

Safeguarding Policy

Introduction

Clear Quality Ltd Safeguarding Adults procedures detail the steps, which will be followed, where there are concerns that a vulnerable adult or child will experience abuse and/or neglect. This procedure should ensure a speedy response for dealing with concerns.

We offer the following provision both remotely and onsite at the employer premises:

- Quality Practitioner Level 4
- Internal Audit Practitioner Level 4
- Data Protection and Information Governance Practitioner Level 4
- Team Leading Level 3
- Operations or Departmental Manager Level 5
- Safety, Health and Environment Technician Level 3
- Governance Officer Level 4
- Regulatory Compliance Officer Level 4
- Lean Manufacturing Level 2
- Bootcamps – Quality Management

Clear Quality Ltd is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved will be treated with dignity and respect.

These procedures are cross-referenced with and should be read in conjunction with the following policies and procedures.

- Staff and Volunteer recruitment policies
- Confidentiality
- Health and Safety
- Disciplinary and Grievance
- Whistle blowing
- Complaints
- Equality and Diversity
- Data Protection



These procedures are divided into the following sections.

- Preventing and minimizing abuse
- Recognizing the signs and symptoms of abuse
- Named person for safeguarding adults
- Responding to people who have experienced or are experiencing abuse.
- Recording and managing confidential information
- Disseminating/Reviewing policy and procedures

1) Preventing and Minimizing abuse

Clear Quality Ltd is committed to safer recruitment policies and practices for paid staff, delegates, and board members. This includes DBS disclosures for all training staff, ensuring references are taken up and adequate training on Safeguarding Adults is provided for staff.

Where appropriate management committee members will be required to provide two references and have a DBS.

The organisation will work within the current legal framework for reporting staff that are abusers.

Delegates and Staff will be encouraged to become involved with the running of the company. Information will be made available about abuse and the complaints policy and Safeguarding policy statement will be available to staff and delegates.

All staff, board members and delegates will be provided with training and information to enable them to develop the awareness, skills, and abilities appropriate to their role within the organisation and responsibilities regarding Safeguarding.

All staff, delegate and board members will be provided with information regarding the organisations safeguarding policies and procedures during their induction period and all the organisations procedures will form part of the company handbook.

Staff will be provided with an opportunity to discuss Safeguarding issues during their supervision and appraisal.

The Governance Board will receive at least an annual monitoring report regarding Safeguarding, compliance with the South Yorkshire Safeguarding Adults Multi Agency Policy and Procedures.

The Training Director will receive a Quarterly Report on non-confidential elements of which form apart of Clear Quality Ltd Self-Assessment Review.

2) Recognizing the signs and symptoms of abuse

Clear Quality Ltd is committed to ensuring that all staff and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse and will ensure that the named person and other members of staff and volunteers have access to training around Safeguarding Adults.

“Abuse is a violation of an individual’s human and civil rights by any other person or persons.” The Care Act 2014.

Abuse includes:

1. physical abuse, hitting, slapping, punching, burning.
2. sexual abuse, rape, indecent assault, inappropriate touching
3. emotional abuse, belittling, name calling,
4. financial or material abuse, stealing, selling assets.
5. neglect and acts of omission, leaving in soiled clothes, failing to feed properly.
6. discriminatory abuse (including racist, sexist, based on a person’s disability and other forms of harassment)
7. institutional

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers, or others in a position of trust. They may also be relatives, friends, neighbors, or people who use the same services as the person experiencing abuse.

3) Named Person for Safeguarding Adults.

Clear Quality Ltd has an appointed individual who will be responsible for dealing with any Safeguarding Adults concerns. In their absence, a deputy will be available for workers to consult with. The named person(s) for Safeguarding Adults within Clear Quality is.

Designated Safeguarding Officer: Mr. Edward Johnson

Work Telephone number: 01709 918501

Contact email: ed.johnson@clearquality.co.uk

Emergency Contact Number 07786 769667

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Named Deputy for Safeguarding Officer: Miss Amy Armstrong

Work Telephone Number 01709 918501

Contact email: amy.armstrong@clearquality.co.uk

Emergency Contact Number 07879 830054

The roles and responsibilities of the named person(s) are:

- To ensure that all staff, delegate, and board members are aware of what they should do and who they should go to if they have concerns that someone may be experiencing or has experienced abuse or neglect.
- To ensure that concerns are acted on, clearly recorded, and referred to Adult Social Care following the South Yorkshire Safeguarding Adults Multi-agency Policy and Procedure where necessary.
- To follow up any referrals and ensure the issues have been addressed.
- To reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice regarding confidentiality and security.
- To ensure that staff and board members working directly with delegates who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.
- To co-operate with safeguarding investigations carried out under the South Yorkshire Safeguarding Adults Multi-agency Policy and Procedure. Category one, Category 2, and Category 3. (See Appendix 1)
- To ensure that disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of any allegation.

4) Responding to people who have experienced or are experiencing abuse.

Clear Quality Ltd recognizes that it has a duty to act on reports, or suspicions of abuse or neglect. Anyone who has contact with vulnerable adults and hears disclosures or allegations or has concerns about potential abuse or neglect has a duty to pass them on appropriately.

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How to respond if you receive a disclosure:

- 3) Reassure the person concerned.
- 4) Listen to what they are saying.
- 5) Record what you have been told/witnessed as soon as possible.
- 6) Remain calm and do not show shock or disbelief.
- 7) Tell them that the information will be treated seriously.
- 8) Don't start to investigate or ask detailed or probing questions.
- 9) Don't promise to keep it a secret.

If you witness abuse or abuse has just taken place the priorities will be:

- 3) To call an ambulance if required
- 4) To call the police if a crime has been committed.
- 5) To preserve evidence
- 6) To keep yourself, staff, and service users safe
- 7) To inform the named person
- 8) To record what happened in our dairy document.

All situations of abuse or alleged abuse will be discussed with the named person. The alleged victim will be told that this will happen. This stage is called the alert.

The named person can then take advice from the Safeguarding Adults Team and/or other advice-giving organisations.

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral to Adult Social Care will be made, using the South Yorkshire Safeguarding Adults Referral process below.

If the individual experiencing abuse does not have the mental capacity to understand what is happening to them, a referral will be made without that person's consent.

Making a Referral

1. Once you have established that you believe there is an allegation of abuse, you have a duty to make a referral to the Safeguarding Team in the Delegate or Staff Members locality if they are registered or it is felt they are a vulnerable adult.
2. Prior to making a referral, you will need to gather as much information as you can about the allegation, and complete as much of the Safeguarding Adults Referral Form as possible.
3. Lack of access to the necessary information should NOT delay the referral.

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4. A referral will then lead to the implementation of the next stages of the Multi agency Safeguarding Adults policy and procedures. The named person should have an overview of this process so they can explain it to the person concerned and offer all relevant support to the process. This could be practical support e.g., providing a venue, or information and reports and emotional support.
5. See **Appendix 1** for Company Response Levels.

5) Recording and managing confidential information

Clear Quality Ltd is committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know. For further information, please see Clear Quality's confidentiality policy.

All allegations/disclosures/concerns should be recorded on an Adverse Event Form and the information should be factual and not based on opinions, record what the person tells you, what you have seen/witnessed if appropriate.

The information that is recorded will be kept secure and will comply with data protection.

6) Disseminating/Reviewing policy and procedures

Clear Quality Ltd will ensure that the Safeguarding Adults Policy and Procedures are reviewed annually by the Governance Board, with the named person for Safeguarding Adults being involved in this process and so they can recommend any changes.

The named person will also ensure that any changes are clearly communicated to staff, volunteers, and service users.

Appendix 1

The Safeguarding Process flow is available to review externally to this document on request.

Signed

Date: 14.02.2025