

Safeguarding Policy and Procedures

Policy and Procedure	Safeguarding
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Outline of the Policy

1. Introduction
2. Confirmation of reading
3. Legislation
4. Definitions
5. Responsibilities
6. Implementation stages
7. Communication, training and support for staff
8. Professional boundaries
9. Reporting
10. Allegations management
11. Monitoring
12. Managing information
13. Communicating and reviewing the policy

1. Introduction

YouGlo Laboratories makes a positive contribution to a strong and safe community and recognises the right of every individual to stay safe.

Dr Borumand and Dr Zahoor may come into contact with vulnerable adults through the following activities: Medical Health checks and follow up appointments.

The types of contact with vulnerable adults will be diagnostic and screening service.

This policy seeks to ensure that YouGlo undertakes its responsibilities with regard to protection of vulnerable adults and will respond to concerns appropriately. The policy establishes a framework to support staff in their practices and clarifies the organisation's expectations.

2. Confirmation of reading

YouGlo Laboratories staff will complete an online and in house training so they are fully aware of and understand the contents of the Safeguarding Policy and Procedures for YouGlo Laboratories.

Staff will be asked to read and sign the policy to confirm they understood the content.

3. Legislation

The principal pieces of legislation governing this policy are:

- Safeguarding Vulnerable Groups Act 2006
- Care Standards Act 2000
- Public Interest Disclosure Act 1998
- The Police Act – CRB 1997
- Mental Health Act 1983
- NHS and Community Care Act 1990
- Rehabilitation of Offenders Act 1974

4. Definitions

Safeguarding is about embedding practices throughout the organisation to ensure the protection of children or vulnerable adults wherever possible. In contrast, child and adult protection is about responding to circumstances that arise.

Abuse is a selfish act of oppression and injustice, exploitation and manipulation of power by those in a position of authority. This can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender or culture.

It can take a number of forms, including the following:

- Physical abuse
- Sexual abuse
- Emotional abuse
- Bullying
- Neglect
- Financial (or material) abuse

Definition of a child:

A child is under the age of 18 (as defined in the United Nations convention on the Rights of a Child).

Definition of Vulnerable Adults:

A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited.

This may include a person who:

- Is elderly and frail
- Has a mental illness including dementia
- Has a physical or sensory disability
- Has a learning disability
- Has a severe physical illness
- Is a substance misuser
- Is homeless

5. Responsibilities

All YouGlo Laboratories staff members have responsibility to follow the guidance laid out in this policy and related policies and to pass on any welfare concerns using the required procedures.

We expect all staff to promote good practice by contributing to discussions about safeguarding and to positively involve people in developing safe practices.

Additional specific responsibilities:

The Senior Management Team which includes Dr Borumand and Dr Zahoor, have responsibility to ensure:

- The policy is in place and appropriate
- The policy is accessible
- The policy is implemented
- The policy is monitored and reviewed
- Sufficient resources (time and money) are allocated to ensure that the policy can be effectively implemented
- Promoting the welfare of vulnerable adults
- Ensure staff have access to appropriate training and/or information
- Receive staff concerns about safeguarding and respond to all seriously and swiftly
- Keep up to date with local arrangements for safeguarding and Disclosure and Barring Service (DBS)
- Develop and maintain effective links with relevant agencies
- Take forward concerns about responses

6. Implementation Stages

The scope of this Safeguarding Policy will be implemented via a range of policies and procedures within the organisation. These include:

- Health and Safety policy
- Equal Opportunities policy
- Recruitment policy
- Data protection
- Confidentiality
- Staff induction and training

Safe Recruitment

YouGlo Laboratories ensures safe recruitment through the following processes:

- Providing the following safeguarding statement in recruitment adverts or application details –‘recruitment is done in line with safe recruitment practices.’
- Job or role descriptions for all roles involving contact with vulnerable adults will contain reference to safeguarding responsibilities.
- There are person specifications for roles which contain a statement on core competency with regard vulnerable adult safeguarding.

- Interviews are conducted according to equal opportunity principles and interview questions are based on the relevant job description and person specification (refer to YouGlo Laboratories Recruitment policy and Equal Opportunities policy for further information).
- DBS checks will be conducted for specific roles for all staff (paid or unpaid) working with children and vulnerable adults.
- No formal job offers are made until after checks for suitability are completed (including DBS and two references).

Criminal Bureau Records Gap Management

The organisation commits resources to providing Criminal Bureau Records check on staff (paid or unpaid) whose roles involve contact vulnerable adults.

In order to avoid DBS gaps, YouGlo Laboratories will ensure that their established staff and roles are regularly reviewed through:

- A three year rolling programme of re-checking DBS is in place for holders of all identified posts.
- Existing staff (paid or unpaid) who transfer from a role which does not require a DBS check to one which involves contact with children or vulnerable adults will be subject to a DBS check.

Service delivery contracting and sub contracting

- There will be systematic checking of safeguarding arrangements of partner medical health care professionals
- Safeguarding will be a fixed agenda item on any partnership reporting meetings.

7. Communication, training and support for staff

YouGlo Laboratories commits resources for induction, training of staff, effective communications and support mechanisms in relation to Safeguarding.

Induction

- Discussion of the Safeguarding Policy (and confirmation of understanding)
- Discussion of other relevant policies
- Ensure familiarity with reporting processes
- Initial training on safeguarding including: safe working practices, safe recruitment, understanding child protection and the alerter guide for adult safeguarding

Training

All staff who, through their role, are in contact with children and/or vulnerable adults will have access to safeguarding training at an appropriate level. Sources and types of training will include completing Safeguarding of Vulnerable Adults level 2 online courses within the first month of employment.

Communications and discussion of safeguarding issues

Commitment to the following communication methods will ensure effective communication of safeguarding issues and practice:

- Daily team meetings
- Senior Management meetings
- One to one meetings (formal or informal)
- Where appropriate participate in multi agency safeguarding procedures and meetings in order to be involved in child/ adult protection procedures
- Provision of a clear and effective reporting procedure which encourages reporting of concerns.
- Encouraging open discussion (e.g. during supervision and team meetings) to identify any barriers to reporting so that they can be addressed.
- Inclusion of safeguarding as a discussion during supervision meetings to encourage reflection
- Staff will be reminded about policies and procedures (refresher sessions every few years)

Support

We recognise that involvement in situations where there is risk or actual harm can be stressful for staff concerned. The mechanisms in place to support staff include:

- Debriefing support for paid and unpaid staff so that they can reflect on the issues they have dealt with
- Seeking further support as appropriate, for example access to counselling
- A staff member who has initiated protection concerns will be contacted by line manager within one working day.

8. Professional boundaries

Professional boundaries are what define the limits of a relationship between a support worker and a client. They are a set of standards we agree to uphold that allows this necessary and often close relationship to exist while ensuring the correct detachment is kept in place.

YouGlo Laboratories expects staff to protect the professional integrity of themselves and the organisation.

The following professional boundaries must be adhered to:

- Giving and receiving gifts from clients: YouGlo Laboratories does not allow paid or unpaid staff to give gifts to or receive gifts from clients. However gifts may be provided by the organisation as part of a planned activity.
- Personal relationships between a member of staff (paid or unpaid) and a client who is a current service user is prohibited. This includes relationships through social networking sites (such as facebook). It is also prohibited to enter into a personal relationship with a person who has been a service user over the past 12 months.

If the following professional boundaries or policies are breached this could result in disciplinary procedures:

- Use of abusive language
- Inappropriate behaviour or language

- Use of punishment, chastisement or bullying towards service users or other staff members
- Passing on service users' personal contact details
- Taking family members to a client's home
- Selling to or buying items from a service user
- Accepting responsibility for any valuables on behalf of a client
- Accepting money as a gift or borrowing money from or lending money to service users
- Personal relationships with a third party related to or known to service users
- Accepting gifts or rewards or hospitality from organisation as an inducement for either doing or not doing something in their official capacity
- Not declaring any conflict of interests
- Not following correct standard operating procedures (SOPs) written by YouGlo Laboratories including health and safety SOPs

9. Reporting

The process outlined below details the stages involved in raising and reporting safeguarding concerns at YouGlo Laboratories

1. Seek medical attention for the vulnerable person if needed
2. Communicate your concerns with your immediate manager
3. If appropriate discuss concerns with parents of child or with vulnerable person. Obtain permission to make referral if safe and appropriate. This may include contacting the local Social Services (City of Westminster social care team; telephone number: 020 7641 2388)
4. Complete Incident/Accident Form and submit to the local authority within 24 hours of making a contact
5. Ensure that feedback from the Local Authority is received and their response recorded

10. Allegations Management

YouGlo Laboratories recognises its duty to report concerns or allegations against its staff (paid or unpaid) within the organisation or by a professional from another organisation.

The process for raising and dealing with allegations is as follows:

First step: Any member of staff at YouGlo Laboratories is required to report any concerns in the first instance to their line manager. A written record will also be completed by the individual.

Second step: contact local authority for advice. This will be Borough of Westminster. Westminster Duty Line; Tel: 020 7641 4000 (Out of hours – 020 7641 6000)
Website: rbkc.gov.uk/subsites/lscb/professionals/wccsafeguardingcontacts.aspx

Third step: follow the advice provided.

YouGlo Laboratories recognises its legal duty to report any concerns about unsafe practice by any of its paid or unpaid staff to the Commissioning Quality Care (CQC) team.

11. Monitoring

The YouGlo Laboratories will monitor the following Safeguarding aspects:

- Safe recruitment practices
- DBS checks undertaken
- References applied for new staff
- Records made and kept of supervision sessions
- Training – register and record of staff training on child and vulnerable adult protection
- Monitoring whether concerns are being reported and actioned
- Checking that policies are up to date and relevant
- Reviewing the current reporting procedure in place

12. Managing information

All staff must be aware that they have a professional duty to share information with other agencies in order to safeguard children and vulnerable adults. The public interest in safeguarding children and vulnerable adults may override confidentiality interests. However, information will be shared on a need to know basis only, as judged by the Senior Management Team.

All staff must be aware that they cannot promise service users or their families or carers that they will keep secrets.

13. Communicating and reviewing the policy

YouGlo Laboratories will make clients aware of the Safeguarding Policy through the following means:

- Statement to service users about safeguarding arrangements will be produced and displayed on our website.
- There will be a pack produced for clients which explain the safeguarding arrangements at the clinic
- The Complaints Policy and Procedure will be referred to which outlines how clients can make complaint about the service.

This policy will be reviewed by Dr Borumand and Dr Zahoor every year and when there are changes in legislation.