

# **Premiere Healthcare Limited**

## **Safeguarding Policy**

We believe that it is always unacceptable for a vulnerable person to experience abuse of any kind and recognise our responsibility to safeguard the welfare of all vulnerable people, by a commitment to practices which protects them.

We recognise that:

- The welfare of a vulnerable person is paramount
- Everyone, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse
- Working in partnership with vulnerable people, their relatives, guardians and carers is essential in promoting a vulnerable person's welfare.

The purpose of the policy is:

- To provide protection for the vulnerable people who receive our products and services
- To provide staff with guidance on procedures they should adopt in the event that they suspect a vulnerable person may be experiencing, or be at risk of harm.

This policy applies to all staff, including senior managers and the board of directors or anyone working on behalf of Premiere Healthcare Limited.

We will seek to safeguard vulnerable people by:

- Valuing them, listening to and respecting them.
- Adopting protection guidelines through procedures and a code of conduct (see below).
- We will recruit staff safely, ensuring all necessary checks are made
- We will share information about safeguarding and good practice with vulnerable people, their relatives, guardians and carers and staff.
- We will share information about concerns with agencies who need to know, and involving the vulnerable person, parents and children appropriately
- We will provide effective management for staff and volunteers through supervision, support and training.

## **Reporting Safeguarding Concerns**

Any safeguarding concerns at a Premiere Healthcare Ltd event should be reported immediately to the most senior member of staff at Head Office, who in turn should immediately report the concerns to the Managing Director.

We are committed to reviewing this policy and good practice annually.

## **Safeguarding Code of Conduct**

A vulnerable person is someone who is or may be in need of community care services by reason of disability, age or illness; and is or may be unable to take care of or unable to protect him or herself against significant harm or exploitation. By definition, all children under the age of eighteen are deemed vulnerable persons.

This code of conduct outlines the behaviour expected of staff from Premiere Healthcare Limited who work in, visit or assist with projects involving vulnerable people. It has been informed by the views of vulnerable people and is based on best practice from Safenetwork.

We hope that by following this code you will understand and maintain the standard of behaviour expected of you, help to protect the vulnerable people that we work with from abuse and inappropriate behaviour, and reduce the possibility of unfounded allegations of abuse being made against you.

## **Working With Vulnerable People**

When working with vulnerable people we are acting in a position of trust. Staff may be seen as role models, and must act in an appropriate manner at all times. The following list provides a guide for what we consider to be important and appropriate.

- Ensure your contact with vulnerable people is only in direct pursuit of your role;
- Avoid favouritism and treat all vulnerable people fairly and without prejudice or discrimination;
- Listen to and respect vulnerable people at all times;
- Value and take vulnerable people's contributions seriously, actively involving them in planning activities wherever possible;
- Ensure your language is appropriate to age and ability, and not offensive or discriminatory;
- Provide examples of good conduct you wish vulnerable people to follow;
- Respect a person's right to personal privacy;
- Encourage vulnerable people to feel comfortable enough to point out attitudes or behaviour they do not like;
- Recognise that special caution is required when you are discussing sensitive issues with vulnerable people;
- Always ensure equipment is used safely and for its intended purpose
- Try to ensure that there is more than one adult present during activities with vulnerable people or, if this isn't possible, that you are within sight or hearing of other adults;
- If a vulnerable person specifically asks for or needs some private time with you, inform another staff member so that they know where you and the vulnerable person are;
- Seek advice from your manager if you are uncomfortable with something you have experienced in your role. Then challenge unacceptable behaviour and report allegations or suspicions of abuse to your manager;

- Please report any breaches of this code of conduct promptly to the Managing Director so that we can investigate.

### **Things to Avoid - IN NO CIRCUMSTANCES MUST YOU EVER:**

- Develop inappropriate relationships such as contact with vulnerable people that is not a direct part of your role or agreed with your manager;
- Do things of a personal nature for a vulnerable person that they can do for themselves;
- Administer any medication;
- Patronise or treat vulnerable people as if they are silly;
- Let vulnerable people have your personal contact details (mobile number or address or social media contact details);
- Make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of vulnerable people;
- Act in a way that can be perceived as threatening or intrusive;
- Make inappropriate promises to vulnerable people, particularly in relation to confidentiality;
- Jump to conclusions about others without checking facts;
- Either exaggerate or trivialise abuse issues;
- Conduct a sexual relationship with a vulnerable person or indulge in any form of sexual contact with a vulnerable person. Any such behaviour between an adult member of staff or volunteer and a vulnerable person represents a serious breach of trust on the part of the staff member or volunteer and is not acceptable under any circumstances; it may also be a criminal offence.
- Allow allegations about abuse or misconduct to go unreported;
- Rely on your reputation or that of Premiere Healthcare Ltd to protect you.

### **Upholding This Code of Conduct**

All members of staff and volunteers are expected to abide by these guidelines and report any observed breaches of this code to Jessica Fairhurst (Managing Director) as soon as is practicably possible.

### **Action in the Event of a Breach of This Code of Conduct**

Staff may be subject to disciplinary procedures.

Any serious breaches may result in a referral being made to a statutory agency such as the police or an independent safeguarding authority