service to the local authority safeguarding team and make a statutory notification to CQC and any other relevant body.

The Registered Manager will, pending the outcome/feedback of any subsequent investigation by the local authority safeguarding team and/or CQC, make contact with the client and/or their representatives, to assure them that the incident/event is being investigated thoroughly, will be conducted in a timely manner and that the outcome will be shared with them in full, in person and in writing.

## Record Keeping

Safeguarding concerns are communicated to the Registered Manager as soon as practicably possible. These concerns are recorded and are the first entry to a safeguarding timeline report. (Appendix 1)

All safeguarding concerns/incidents will be handled sensitively and confidentially, in accordance with relevant data protection laws and guidelines. Information sharing with appropriate agencies will only occur where necessary to safeguard individuals from harm or abuse.

All Safeguarding reports are reviewed individually and collectively to identify areas for improvement, and any patterns emerging. We will always anonymise any personal data when sharing learnings with our wider team to protect the individuals involved.

This safeguarding policy will be reviewed annually and updated as necessary to ensure compliance with legal requirements and best practice. The Registered Manager will update and review the continuous improvement plan for the service, and this will act as a monitoring mechanism to evaluate the effectiveness of our safeguarding procedures and identify areas for further improvement. Safeguarding records will be reviewed as part of the Registered Manager's regular governance audits.

## Protection

### Recognising Abuse

Prior to starting work, all staff must demonstrate that they have completed the Care Certificate Standards 10 and 11 (Safeguarding Adults and Children) In relation to prevention and reduction, within these standards, candidates are required to:

- 10.1 Understand the Principles of Safeguarding Adults
  - 10.1a Explain the term Safeguarding Adults
  - 10.1b Explain their own role and responsibilities in safeguarding individuals
  - 10.1c List the main types of abuse
  - 10.1d Describe what constitutes harm
  - 10.1e Explain why an individual may be vulnerable to harm or abuse

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10.1f	Describe what constitutes restrictive practices
10.1g	List the possible indicators of abuse
10.1h	Describe the nature and scope of harm to, and abuse of, adults at risk
10.1i	List a range of factors which have featured in adult abuse and neglect
10.1k	Describe where to get information and advice about their role and responsibilities in preventing and protecting individuals from harm and abuse

Following successful completion of our six-month probation period, staff will have access to a number of courses which offer enhanced understanding of Safeguarding, Capacity and Liberty Protection Safeguards as part of their continuing professional development.

Managers in the Service will undertake additional learning to advance and enhance their understanding and support continued professional development. This will include internal and external learning.

Further opportunities to explore the topic of Safeguarding will be implemented by the Registered Manager periodically and as required for all staff.

## Children

Where staff have identified a concern or have observed behaviour which indicates or could indicate the harm or abuse of a child or young person, they will report this immediately to the Registered Manager.

City Care Southwest Ltd is fortunate to have a Children’s Services team who provide accommodation and support to Children aged five to seventeen. The Registered Manager for the Children’s Service acts as the Designated Safeguarding Lead for Children and Young People and can be contacted by:

Claire Best – OFSTED Registered Manager	
E-Mail	<a href="mailto:Claire.best@citycaresw.co.uk">Claire.best@citycaresw.co.uk</a>
Phone	01752 545122

In all cases, when a report is received which concerns a Child or Young Person, a Designated Safeguarding Lead for the service will make a report to the Children’s Social Care Team using the following details:

Plymouth City Council	Office Hours: <b>01752 304339</b> Out of Hours: <b>01752 346984</b> Email: <a href="mailto:MASH@plymouth.gov.uk">MASH@plymouth.gov.uk</a> Web Submissions: <a href="#">PSCP-MASH-Contact-Form-v2.1-April-2023.docx (live.com)</a>
Devon County Council	Office Hours: <b>0345 155 1071</b> Out of Hours: <b>0345 155 1071</b> Email: <a href="mailto:mashsecure@devon.gov.uk">mashsecure@devon.gov.uk</a> Web Submissions: <a href="#">DCC - Request for support (outsystemsenterprise.com)</a>

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## Reporting Safeguarding Concerns

Anyone can report a safeguarding concern to our Designated Safeguarding Lead by contacting them with the details provided here. If an individual requests contact details from any member of staff, these will be provided.

Email	Sian.cameron@citycaresw.co.uk
Telephone	01752 545 122
Post	City Care Southwest Ltd, The Studio, Plumer House, Plymouth, PL65DH

Clients and their loved ones can also raise their concerns by informing their visiting carer, who will immediately share the details with the Designated Safeguarding Lead who will contact them directly.

Staff can raise their concerns which relate to our client by selecting the “raise a concern” button within their care planning app. This will create an alert which notifies both the Registered Manager, Nominated Individual and duty staff. The concern can be marked as private, so only individuals with administrator access can view the concern.

## Investigating Safeguarding Concerns

Investigations into reports of harm or abuse of Children will not be conducted by the Designated Safeguarding Lead for Adults but they will actively participate in and support any investigation by an appropriate professional.

In all cases, where a safeguarding concern is raised with the Designated Safeguarding Lead, the concern is recorded on the client’s digital care plan. If the concern relates to an individual who is not a client, the Designated Safeguarding Lead will record the concern on the form detailed in appendix 1.

Prior to making any investigations, the Designated Safeguarding Lead (Adults) will confer with the appropriate Local Authority Safeguarding Team and ascertain if they are happy for our service to complete an in the first instance. If permission is not granted to proceed, The Designated Safeguarding Lead will send any and all information, records and evidence to the Safeguarding team, securely, without delay.

If permission is granted to proceed, the Designated Safeguarding Lead will conduct an investigation, speak to everyone concerned and identify any specific actions they feel are required. This investigation will then be shared with the Safeguarding Team for review. Safeguarding Team approved actions will be completed promptly.

Once an outcome has been established, in accordance with this policy, the Designated Safeguarding Lead will review the process to identify any learnings or further actions. These learnings will be shared with the whole team either during team meetings, in supervision or in training to support and encourage reflective practice.

## Complaints

Where a safeguarding concern has been raised and or investigated or resolved, and an individual or individuals are unhappy with the process or outcome, we will formally investigate their concerns under our complaints policy.

If our processes do not resolve their concern or complaint, we will offer further information on how to contact the Care Quality Commission and the Local Government and Care Ombudsman.

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Signed



Rhiannon Williams  
Managing Director



Terri Lawes  
Managing Director

## Procedure for Adults

**If you think someone is in immediate danger or suffering a medical emergency, then you should contact the emergency services by calling 999.**

**If you have a suspicion or concern which, if confirmed, would indicate that abuse or harm has or is taking place, and/or is likely to take place again you should:**

1. Prioritise the client's well-being. If the client is hurt or unwell, support them to access professional medical assistance if they consent to this.
2. If there is adequate privacy, discuss the concern with the client, providing information relating to the concern which helps the client weigh up any benefit and/or risk to a safeguarding referral.
  - a. The privacy and safety of the client is paramount, if this cannot be guaranteed, report the concern to the Designated Safeguarding Lead as soon as possible so that they can make arrangements to undertake point 2 to 4.
  - b. If you do not feel confident discussing the concerns you have with the client, report the concern to the Designated Safeguarding Lead as soon as possible so that they can make arrangements to undertake point 2 to 4.
  - c. Advise the client that you will not be able to keep what they tell you to yourself, as you have a duty of care to protect them from harm.
  - d. Explain the concern to the client and the reasons. If the client discloses that they are being abused, assure them that what they are experiencing is wrong and that you would like to help.
  - e. Ask the client what they would like to do about the concern/abuse.
  - f. Explain the role of the safeguarding team and ask for the client's consent to make a referral.
  - g. Where a crime has or may have been committed, offer the client your support to contact the police.
  - h. Explain the need to report the concern to the Designated Safeguarding Lead under this policy.
3. If the client does not consent to a safeguarding and/or police referral
  - a. Explain the need to report the concern to the Designated Safeguarding Lead.
  - b. Explain that the Designated Safeguarding Lead will likely make contact to discuss the concern further.
4. Report the concern to the Designated Safeguarding Lead
  - a. Include the client's thoughts, wishes and feelings.
  - b. Include the information provided to the client to support them to make a decision.
  - c. Include the client's decision on whether to give consent for safeguarding and police referrals
  - d. Include factual details of what your concern is, the type of abuse suspected and the alleged perpetrator(s)

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## If you observe abuse or harm taking place you should:

1. Ensure your own safety before taking any action. **Remember, if you or the client are in any immediate danger, contact the police on 999.**
2. Prioritise the client's well-being and safety where possible. If the client is hurt or unwell, offer support to access professional medical assistance.
3. If there is adequate privacy, discuss the concern with the client, providing information relating to the concern which helps the client weigh up any benefit and/or risk to a safeguarding referral.
  - a. The privacy and safety of the client is paramount, if this cannot be guaranteed, report the concern to the Designated Safeguarding Lead as soon as possible so that they can make arrangements to undertake point 2 to 4.
  - b. If you do not feel confident discussing the concerns you have with the client, report the concern to the Designated Safeguarding Lead as soon as possible so that they can make arrangements to undertake point 2 to 4.
  - c. Advise the client that you will not be able to keep what they tell you to yourself, as you have a duty of care to protect them from harm.
  - d. Explain that what you have observed is wrong, and the reasons why.
  - e. Ask the client what they would like to do about the abuse.
  - f. Explain the role of the safeguarding team and ask for the client's consent to make a referral.
  - g. Where a crime has been committed, offer the client your support to contact the police.
  - h. Explain the need to report the concern to the Designated Safeguarding Lead under this policy.
4. If the client does not consent to a safeguarding referral
  - a. Explain the need to report the concern to the Designated Safeguarding Lead
  - b. Explain that the Designated Safeguarding Lead will make contact to discuss the concern further.
5. Report the concern to the Designated Safeguarding Lead
  - a. Include the client's thoughts, wishes and feelings.
  - b. Include the information provided to the client to support them to make a decision.
  - c. Include the client's decision on whether to make a referral to the safeguarding team.
  - d. Include factual details of what your concern is, the type of abuse suspected and the alleged perpetrator(s)

Where concerns/incidences of abuse are reported, the Designated Safeguarding Lead will conduct a full investigation and liaise with the local Safeguarding Team to ensure that this is conducted in line with local safeguarding policy and in accordance with the law.

Appendix 2 provides staff with a flow chart for actions to take following a concern or incidence of abuse being observed.

## Where an allegation is made:

1. Prioritise the client's well-being. If the client is hurt or unwell, offer support to access professional medical assistance.
2. If the allegation is made by the client about you, advise the client that it would be best for you to leave and report the concern to the Designated Safeguarding Lead. Ensure they are safe. Report this immediately.

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3. If the concern relates to someone else, and there is adequate privacy, discuss the concern with the client, providing information relating to the concern which helps the client weigh up any benefit and/or risk to a safeguarding referral.
  - a. The privacy and safety of the client is paramount, if this cannot be guaranteed, report the concern to the Designated Safeguarding Lead as soon as possible so that they can make arrangements to undertake point 2 to 4.
  - b. If you do not feel confident discussing the concerns you have with the client, report the concern to the Designated Safeguarding Lead as soon as possible so that they can make arrangements to undertake point 2 to 4.
  - c. Advise the client that you will not be able to keep what they tell you to yourself, as you have a duty of care to protect them from harm.
  - d. Explain that what you have observed is wrong, and the reasons why.
  - e. Ask the client what they would like to do about the abuse.
  - f. Explain the role of the safeguarding team and ask for the client's consent to make a referral.
  - g. Where a crime has been committed, offer the client your support to contact the police.
  - h. Explain the need to report the concern to the Designated Safeguarding Lead under this policy.
  - i. Do not share any details of the allegation with any of your colleagues, this could jeopardise an investigation.
  - j. If the allegation is made against the Designated Safeguarding Lead, you should report it to the directors.

Rhiannon Williams Managing Director and Nominated Individual Adult's Service	07305918461 01752 545122 Rhiannon.williams@citycaresw.co.uk
Terri Lawes Managing Director and Responsible Individual Children's Service	07445377657 01752 545122 Terri.lawes@citycaresw.co.uk

4. If the client does not consent to a safeguarding referral
  - a. Explain the need to report the concern to the Designated Safeguarding Lead
  - b. Explain that the Designated Safeguarding Lead will make contact to discuss the concern further.
5. Report the concern to the Designated Safeguarding Lead
  - a. Include the client's thoughts, wishes and feelings.
  - b. Include the information provided to the client to support them to make a decision.
  - c. Include the client's decision on whether to make a referral to the safeguarding team.
  - d. Include factual details of what your concern is, the type of abuse suspected and the alleged perpetrator(s)

**The Designated Safeguarding Lead or Directors will refer the concern to the Safeguarding Team to gain advice and guidance in relation to who should conduct the investigation.**

Appendix 2 provides staff with a flow chart for actions to take following a concern or incidence of abuse being observed.

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## Procedure for Children

**If you think a child is in immediate danger or experiencing a medical emergency, then you should contact the emergency services by calling 999.**

**If you have a suspicion or concern which, if confirmed, would indicate that abuse or harm has or is taking place, and/or is likely to take place again you should:**

1. Prioritise the child's well-being. If the child is hurt or unwell, support them to access professional medical assistance.
2. If there is adequate privacy, record as much information regarding the concern as possible. If there is not, record as much information as possible as soon as you can after the event.
3. Report the concern to the Designated Safeguarding Lead without delay.

**If you observe abuse or harm taking place you should:**

1. Ensure your own safety before taking any action. **Remember, if you or the child are in any immediate danger, contact the police on 999.**
2. Prioritise the child's well-being and safety where possible. If the child is hurt or unwell, support them to access professional medical assistance.
3. If there is adequate privacy, record as much information regarding the concern as possible. If there is not, record as much information as possible as soon as you can after the event.
4. Report the concern to the Designated Safeguarding Lead without delay.

The Designated Safeguarding Lead for the Adults Service will confer with the Designated Safeguarding Lead for the Children's Service and make a referral to the Safeguarding Children Team with the appropriate Local Authority.

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Appendix 1

Safeguarding Timeline Log

Date of report		Name of person reporting	
Details of the concern/incident			
Name of the person harmed			
Address of the person harmed (if known)			
Date and time incident/concern observed			
Location incident/concern observed			
Type of abuse/harm suspected			

Other people involved	
Name of person involved	
Relationship to the person harmed	
What is the nature of their involvement	

Name of person involved	
Relationship to the person harmed	
What is the nature of their involvement	

Name of person involved	
Relationship to the person harmed	
What is the nature of their involvement	

<p>Details of the concern/incident</p> <p>Please write a factual statement which includes everything that was observed in relation to the incident/concern</p>

# Safeguarding Policy

Cont...

Medical Assistance Required/Called?	<input type="checkbox"/> Y <input type="checkbox"/> N – (Detail)
Police Assistance Required/Called?	<input type="checkbox"/> Y <input type="checkbox"/> N – (Detail)
Report taken by	
Signature	

Name and Initials key – (this key will enable us to identify who has taken action and when)			

Reported to Safeguarding Team?	<input type="checkbox"/> Y <input type="checkbox"/> N – (Detail)
Statutory Notification Submitted?	<input type="checkbox"/> Y <input type="checkbox"/> N – (Detail)

Actions taken following the report			
Date	Time	Details	Initials

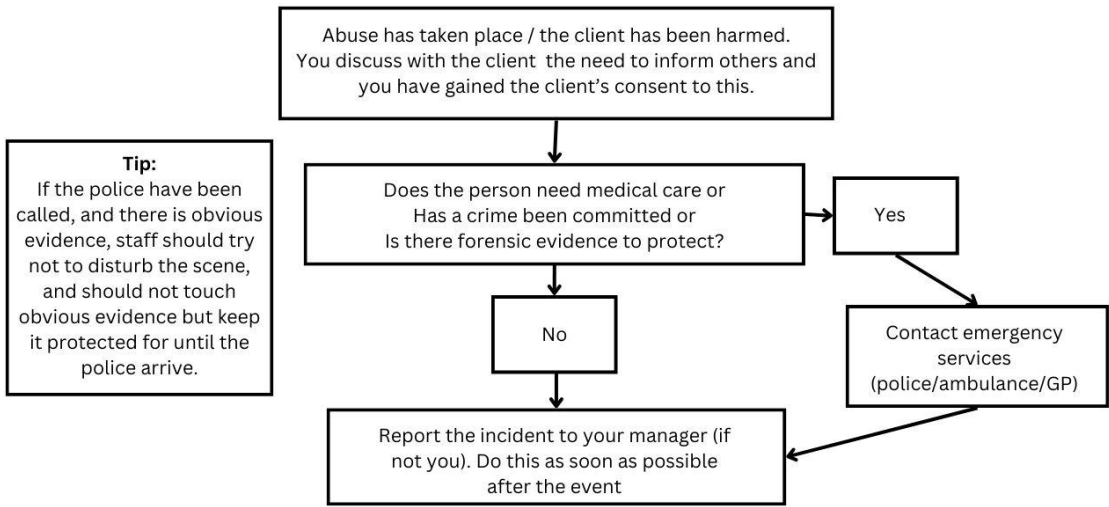


# Safeguarding Policy

Appendix 2

Safeguarding procedure flowchart

**First Identified**



**Safeguarding Lead**

