



Vision Homes
ASSOCIATION



Safeguarding Policy and Procedure



July 2024

- New Policy and Procedure
- Implemented from June 2024
- Applies to activities and all areas of the group
- Applies to all employees, including agency staff and volunteers; our Boards; the people we support, residents, tenants and their families; and any contractor or third party working at one of our sites or having contact with the people we support



This presentation is intended to give you a summary of the policy and procedure. It is not a replacement for the policy and procedure which includes more detailed information that you need to be familiar with. The policy is intended to achieve the following outcomes:

- ✓ Safeguarding concerns are dealt with responsively and appropriately, actions are taken in a timely way to prevent and reduce risk
- ✓ Our staff understand their responsibilities for safeguarding and feel skilled, knowledgeable, confident and supported to report concerns about abuse and neglect
- ✓ The people we support are involved as much as possible in the safeguarding process and in decisions about their safety and well-being.
- ✓ The organisation promotes best practice in relation to safeguarding and takes learning from internal and external experience.

What is safeguarding?

- Protecting a person's safety, ensuring the people we support are free from harm, abuse and neglect
- People and organisations working together to prevent and stop such abuse and neglect
- Promoting the person's well-being and recognising their views, wishes, feelings and beliefs



We take our responsibilities for safeguarding very seriously:

- Stop abuse or neglect from happening as soon as it is identified. We will agree an immediate plan to stop abuse and reduce the risk of further harm
- Implement plans to help people to keep themselves safe and to be able to identify and report concerns about abuse, neglect and safeguarding
- Offer people choice and control over how they want to live their lives and enable them to achieve their goals and aspirations



- Recognise, risk assess, respond and record all safeguarding concerns and incidents. All concerns or allegations of abuse or neglect are reported to the lead agencies.
- Notify CQC of all concerns and incidents
- Processes for recruitment of staff are safe and robust.
- Promote a culture of safe-challenge where members of staff are confident and able to question approaches, practice, policy and procedure, without fear or come-back
- **We have a zero-tolerance approach to abuse and every concern is investigated and followed up with appropriate action.**



Six Principles and Making Safeguarding Personal

- **Empowerment**

I get help to understand what keeping safe means

I am asked what I want from the safeguarding process and my opinion directly informs what happens

- **Prevention**

I am given the information I need, in the way that I need it

- **Proportionality**

I know that people will only get involved as much as is needed

I know that decisions are made in my best interest when I lack capacity to make them, and that this is explained to me



- **Protection**

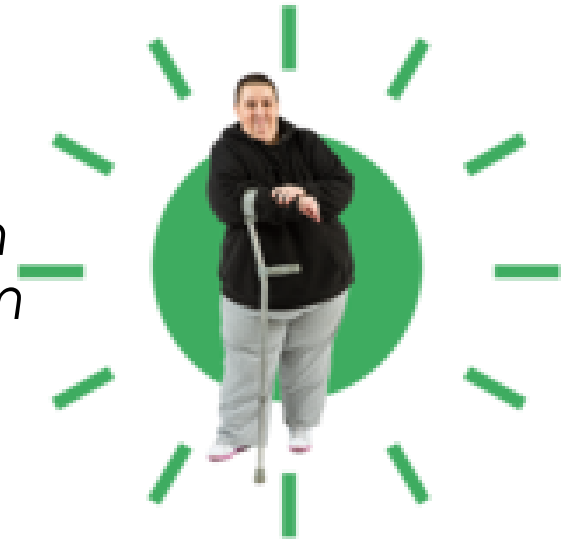
I get help and support to report abuse and neglect. I feel listened to and what I say is taken seriously. I am kept informed about what is happening.

- **Partnership**

I know that staff treat any personal or sensitive information in confidence, only sharing what is helpful and necessary. I am confident that people will work together and work with me to get the best result for me.

- **Accountability**

I understand the role of everyone involved in my life and so do they.



Responding to disclosures of abuse

Concerns can be disclosed in various ways, for example, an active disclosure of abuse by the person involved.

It is important to be vigilant to indirect disclosures or subtle indicators of abuse or neglect.

It takes a great deal of courage for the person to tell you that abuse has occurred or that they have a concern about their safety. Fear of not being believed or a sense of shame can result in people not sharing their concerns.

It is important that you respond in an open, calm and sensitive manner.



It is important that you:

- Accept what the person is saying – do not question them or ask them to justify what they are telling you. Provide reassurance that you take what they are saying seriously.
- Don't interview the person – just listen carefully and calmly to what they are saying. If the person wants to give you lots of information, don't try to stop them. You should try to remember what the person is saying, using their own words, so that you can take a record of it.
- You can ask questions to establish the facts but try to avoid asking the closed questions or asking the same questions more than once.
- You should not promise the person that you'll keep what they tell you confidential or 'secret'. Explain that you will need to tell another person but that you will only share the information with the people who need to know so that they can help.
- Reassure the person that they will be involved in decisions about what will happen.
- Don't be judgemental or jump to conclusions.
- If the person has specific communication needs, provide support and information in a way that is appropriate to them.
- **It is vital that you keep a record of exactly what is said, using the language and words that the person has used in sharing the concern with you.**

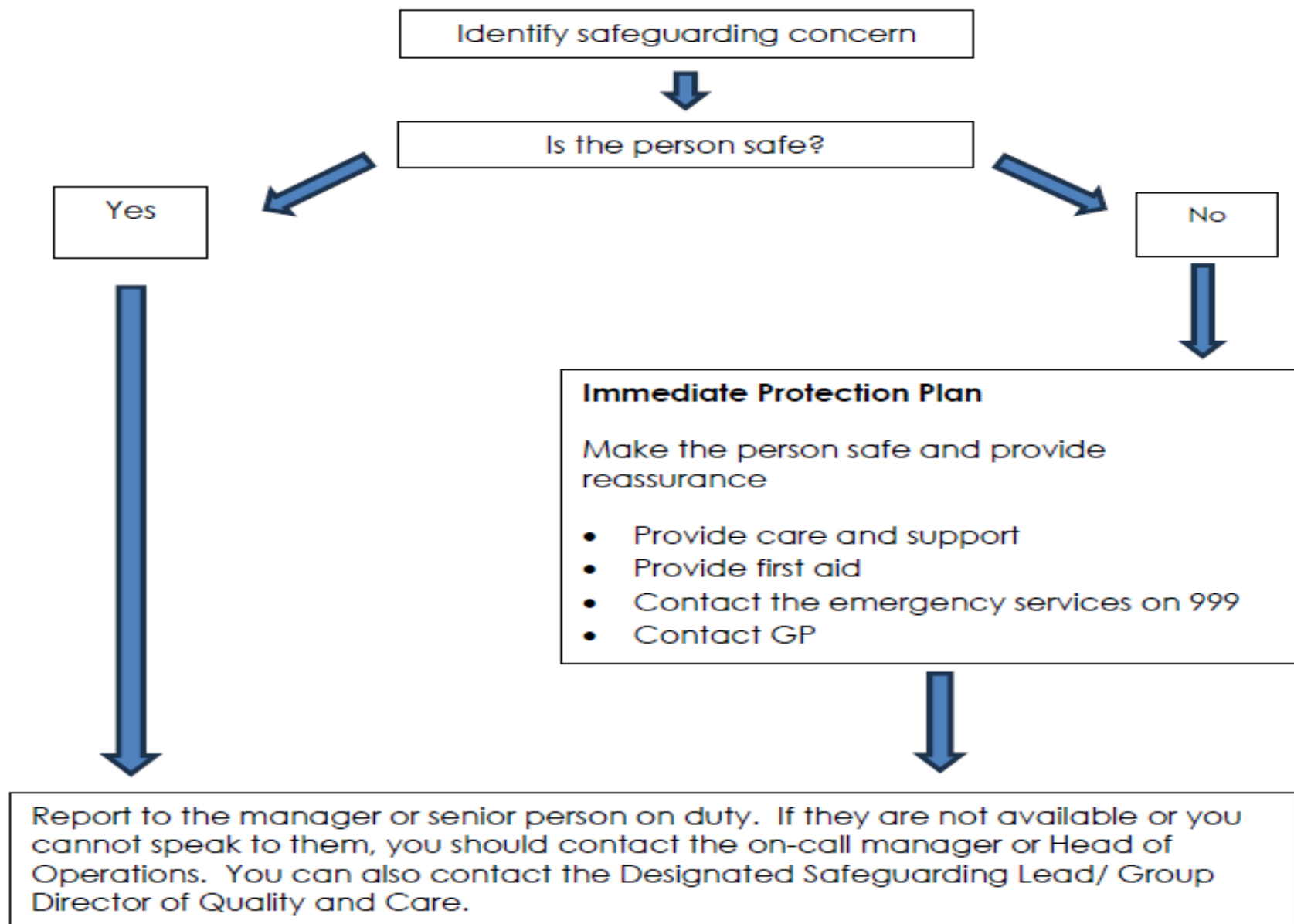


Recording

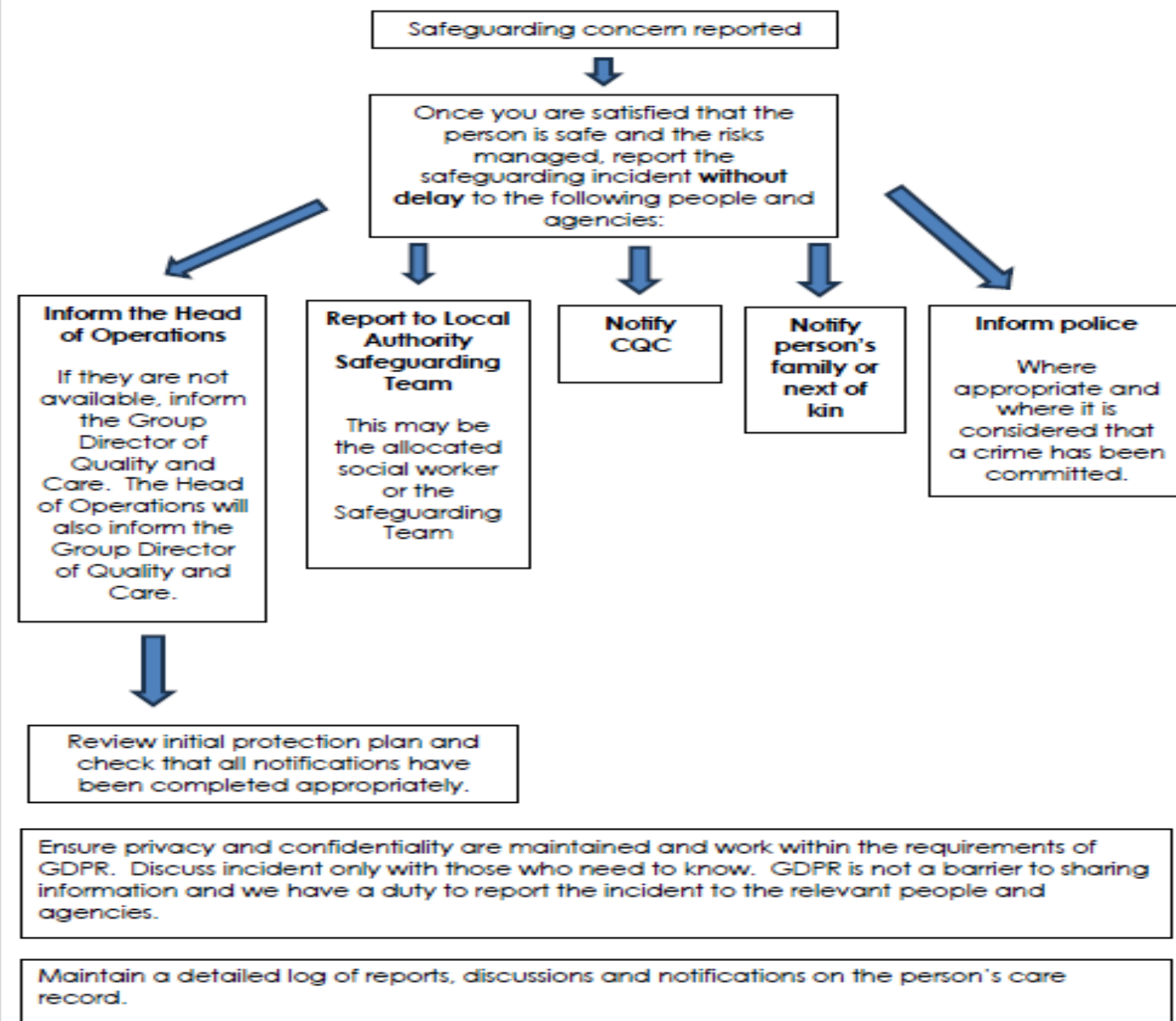
- As soon as possible on the same day, make a written record of what you have seen, been told or have concerns about. Try to make sure anyone else who saw or heard anything relating to the concerns also make a written report. The record should include:
- The date and time when the disclosure was made, or when you were told about/witnessed the incident
- Who was involved, and any other witnesses
- A factual account of exactly what happened, or you were told, in the person's own words, and not interpreting what you saw or were told.
- The views and wishes of the person, including their desired outcome.
- Observations of the appearance and behaviour of the person and/or the person making the disclosure.
- Any injuries observed.
- Any actions or decisions taken at each stage, so that there is a clear timeline of events.
- Include as much detail as possible.



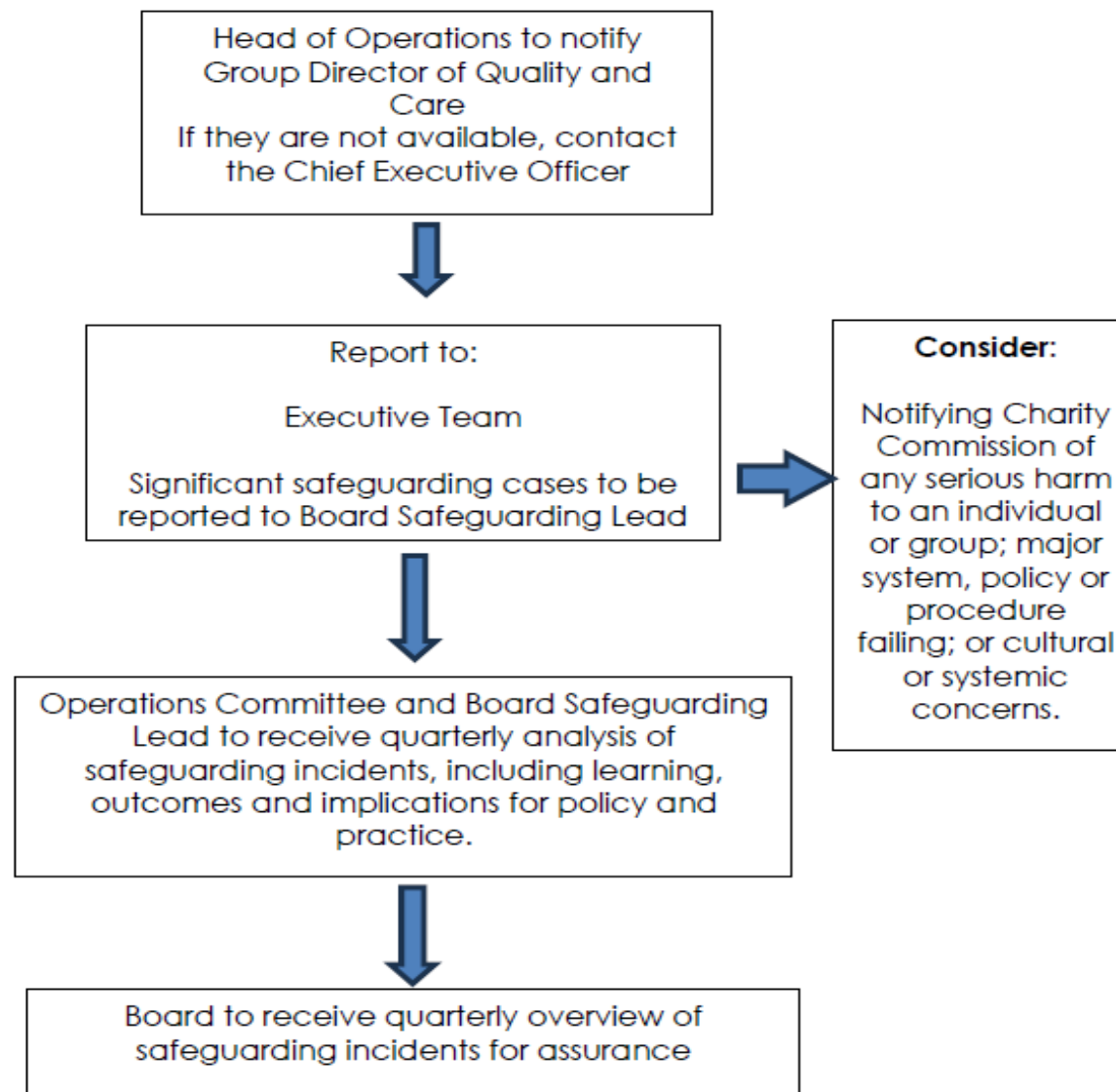
Step 1. All staff – Raising a safeguarding concern



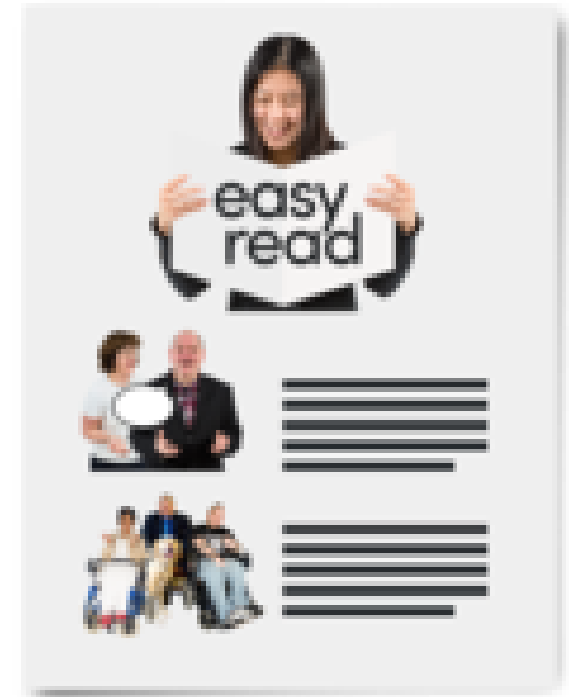
Step 2. Service Managers/On call Managers/Head of Operations: Reporting a Safeguarding Incident



Step 3. Head of Operations/Group Director of Quality and Care/Executive Team/Board Safeguarding Lead/Operations Committee/Board: Escalation process and governance



- The role of the Designated Safeguarding Officer is to promote a safeguarding culture and ensure we have systems, policies and procedures. Jonathan Monk is our Designated Safeguarding Officer and he can be contacted at jonathanm@newoutlook.org.uk
- We also have a Board Safeguarding Lead to provide advice and review our response to safeguarding concerns
- We have produced an easy read version of the policy to share with the people we support and to inform them of how to report concerns.



- Remember our organisational values. They underpin our policy and procedure and should inform our actions and behaviours
- If you have any concerns about safeguarding or abuse, seek advice and speak to your manager or the Designated Safeguarding Officer

