



### **1. Statement of purpose**

Homemaker is committed to ensuring that all necessary steps are taken to safeguard any adults we are supporting from abuse or neglect. To that end, staff will receive training in and remain alert to the possibility of abuse and neglect in their day to day interactions with all clients.

During their work, Homemaker staff are likely to meet adults who are in receipt of community care services and/or are unable to take care of themselves or protect themselves from harm or exploitation from family members, carers or others.

### **WHO IS AN ADULT AT RISK OF ABUSE OR NEGLECT?**

**An adult at risk is someone over 18 years old who:**

- Has care and support needs
- Is experiencing, or is at risk of, abuse or neglect
- As a result of their care and support needs, is unable to protect him/herself against the risk or experience of abuse or neglect

If someone has care and support needs but is not currently receiving care or support from a health or care service, they may still be an adult at risk.

### **2. Homemaker recognises that;**

- The welfare of the vulnerable adult remains paramount
- All persons whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/ or sexual identity have the right to be protected from harm
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately

### **3. Homemaker will ensure that;**

- Staff will receive training in and remain alert to the possibility of child abuse and neglect in their day to day interactions with all clients.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately
- All staff (paid/unpaid) working in the organisation have a responsibility to report concerns to Vanessa Handley, the Designated Safeguarding Officer (DSO).

### **In addition, Homemaker will ensure that all staff and volunteers:**

- Have been checked for suitability for working with vulnerable adults and understand the responsibilities and limits of their role in relation to safeguarding them
- Are alert to the possibility of abuse and neglect in all environments in which work and are likely to have contact with vulnerable adults, either directly or indirectly
- Have access to training opportunities to promote their knowledge

- Receive regular supervision where they have an opportunity to discuss casework issues relating to safeguarding
- Know how to report any concerns they have about possible abuse or neglect
- Are vigilant about their own actions so they cannot be misinterpreted e.g. not assisting the client with any financial transactions or offering to look after money for them/pay bills and ensuring all allegations, however minor, are passed on immediately to the line manager
- Promote and maintain links with local statutory agencies in relation to both general and specific safeguarding adult issues

#### **4. Homemaker seeks to keep adults safe by;**

- Valuing, listening and respecting them
- Appointing a Designated Safeguarding Officer (DSO) for adults at risk of abuse, a deputy and a lead trustee for safeguarding
- Adopting safeguarding best practice through our policies and procedures and Code of Conduct for staff and volunteers
- Providing effective management for staff and volunteers through supervision, support, training and quality assurance measures
- Recruiting staff and volunteers safely, ensuring all necessary checks are made
- Recording information professionally and securely
- Using our safeguarding procedures to share concern and relevant information with agencies who need to know, and involving adults at risk appropriately
- Using our procedures to manage any allegations against staff and volunteers appropriately
- Creating and maintaining an anti-bullying environment and ensuring that we have a procedure to deal with any which may occur
- Ensuring we have effective complaints and whistleblowing measures in place

#### **5. Related policies and procedures**

We have in place organisational policies and procedures which explain the detail of how these principles will be implemented. These are available on application to Homemaker's DSO. They are:

- Staff procedure for safeguarding of adults at risk including
  - guidance to staff and volunteers relating to the role of the DSO,
  - dealing with disclosures and concerns,
  - urgent referrals,
  - the role of MASH/ The Gateway,
  - allegations against staff
- Privacy and data protection
- Code of conduct and ethics
- Recruitment and selection
- ICT systems
- Dignity at work
- Complaints procedure
- Whistleblowing
- Health and safety procedures
- Training and development.

## 6. Contact Details

### Designated Safeguarding Officer (DSO)

Name: **Vanessa Handley**  
Email: **vanessa@homemakersw.org.uk**

### Deputy DSO

Name: **Andrea Carlisle**  
Email: **andrea@moneyadviceplymouth.org.uk**

### Document control

Ownership:	Homemaker Southwest
Date Issued:	January 2019
Governance Forum responsible	Trustee Board
Version:	Jan 19
Document history:	Jan 19 new policy and Staff procedures introduced Jan 20 - reviewed
Distribution	Website /One Drive
Next Review Date of policy:	January 2020
Review frequency	Annually