

Safeguarding Policy and Procedures

Name of organisation: Premiere Healthcare Ltd

Section heading	Section content
<p>1. Introduction</p>	<p>Premiere Healthcare Ltd makes a positive contribution to a strong and safe community and recognises the right of every individual to stay safe.</p> <p>Premiere Healthcare Ltd comes into contact with children and / or vulnerable adults through the following activities:</p> <p>Delivery & Installation of Healthcare Equipment Servicing of Healthcare Equipment Assessment of Healthcare Equipment Maintenance of Database of equipment</p> <p>The types of contact with children and / or vulnerable adults will be regulated, controlled and controlled</p> <p>This policy seeks to ensure that Premiere Healthcare Ltd undertakes its responsibilities with regard to protection of children and / or vulnerable adults and will respond to concerns appropriately. The policy establishes a framework to support paid and unpaid staff in their practices and clarifies the organisation's expectations.</p>
<p>2. Confirmation of reading</p>	<p>I confirm that I have been made fully aware of, and understand the contents of, the Safeguarding Policy and Procedures for Premiere Healthcare Ltd</p> <p>Please complete the details below and return this completed form to Jessica Fairhurst</p> <p>Employee Name :</p> <p>Employee Signature:</p> <p>Date:</p>
<p>3. Legislation</p>	<p>The principal pieces of legislation governing this policy are:</p> <ul style="list-style-type: none"> ○ Working together to safeguard Children 2010 ○ The Children Act 1989 ○ The Adoption and Children Act 2002:

	<ul style="list-style-type: none"> ○ The Children act 2004 ○ Safeguarding Vulnerable Groups Act 2006 ○ Care Standards Act 2000 ○ Public Interest Disclosure Act 1998 ○ The Police Act – CRB 1997 ○ Mental Health Act 1983 ○ NHS and Community Care Act 1990 ○ Rehabilitation of Offenders Act 1974
<p>4. Definitions</p>	<p>Safeguarding is about embedding practices throughout the organisation to ensure the protection of children and / or vulnerable adults wherever possible. In contrast, child and adult protection is about responding to circumstances that arise.</p> <p>Abuse is a selfish act of oppression and injustice, exploitation and manipulation of power by those in a position of authority. This can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender or culture.</p> <p>It can take a number of forms, including the following:</p> <ul style="list-style-type: none"> • Physical abuse • Sexual abuse • Emotional abuse • Bullying • Neglect • Financial (or material) abuse <p>Definition of a child A child is under the age of 18 (as defined in the United Nations convention on the Rights of a Child).</p> <p>Definition of Vulnerable Adults A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited.</p> <p>This may include a person who:</p> <ul style="list-style-type: none"> • Is elderly and frail • Has a mental illness including dementia • Has a physical or sensory disability • Has a learning disability • Has a severe physical illness • Is a substance misuser • Is homeless

<p>5. Responsibilities</p>	<p>All staff (paid or unpaid) have responsibility to follow the guidance laid out in this policy and related policies, and to pass on any welfare concerns using the required procedures. We expect all staff (paid or unpaid) to promote good practice by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices.</p> <p>Additional specific responsibilities</p> <p>The Designated Senior Manager /lead officer is Jessica Fairhurst This person’s responsibilities are</p> <ul style="list-style-type: none"> • The policy is in place and appropriate • The policy is accessible • The policy is implemented • The policy is monitored and reviewed • Liaison with and monitoring the Designated Senior Manager work • Sufficient resources (time and money) are allocated to ensure that the policy can be effectively implemented • Promoting the welfare of children and vulnerable adults • Ensure staff (paid and unpaid) have access to appropriate training/information • Receive staff concerns about safeguarding and respond to all seriously, swiftly and appropriately • Keep up to date with local arrangements for safeguarding and DBS • Develop and maintain effective links with relevant agencies. • Take forward concerns about responses
<p>6. Implementation Stages</p>	<p>The scope of this Safeguarding Policy is broad ranging and in practice, it will be implemented via a range of policies and procedures within the organisation. These include:</p> <ul style="list-style-type: none"> • Whistleblowing –ability to inform on other staff/ practices within the organisation • Grievance and disciplinary procedures – to address breaches of procedures/ policies • Health and Safety policy, including lone working procedures, mitigating risk to staff and clients • Equal Opportunities policy– ensuring safeguarding procedures are in line with this policy, in particular around discriminatory abuse and ensuring that the safeguarding policy and procedures are not discriminatory • Data protection (how records are stored and access to those records) • Confidentiality (or limited confidentiality policy) ensuring that service users are aware of your duty to disclose • Staff induction • Staff training

	<p>Safe recruitment Premiere Healthcare Ltd ensures safe recruitment through the following processes:</p> <ul style="list-style-type: none"> • Providing the following safeguarding statement in recruitment adverts or application details –‘recruitment is done in line with safe recruitment practices.’ • Job or role descriptions for all roles involving contact with children and / or vulnerable adults will contain reference to safeguarding responsibilities. • There are person specifications for roles which contain a statement on core competency with regard to child/ vulnerable adult protection/ safeguarding • Shortlisting is based on formal application processes/forms and not on provision of CVs • Interviews are conducted according to equal opportunity principles and interview questions are based on the relevant job description and person specification • DBS checks will be conducted for specific roles for all staff (paid or unpaid) working with children and vulnerable adults. Portable/ carry over DBS checks from another employer will not be deemed to be sufficient. It is a criminal offence for individuals barred by the ISA to work or apply to work with children or vulnerable adults in a wide range of posts. • No formal job offers are made until after checks for suitability are completed (including DBS and 2 references). <p>DBS Gap Management The organisation commits resources to providing DBS check on staff (paid or unpaid) whose roles involve contact with children and /or vulnerable adults.</p> <p>In order to avoid DBS gaps, the organisation will recheck all DBS information annually</p>
<p>7. Communications training and support for staff</p>	<p>Premiere Healthcare Ltd commits resources for induction, training of staff (paid and unpaid), effective communications and support mechanisms in relation to Safeguarding</p> <p>Induction will include</p> <ul style="list-style-type: none"> • Discussion of the Safeguarding Policy (and confirmation of understanding) • Discussion of other relevant policies • Ensure familiarity with reporting processes, the roles of line manager and Designated Senior Manager (and who acts in their absence) • Initial training on safeguarding including: safe working practices, safe recruitment, understanding child protection and the alerter guide for adult safeguarding <p>Training</p>

	<p>All staff who, through their role, are in contact with children and /or vulnerable adults will have access to safeguarding training at an appropriate level.</p> <p>Communications and discussion of safeguarding issues Commitment to the following communication methods will ensure effective communication of safeguarding issues and practice:</p> <ul style="list-style-type: none"> • team meetings • SMT meetings • Board meetings • One to one meetings (formal or informal), <p>Support We recognise that involvement in situations where there is risk or actual harm can be stressful for staff concerned. The mechanisms in place to support staff include</p> <ul style="list-style-type: none"> • Debriefing support for paid and unpaid staff so that they can reflect on the issues they have dealt with. • Seeking further support as appropriate e.g. access to counselling. <p>Staff who have initiated protection concerns will be contacted by line manager /DSM within 1 week</p>
<p>8. Professional boundaries</p>	<p>Professional boundaries are what define the limits of a relationship between a support worker and a client. They are a set of standards we agree to uphold that allows this necessary and often close relationship to exist while ensuring the correct detachment is kept in place.</p> <p>Premiere Healthcare Ltd expects staff to protect the professional integrity of themselves and the organisation. The following professional boundaries must be adhered to:</p> <ul style="list-style-type: none"> • Giving and receiving gifts from clients: Premiere Healthcare Ltd does not allow paid or unpaid staff to give gifts or receive gifts from clients. However gifts may be provided by the organisation as part of a planned activity’. • Staff contact with user groups. Personal relationships between a member of staff (paid or unpaid) and a client who is a current service user is prohibited. This includes relationships through social networking sites such as facebook and Twitter. <p>It is also prohibited to enter into a personal relationship with a person who has been a service user over the past 12 months.</p> <p>The following policies also contain guidance on staff (paid or unpaid) conduct</p> <p>If the professional boundaries and/or policies are breached this could result in disciplinary procedures or enactment</p>

	of the allegation management procedures
9. Reporting	<p>The process outlined below details the stages involved in raising and reporting safeguarding concerns at Premiere Healthcare Ltd</p> <p style="text-align: center;"> Communicate your concerns with your immediate manager ↓ Seek medical attention for the vulnerable person if needed ↓ Discuss with parents of child Or with vulnerable person. Obtain permission to make referral if safe and appropriate ↓ if needed seek advice from the Children and Families helpdesk or Adults helpdesk ↓ Complete the Local Authority Safeguarding Vulnerable Groups Incident Report Form if required and submit to the local authority within 24 hours of making a contact ↓ Ensure that feedback from the Local Authority is received and their response recorded </p> <p>The local authority has a process for reporting and this must be adopted. Organisations will be expected to complete the local authorities initial contact form when informing them of a concern about a child. The use of this form and compliance with the policy will be mandatory and must be built into your policy. Information on reporting concerns will be found at www.gscb.org.uk</p> <p>If the immediate manager is implicated, then refer to their line manager or peer.</p>
10. Allegations Management	<p>Premiere Healthcare Ltd recognises its duty to report concerns or allegations against its staff (paid or unpaid) within the organisation or by a professional from another organisation.</p> <p>The process for raising and dealing with allegations is as follows: First step: Any member of staff (paid or unpaid) from Premiere Healthcare Ltd is required to report any concerns in the first instance to their line manager/ safeguarding manager/ peer.</p>

	<p>Second step- contact local authority for advice. In Gloucestershire this can be done via (for children) the Safeguarding Children Services Local Authority Designated Officer (LADO) 09452 426994, or (for adults) the Adult Helpdesk 01452 426868</p> <p>Third step – follow the advice provided</p> <p>Premiere Healthcare Ltd recognises its legal duty to report any concerns about unsafe practice by any of its paid or unpaid staff to the Independent Safeguarding Authority (ISA), according to the ISA referral guidance document http://www.isa.gov.org.uk/PDF/ISA%20Referral%20Guidance%20%20V2009-02.pdf</p>
<p>11. Monitoring</p>	<p>The organisation will monitor the following Safeguarding aspects:</p> <ul style="list-style-type: none"> • Safe recruitment practices • DBS checks undertaken • References applied for new staff • Records made and kept of supervision sessions • Training – register/ record of staff training on child/ vulnerable adult protection • Monitoring whether concerns are being reported and actioned • Checking that policies are up to date and relevant • Reviewing the current reporting procedure in place • Presence and action of Designated senior manager responsible for Safeguarding is in post <p>The use of the Competency Framework available through the local VCS GSCB representative- go to www.gloshub.org.uk to find the contact details of the representative - is a good monitoring tool to assess the organisation's competency in safeguarding.</p>
<p>12. Managing information</p>	<p>Information will be gathered, recorded and stored in accordance with the following policies Data Protection Policy, Confidentiality Policy.</p> <p>All staff must be aware that they have a professional duty to share information with other agencies in order to safeguard children and vulnerable adults. The public interest in safeguarding children and vulnerable adults may override confidentiality interests. However, information will be shared on a need to know basis only, as judged by the Designated Senior Manager.</p> <p>All staff must be aware that they cannot promise service users or their families/ carers that they will keep secrets</p> <p>.</p>

13. Conflict resolution and complaints	<p>Premiere Healthcare Ltd is aware of the GSCB policy on resolution of professional disagreements in work relating to the safety of children / Escalation Policy (at www.gscb.org.uk) and if necessary this will be taken forward by Designated Senior Manager</p> <p>Conflicts in respect of safety of vulnerable adults will be taken forward by the Designated Senior Manager via the GCC Community and Adult Care Directorate</p>
14. Communicating and reviewing the policy	<p>Premiere Healthcare Ltd will make clients aware of the Safeguarding Policy via our website</p> <p>This policy will be reviewed by the quality team , every 2 years and when there are changes in legislation.</p>