



Safeguarding Policy and Procedure

CARERS' HANDS H C A LTD

Company Number: 12398073

Registered Office: 39 Crossley Place, Southampton, SO15 2EX

Policy Owner: Registered Manager

Policy Reviewed: June 2025

Next Review Due: June 2026

Version: 1.0

1. Purpose

To protect individuals receiving support from CARERS' HANDS H C A LTD from abuse, neglect, or harm, and to establish clear procedures for prevention, reporting, and response.

2. Scope

Applies to: All staff, volunteers, and agency workers; Clients, families, visitors, and contractors; Partner agencies working with us.

3. Policy Statement

CARERS' HANDS H C A LTD has a zero-tolerance approach to abuse or neglect. We are committed to upholding the rights, dignity, and wellbeing of every person in our care. We treat all concerns seriously and act swiftly, transparently, and lawfully. Safeguarding is everyone's responsibility.

4. Legal and Regulatory Framework

Care Act 2014; Children Act 1989/2004; Mental Capacity Act 2005; Human Rights Act 1998; Equality Act 2010; Data Protection Act 2018 / UK GDPR; CQC Regulation 13: Safeguarding; Local authority safeguarding protocols (e.g. Southampton SAB)

5. Definitions of Abuse

Includes but not limited to: Physical, Sexual, Emotional / Psychological, Financial / Material, Neglect / Acts of omission, Discriminatory, Organisational, Domestic abuse, Modern slavery, Self-neglect



6. Prevention

We take a proactive approach by: Promoting a safeguarding culture; Providing ongoing training and supervision; Empowering service users to understand their rights; Encouraging early reporting of concerns; Maintaining safe recruitment and monitoring practices

7. Responsibilities

We follow the 'Making Safeguarding Personal' approach and actively involve individuals in decisions about their own safety where possible.

7.1 Registered Manager / DSL: Acts as Designated Safeguarding Lead (DSL); Investigates concerns and liaises with external agencies; Ensures compliance with legislation and training delivery

7.2 All Staff and Volunteers: Attend safeguarding induction and refresher training; Report concerns immediately using agreed procedures; Support a no-blame, open culture

7.3 Recruitment and Vetting: Enhanced DBS checks, including Barred List screening, are required; Applicants disqualified from working with vulnerable adults are not employed; Ongoing checks and declarations are reviewed regularly

8. Safeguarding Lead Contact

Chanyuka Dhlakama

Phone: 07535 8524917

Email: carershandsagency@gmail.com

9. Procedures

9.1 Reporting: Identify concern or disclosure; Ensure immediate safety of the individual; Report to DSL without delay; Record concern factually and confidentially; Refer externally if required

9.2 Making a Referral: Southampton Adult Social Care: 023 8083 4899; Email: robert.henderson@southampton.gov.uk; CQC: 03000 616161; Emergency: Dial 999



10. Duty of Candour

We follow our Duty of Candour by being open, transparent, and honest with service users and families when things go wrong. This includes safeguarding incidents.

11. Information Sharing

We share safeguarding information: With consent wherever possible; Without consent when it protects someone from serious harm; In accordance with the Data Protection Act 2018 and UK GDPR; On a “need-to-know” basis only

12. Training

All staff receive safeguarding training appropriate to their role:

- **Level 1:** Basic awareness for non-care staff (e.g. admin, cleaners, volunteers)
- **Level 2:** Mandatory for all care staff; covers recognising abuse, responding, and reporting
- **Level 3:** Required for team leaders/supervisors; includes referral processes and multi-agency work
- **Level 4 & 5:** For the Designated Safeguarding Lead and senior managers involved in investigations and inter-agency coordination
- Training is refreshed annually and monitored through supervision and audits.

13. Record Keeping

Secure, confidential safeguarding records are kept separately; All records are signed, dated, and retained for 8+ years; Documentation supports transparency and learning

14. Learning from Safeguarding Events

We conduct reviews after every safeguarding concern or incident; Lessons learned are used to update training and improve practice; Reflective supervision is encouraged

15. Whistleblowing

Staff who raise safeguarding concerns in good faith are protected. See our Whistleblowing Policy for more information.



16. Monitoring & Review

This policy is reviewed annually or earlier if legislation changes. Compliance audits and spot checks are carried out to ensure staff understanding and implementation.

Request a Copy

To access this policy in full or in an alternative format, contact:

Email: carershandsagency@gmail.com

Phone: 07535 8524917

17. Additional Safeguarding Considerations

People in Positions of Trust (PiPoT)

Staff in positions of trust must maintain the highest standards of conduct, both inside and outside work. Allegations involving staff (even off-duty) are treated as safeguarding concerns and may be referred to the local authority or DBS.

PREVENT Duty and Radicalisation

We are alert to signs of radicalisation or extremism. Staff receive Prevent awareness training, and concerns are escalated using the safeguarding procedure in line with the Counter-Terrorism and Security Act 2015.

Mental Capacity and Advocacy

If a person lacks capacity, we follow the Mental Capacity Act 2005 and involve Independent Mental Capacity Advocates (IMCAs) when needed to ensure their voice is represented in safeguarding processes.

Cross-Referenced Policies

This policy should be read alongside our Whistleblowing, Complaints, Data Protection, Safer Recruitment, and Incident Reporting policies.

Disciplinary Action and Referrals

If abuse involves a staff member, immediate action is taken. This may include suspension, internal investigation, and referral to the DBS and professional bodies if appropriate.

Additional Risks

We recognise other safeguarding risks such as peer-on-peer abuse, anti-social behaviour, and domestic situations that may affect care quality. Staff are trained to assess and respond accordingly.



Support and Resources

- We signpost service users and families to national support organisations including:
Hourglass: 0808 808 8141
- The Advocacy People: www.theadvocacypeople.org.uk
- CQC Safeguarding: 03000 616161

18. Review, Audit and monitoring

This policy and procedure will be monitored and reviewed **at least annually**, or earlier if changes in legislation, regulation, or best practice occur. Regular audits will be undertaken to ensure ongoing compliance with Care Quality Commission (CQC) requirements and the internal quality assurance framework of CARERS' HANDS H C A LTD.

For a full copy of this policy and related procedures, or to request it in an alternative format or language, please contact:

☎ **Call the Office:** 07535 8524917

✉ **Email:** carershandsagency@gmail.com

Signature and Declaration

Signed:

Chanyuka Dhlakama

Designation: Registered Manager

Date: 01/06/2025

Next Review Due: 01/06/2026