



## 1. Policy

### 1.1 What is Safeguarding?

District Home Care Ltd recognises the definition of 'safeguarding' as the actions taken to keep Clients safe from harm and neglect.

**1.2** The Care Act 2014 sets out that adult safeguarding duties apply to any adult who:

- Has care and support needs, and
- Is experiencing, or is at risk of, abuse and neglect, and
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect

**1.3** Safeguarding adults includes:

- Protecting their rights to live in safety, free from abuse and neglect
- People and organisations working together to prevent the risk of abuse or neglect, and to stop them from happening
- Making sure people's wellbeing is promoted, taking their views, wishes, feelings and beliefs into account
- This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances

**1.4** District Home Care Ltd should always promote the Client's wellbeing in its safeguarding arrangements. Clients have complex lives and being safe is only one of the things they want for themselves. Staff should work with the Client to establish what being safe means to them and how that can be best achieved. Staff should not be advocating 'safety' measures that do not take account of individual wellbeing.

### 1.5 What Constitutes Abuse?

Employees at District Home Care Ltd understand that the Clients it supports can be extremely vulnerable to abuse and neglect, especially if they have care and support needs.

Abuse is a violation of an individual's human or civil right by any other person. It is where someone does something to another person, or to themselves, which puts them at risk of harm and impacts on their health and wellbeing.

Abuse can have a damaging effect on the health and wellbeing of Clients. These effects may be experienced in the short and long term and can sometimes be lifelong.

**1.6** The signs of abuse are not always obvious, and a victim of abuse may not tell anyone what is happening to them. Sometimes they may not even be aware they are being abused.

The robust governance processes at District Home Care Ltd will make sure that staff working for, and on behalf of, District Home Care Ltd, recognise and respond to the main forms of abuse which are set out in the Care Act 2014 Statutory Guidance Chapter 14.

**1.7** The local authority is the lead agency for adult safeguarding and should be notified whenever abuse or neglect is suspected. It will decide whether a safeguarding enquiry is necessary, and if so, who will conduct it. The decision to conduct an enquiry depends on the criteria set out in the Care Act 2014, and not on whether the Client is eligible for, or receiving, services funded by the local authority

**1.8** Everybody has the right to live a life that is free from harm and abuse. District Home Care Ltd recognises that safeguarding adults at risk of abuse or neglect is everybody's



business. District Home Care Ltd aims to ensure that all adults at risk of abuse or neglect are enabled to live and work, be cared for and supported in an environment free from abuse, harassment, violence or aggression. The safeguarding policies and procedures of District Home Care Ltd will dovetail with the Woking Borough council multi-agency policy and procedures, which we understand take precedence over those of District Home Care Ltd. District Home Care Ltd will ensure that the Woking Borough council policies and procedures are reflected within its own policy and procedure, that this is shared with all staff and is accessible and available for staff to follow.

**1.9** District Home Care Ltd aims to provide services that will be appropriate to the adult at risk and not discriminate because of disability, age, gender, sexual orientation, race, religion, culture, or lifestyle. It will make every effort to enable Clients to express their wishes and make their own decisions to the best of their ability, recognising that such self-determination may well involve risk.

District Home Care Ltd will work with Clients and others involved in their Care to ensure they receive the support and protection they may require, that they are listened to and treated with respect (including their property, possessions and personal information) and that they are treated with compassion and dignity.

A chaperone is always present when the Client needs treatment, and missed healthcare appointments must be monitored to consider signs of abuse or neglect. These must be followed up with the healthcare provider and information shared in the best interests and safety of the Client.

**1.10** District Home Care Ltd will follow the six principles as set out in guidance to the Care Act 2014 and this will inform practice with all Clients:

- **Empowerment** – People being supported and encouraged to make their own decisions and informed consent
- **Prevention** – It is better to take action before harm occurs
- **Proportionality** – The least intrusive response appropriate to the risk presented
- **Protection** – Support and representation for those in greatest need
- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
- **Accountability** – Accountability and transparency in delivering safeguarding

**1.11** District Home Care Ltd is committed to the principles of 'Making Safeguarding Personal' and aims to ensure that safeguarding is person-led and focused on the outcomes that Clients want to achieve. It will engage Clients in a conversation about how best to respond to their safeguarding situation in a timely way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

**1.12** District Home Care Ltd understands the importance of working collaboratively to ensure that:

- The needs and interests of adults at risk are always respected and upheld
- The human rights of adults at risk are respected and upheld
- A proportionate, timely, professional and ethical response is made to any adult at risk who may be experiencing abuse
- All decisions and actions are taken in line with the Mental Capacity Act 2005
- Each adult at risk maintains:
  - Choice and control
  - Safety
  - Health



- Quality of life
- Dignity and respect

### 1.13 Whistleblowing

District Home Care Ltd has a clear Raising Concerns, Freedom to Speak Up and Whistleblowing Policy and Procedure in place which staff are frequently reminded about and with which they must be familiar. They must also understand how to escalate and report concerns.

Whistleblowing is an important aspect of the support and protection of adults at risk of harm where staff are encouraged to share genuine concerns about safety or wrongdoing within District Home Care Ltd.

#### 1.14 The Care Worker's Responsibilities

- To be able to recognise and respond to suspected abuse and substandard practice
- To report concerns of harm or poor practice that may lead to harm
- To remain up to date with training
- To read and follow the policy and procedure
- To know how and when to use the whistleblowing procedures
- To understand the Mental Capacity Act and how to apply it in practice

#### 1.15 The Registered Manager's Responsibilities

- To establish the facts about the circumstances giving rise for concern
- To identify sources and level of risk
- To ensure that information is recorded and that the Woking Borough council Adult Safeguarding Team is contacted to inform them of the concern or harm
- If the Client is at immediate risk of harm, the Registered Manager will contact the police. The CQC will also be informed
- In all cases of alleged harm, there will be early consultation between Miss Trudi Jane Squires, Woking Borough council and the police to determine whether or not a joint investigation is required. District Home Care Ltd understands that it may also be necessary to advise the relevant Power of Attorney if there is one appointed. In dealing with incidents of potential harm, people have rights which must be respected and which may need to be balanced against each other
- The wishes of the person harmed will be taken into account whenever possible. This may result in no legal action
- Documentation of any incidents of harm in the Client's file and using body maps to record any injuries
- Follow Woking Borough council policy guidelines where applicable
- Report any incidents of abuse to the relevant parties
- Work with multi-agencies
- Advise and support staff
- Ensure staff are trained during induction, assess knowledge annually and run refresher training if needed
- Actively promote the whistleblowing policies
- Ensure that agency staff working at District Home Care Ltd have completed the necessary safeguarding training for their role
- Participate in local Safeguarding Adults Board arrangements for sharing experiences about managing safeguarding concerns in care homes



- Share relevant information from Safeguarding Adults Board meeting minutes and reports with staff

### **1.16 General Principles**

- We will have robust recruiting and safer staffing policies in place to make sure that our staff are fit to work with adults at risk and are compliant with national, safe recruitment and employment practices, including the requirements of the Disclosure and Barring Service
- Safeguarding responsibilities should be included in the job description of all staff
- A named safeguarding lead will be in place who is responsible for embedding safeguarding practices and improving practice in line with national and local developments. At District Home Care Ltd, this person is Trudi Squires
- Any staff member who knows or believes that harm is occurring will report it to their line manager as quickly as possible, or if they feel they cannot follow the regular reporting procedure, they must use the whistleblowing process
- District Home Care Ltd will work collaboratively with other agencies, including liaison in relation to the investigation of allegations and will ensure its procedures dovetail with the Woking Borough council multi-agency procedures
- District Home Care Ltd will use incident reporting, root cause analysis, lessons learned and auditing to determine themes to improve Care practice
- District Home Care Ltd will have a learning and development strategy which specifically addresses adult safeguarding. District Home Care Ltd will provide training on the identification and reporting of harm, as well as training on the required standards in relation to procedures and processes should something need to be reported
- District Home Care Ltd recognises its responsibilities in relation to confidentiality and will share information appropriately
- District Home Care Ltd will have zero tolerance to harm
- District Home Care Ltd will work in partnership with other agencies to ensure that concerns or allegations of abuse are appropriately referred for investigation to the most appropriate agency
- District Home Care Ltd will ensure that any action that is taken is assessed, proportionate and reflective of the risk presented to the people who use the services
- District Home Care Ltd will report any incidents in line with its regulatory requirements
- District Home Care Ltd will adhere to the Code of Conduct for Care Workers
- There is a clear, well publicised Raising Concerns, Freedom to Speak Up and Whistleblowing Policy and Procedure in place that staff know how to use

### **1.17 Leadership, Staff and Culture**

Miss Trudi Jane Squires is responsible for providing leadership.

Good governance in safeguarding will follow where it is seen as an integral part of Client care and all staff take responsibility. Risks of neglect, harm and abuse will be reduced where there is strong leadership and a shared value base where:

- The Client is the primary concern
- Clients and staff are partners in their care
- Quality is prioritised and measured
- Staff understand the risks of neglect, harm and abuse
- There is a culture of learning and improvement



- There is openness and transparency, and all staff are listened to

## **1.18 Prevention - Providing information to support Clients**

- District Home Care Ltd will support Clients by providing accessible, easy to understand information on what abuse is and what signs to look out for
- A Safeguarding Leaflet can be found in the Forms section of this policy, and links to support can be found in the Further Reading section
- District Home Care Ltd will comply with the Accessible Information Standard
- All Clients will receive a copy of the Service User Guide, have access to the Complaints, Suggestions and Compliments Policy and Procedure and be given information on how to escalate any concerns to the Commissioner, CQC, advocacy or Local Government and Social Care Ombudsman should they not be satisfied with the approach taken by District Home Care Ltd or at any time they wish

## **1.19 Prevention - Raising awareness**

- Staff will need to be trained and understand the different patterns and behaviours of abuse as detailed in the Care Act 2014, Chapter 14 and District Home Care Ltd will ensure that it is able to respond appropriately
- District Home Care Ltd will ensure that all staff are trained on the Raising Concerns, Freedom to Speak Up and Whistleblowing Policy and Procedure
- During induction training, all employees will complete the 'Understanding Abuse' workbook, as part of the Care Certificate

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