

HOME FROM HOME SUPPORT LTD

SAFEGUARDING ADULTS POLICY & PROCEDURE

1. POLICY STATEMENT

- 1.1 All staff working for Home From Home (whatever their role) have a shared responsibility to safeguard adults at risk from significant harm, exploitation or neglect. Our work in supporting people to fulfil their potential must always have safeguarding at its heart.
- 1.2 Safeguarding means protecting an adult's right to live in safety, free from abuse, neglect and poor practice. Everyone employed by Home From Home must work in partnership with other stakeholders and organisations to prevent and stop both the risks and experiences of abuse and neglect.
- 1.3 All Safeguarding themes will be explored and discussed monthly with senior managers and responsibility for the upkeep of the policy helped by the director. Home From Home, as an organisation, takes pride in encouraging and promoting transparency and honesty with a strong commitment to anti-discriminatory practice. All employees are actively encouraged to voice concerns about any poor practice, abuse or neglect.
- 1.4 Home From Home support people with varying levels of ability and vulnerability. We must work in partnership with everyone, in terms of safety, having regard to their views, wishes, feelings and beliefs. People have complex lives and being safe is only one of the things they want for themselves. As professionals, we must work with and listen to the person to establish what being safe means to them, and how that can be best achieved.
- 1.5 Each Home From Home employee will complete the Home From Home E Learning Safeguarding Training. This training provides insight into signs and symptoms of abuse plus how to respond if you suspect abuse. Often we have access to the local authority face to face Level 2 safeguarding training. Each employee must follow the legal guidance and policies indicated above, alongside other relevant legal acts (e.g. Mental Capacity Act 2005), other relevant guidance and policies e.g. Home Finance Policy.
- 1.6 Poor practice takes place when staff fail to provide a good standard of care and support. It occurs when staff ignore the rights of people or deny them the chance to enjoy an ordinary life. Poor practice which is allowed to continue can cause harm and can become abuse. Therefore, we all have a duty to speak out when we observe poor practice.
- 1.7 Radicalisation – new risks may be posed for people living in support services, through radicalisation. This may be face to face or online and include exposure of a person over time to extremist viewpoints that may eventually influence the person to carry out an act or acts of violent extremism or terrorism. Any suspicions or concerns about radicalisation must be reported promptly to the police.
- 1.8 This policy has been implemented by utilising the principles and guidance outlined in the All Wales Safeguarding Procedure 2019. This policy complies with Part 7 of the Social Services and Well-being (Wales) Act 2014 and follows Part 7, Section 126 (Duty to Report Adults at Risk)
- 1.9 HFH's Statement of Purpose hold's information on appropriate independent advocacy services. People we support should be reminded of their rights to accessing professional advocacy services.
- 1.10 This Safeguarding Adults Policy and Procedure has been developed in accordance with Regulation 27 of The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 and the accompanying Statutory Guidance issued by Welsh Ministers.

- 1.11 This policy sets out the arrangements in place to prevent abuse and neglect, to identify and respond to safeguarding concerns promptly and effectively, to support staff to raise concerns safely (including through whistleblowing arrangements), and to ensure that safeguarding matters are managed in partnership with relevant statutory agencies.
- 1.12 All safeguarding concerns are acted upon in a timely manner, recorded appropriately, and reported to the relevant authorities in line with statutory duties and local safeguarding procedures.

2. PURPOSE

- 2.1 This policy establishes a framework within Home From Home to:
- 2.2 Prevent abuse, harm, and neglect.
- 2.3 Identify and respond to safeguarding concerns.
- 2.4 Ensure a consistent approach to safeguarding across all services.
- 2.5 Work collaboratively with partners to uphold the rights and dignity of adults at risk.

3 DEFINITIONS

3.1 Adult at Risk

- 3.2 Under Section 126 of the Social Services and Well-being (Wales) Act 2014, an adult at risk is defined as someone who:
- 3.3 Is experiencing or at risk of abuse, neglect, or exploitation.
- 3.4 Has care and support needs.
- 3.5 Cannot protect themselves due to those needs.

4 ALIGNMENTS WITH THE PRINCIPLES OF SAFEGUARDING

- 4.1 The six principles of safeguarding (defined by the Care Act 2014) are:
- 4.2 **Empowerment** – Supporting individuals to make their own informed choices.
- 4.3 **Prevention** – Acting before harm occurs.
- 4.4 **Proportionality** – Making responses proportionate to the level of risk.
- 4.5 **Protection** – Ensuring those at risk receive appropriate support.
- 4.6 **Partnership** – Working collaboratively with others.
- 4.7 **Accountability** – Ensuring transparency in safeguarding practices.
- 4.8 In Wales we have 5 principles (from the Social Services and Well-being (Wales) Act 2014) which are:
- 4.9 Promoting wellbeing: Working with you to understand what matters to you and helping you achieve what is important for your wellbeing.



- 4.10 Voice and control: Putting you at the centre of your care; giving you a voice in making decisions about your life and control over reaching the outcomes that matter to you.
- 4.11 Prevention and early intervention: Increasing preventative services within the community to help you to keep well and help us to know when you may need extra support to prevent problems reaching a critical stage.
- 4.12 Co-production: Providing opportunities for you to be involved in how your care and support is designed and provided.
- 4.13 Collaboration: Strong partnership working between the various organisations and people that support you, helping you live the life you choose for longer.

5 WHAT CONSTITUTES ABUSE AND NEGLECT?

- 5.1 Abuse or neglect can take many forms. It may involve a single or repeated act or omission, occurring within a personal or closed relationship where there is an expectation of trust or a duty of care which, when not met, causes harm to an adult at risk.
- 5.2 Abuse is about the misuse of power and control that one person has over another.
- 5.3 Where there is dependency, there is a possibility of abuse or neglect unless adequate safeguards are put in place.
- 5.4 Intent is not an issue at the point of deciding whether an act or a failure to act is abuse; it is the impact of the act on the person and the harm or risk of harm to that individual.
- 5.5 Abuse can take place in settings such as the person's own home, day or residential services, supported housing, or in nursing homes, clinics or hospitals. Just because a person has a mental illness, or a learning disability does not mean that they are inevitably 'at risk'. For example, someone who has mental capacity to make decisions about their own safety could be perfectly able to make informed choices and protect themselves from harm. In the context of safeguarding adults, the vulnerability of the adult at risk is related to how able they are to make and exercise their own informed choices free from duress, pressure or undue influence of any sort, and to protect themselves from abuse, neglect and exploitation.
- 5.6 It is important to note that people with capacity can also be vulnerable.
- 5.7 A number of abusive acts are crimes and informing the police will always be a key consideration.
- 5.8 An adult at risk's vulnerability is determined by a range of interconnected factors including personal characteristics, factors associated with their situation or environment and social factors. Some of these are described below:

Personal characteristics of the adult at risk that increase vulnerability may include:	Personal characteristics of the adult at risk that decrease vulnerability may include:
<ul style="list-style-type: none"> • Not having mental capacity to make decisions about their own safety including fluctuating mental capacity associated with mental illness and other conditions 	<ul style="list-style-type: none"> • Having mental capacity to make decisions about their own safety • Good physical and mental health • Having no communication difficulties or if so, having the right equipment/support

<ul style="list-style-type: none"> • Communication difficulties • Physical dependency – being dependent on others for personal care and activities of daily life • Low self-esteem • Experience of abuse • Childhood experience of abuse 	<ul style="list-style-type: none"> • No physical dependency or if needing help, able to self-direct care • Positive former life experiences • Self-confidence and high self esteem
Social/situational factors that increase the risk of abuse may include:	Social/situational factors that decrease the risk of abuse may include:
<ul style="list-style-type: none"> • Being cared for in a care setting, that is, more or less dependent on others. • Not getting the right amount or the right kind of care that they need • Isolation and social exclusion • Stigma and discrimination • Lack of access to information and support • Being the focus of anti-social behaviour 	<ul style="list-style-type: none"> • Good family relationships • Active social life and a circle of friends • Able to participate in the wider community • Good knowledge and access to the range of community facilities • Remaining independent and active • Access to sources of relevant information

6 TYPES OF POSSIBLE ABUSE:

- 6.1 All Home From Home employees have the responsibility to be aware of the possible types of abuse people we support may be exposed to, and signs of abuse.
- 6.2 It is important that we all take any concern or allegation of abuse seriously and report immediately, even if it may seem insignificant. It is important to remember that there may be concerns that have been alerted by others that you may not be aware of and this can enable serious abuse or harm to be prevented from happening or from escalating.
- 6.3 Examples of different types and signs of abuse could include:
- 6.4 **Physical abuse:** Examples might include hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate physical sanctions.
- 6.5 Possible Indicators: No explanation for injuries or inconsistencies in accounts; frequent injuries; unexplained falls; bruising/cuts/welts/burns/marks on the body or loss of hair clumps; injuries inconsistent with the person's lifestyle; subdued or changes in behaviour in the presence of a particular person/people; signs of malnutrition.
- 6.6 **Domestic violence:** Psychological, physical, financial, emotional abuse, so called 'honour' based violence.
- 6.7 Possible Indicators: Low self-esteem; physical evidence of violence; verbal abuse and humiliation in front of others; fear of outside intervention; isolation – not seeing friends/family; limited access to money.
- 6.8 **Sexual abuse:** Examples might include rape; indecent exposure; sexual harassment; inappropriate looking or touching; sexual teasing or innuendo; sexual photography; subjection to pornography or witnessing sexual acts; sexual assault; sexual acts to which the adult has not consented or was pressured into consenting.
- 6.9 Possible Indicators: Bruising (particularly to thighs/buttocks/upper arms/marks on neck); torn,

stained or bloody underclothing; bleeding/pain/itching in genital area; unusual difficulty walking or sitting; foreign bodies in genital or rectal opening; STI's; self-harming; fear of receiving help with personal care; reluctance to be alone with a person; withdrawal/sleep disturbance.

- 6.10 **Psychological / Emotional abuse:** Examples might include emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks, cyber bullying.
- 6.11 Possible Indicators: An 'air of silence' when a particular person is present; withdrawal, insomnia; low self-esteem; uncooperative or aggressive behaviour; change in appetite/weight loss or gain; signs of distress e.g. tearfulness, anger.
- 6.12 **Financial or material abuse:** Examples might include theft, fraud, internet scamming, coercion in relation to the person's financial affairs/arrangements including in connection with wills/property/inheritance/financial transactions, the misuse or misappropriation of property, possessions or benefits.
- 6.13 Possible Indicators: Missing personal possessions; unexplained lack of money; unexplained withdrawal of funds from accounts; person allocated to manage financial affairs is evasive or uncooperative; family or others show unusual interest in the assets of a person; lack of clear financial accounts held by the service; poor compliance with HFH finance policies leading to inconsistency in staff practice.
- 6.14 **Neglect and act of omissions:** Actual or likely failure to protect from danger, failure to carry out important aspects of care. Examples might include ignoring the care and support plan, ignoring people's preferred communications style, ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- 6.15 Possible Indicators: poor environment – dirty/unhygienic; poor physical condition and/or personal hygiene; pressure ulcers; malnutrition or unexplained weight loss; untreated injuries and medical problems; inconsistent or reluctant contact with medical services; accumulation of untaken medicines; uncharacteristic failure to engage in social interaction; inappropriate or inadequate clothing.
- 6.16 **Discriminatory abuse:** Actual or likely failure to meet individual needs based on prejudice. Examples might include verbal or physical abuse, acts of omission, and other forms of harassment, slurs or similar treatment based on a person's race, religion, cultural background, support needs, age, gender and gender identity, sexual orientation.
- 6.17 Possible Indicators: person appears withdrawn and isolated; expressions of frustration, anger, fear or anxiety; support offered does not take account of the person's individual needs in terms of a protected characteristic.
- 6.18 **Organisational abuse:** Actual or likely failure of the organisation to consistently meet individual needs of people, as well as staff in relation to safeguarding. Examples might include use of language or defensive practices/procedures that act to minimise the importance of safeguarding, or of working in partnership with people supported and their circles of support (e.g. parents, advocates, local authorities, community teams).
- 6.19 Possible Indicators: Lack of flexibility and choice for people using the service; inadequate staffing levels; people being hungry or dehydrated; poor standards of care; poor record keeping and missing documents; absence of visitors; few social activities; public discussion of personal matters; unnecessary exposure during bathing or using the toilet; absence of individual care/support plans; lack of management overview and support.

- 6.20 The 5 categories of abuse, as cited within the Social Services Well Being Act (Wales) 2014, are listed below:
- 6.21 Emotional abuse or psychological abuse: Emotional or psychological abuse is the wilful infliction of mental suffering, by a person in a position or expectation of trust, to a vulnerable person
- 6.22 Financial abuse: Financial or material abuse is any theft or misuse of a person's money, property or resources by a person in a position of, or expectation of, trust to a vulnerable person. Common forms of financial abuse are misuse by others of a vulnerable adult's state benefits or undue pressure to change wills. Financial/material abuse may also be perpetrated by one vulnerable adult upon another
- 6.23 Neglect: Neglect is the failure of any person having the responsibility, charge, care or custody of a vulnerable person to provide that degree of care which a reasonable person in a like position would provide
- 6.24 Physical abuse: Physical abuse is any physical pain, suffering or injury wilfully inflicted by a person who has responsibility, charge, care, or custody of, or who stands in a position of or expectation of trust to a vulnerable person
- 6.25 Sexual abuse: Adult sexual abuse refers to the direct or indirect involvement of a vulnerable adult in sexual activity to which they are unwilling or unable to give informed consent, or which they do not fully comprehend, or which violates the social taboos of family roles

7 SPOTTING SIGNS OF ABUSE AND NEGLECT:

- 7.1 All employees must be mindful of safeguarding concerns while carrying out their daily duties, and with their interactions with their colleagues and people they support. We are all well placed to notice changes in a person that may suggest they are being abused or neglected. Home From Home's Safeguarding Training provides a focus on signs that abuse/neglect may be occurring.

8 WHAT YOU SHOULD DO:

- 8.1 If you see something happen or hear about something which could be Adult Abuse (for guidance, see examples above) you **must** do the following:
- 8.2 **If any person is in immediate danger or needs urgent medical attention:** Call the police or an ambulance and then contact your Manager/Regional Manager. The manager (or her/his delegate) will have the responsibility to contact the local authority Safeguarding Team, to ensure a coordinated and consistent response.
- 8.3 **If no-one is in immediate danger:** Ensure the adult at risk is as safe as possible **AND** always contact your manager/Regional Manager. The manager (or her/his delegate) will have the responsibility to contact the local authority Safeguarding Team to ensure a coordinated and consistent response.
- 8.4 **If you are working with an adult at risk in any capacity, you should also** Follow Home From Home's procedure for raising a safeguarding adults alert, which will include completing any relevant documentation (Local Authority Safeguarding Team Alert Form, Home From Home's Incident/Accident Form; CIW notification) and making a note of your concerns in as much detail as possible.
- 8.5 Advise your manager that you have raised your concern (unless your manager is implicated, then talk to the Director)
- 8.6 **Do not:**

- 8.7 Promise the person you can keep this secret.
- 8.8 Start to investigate the situation by asking leading questions
- 8.9 Confront the person you think is responsible for the abuse,
- 8.10 Destroy any evidence
- 8.11 **What will be required from you?**
- 8.12 When a concern is reported to the Safeguarding Team, the following details will be required:
- When the incident happened
 - Where the incident happened
 - Who was involved (names and relationships)
 - Whether there is an immediate or future risk

The Designated Safeguarding Lead (DSL) for the organisation is the Registered Manager

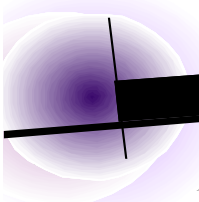
8.13 **Responsibilities of Staff**

All staff members are responsible for:

- Identifying safeguarding concerns.
- Reporting concerns promptly to the **Designated Safeguarding Lead (DSL)**.
- Following safeguarding policies and training requirements.

The **Designated Safeguarding Lead (DSL)** for the organisation is the Registered Manager

- 8.14 **Duty to Report:** Under Section 126 of the **Social Services and Well-being (Wales) Act 2014**, all staff have a duty to report suspected abuse to the **Local Authority Safeguarding Team**.
- 8.15 **Radicalisation and Prevent Duty:** As part of safeguarding responsibilities, Home From Home follows the **Prevent Duty (2015)**. Any concerns about radicalisation should be reported to the **DSL**, who will liaise with safeguarding authorities.
- 8.16 **Information Sharing:** Information will be shared in line with **GDPR** and **safeguarding protocols**, ensuring appropriate disclosure to safeguarding partners.
- 8.17 **Advocacy and Support for Adults at Risk:** Adults at risk have the right to advocacy services. Home From Home ensures individuals are supported in accessing independent advocates when required.
- 8.18 **Safeguarding Procedures**
- 8.19 **Identifying and Reporting Concerns:** All concerns must be reported immediately to the **DSL**. The DSL will:
- Assess the risk and determine appropriate action.
 - Refer cases to the **Local Authority Safeguarding Team** if necessary.
 - Ensure all incidents are recorded accurately.
- 8.20 **Preventative Safeguarding Measures**
- 8.21 Home From Home is committed to taking proactive steps to prevent abuse, harm, and neglect by promoting **well-being** in all aspects of care. Preventative safeguarding includes:
- Training staff to identify early warning signs.
 - Encouraging open discussions about safeguarding.
 - Creating a culture of respect and empowerment.

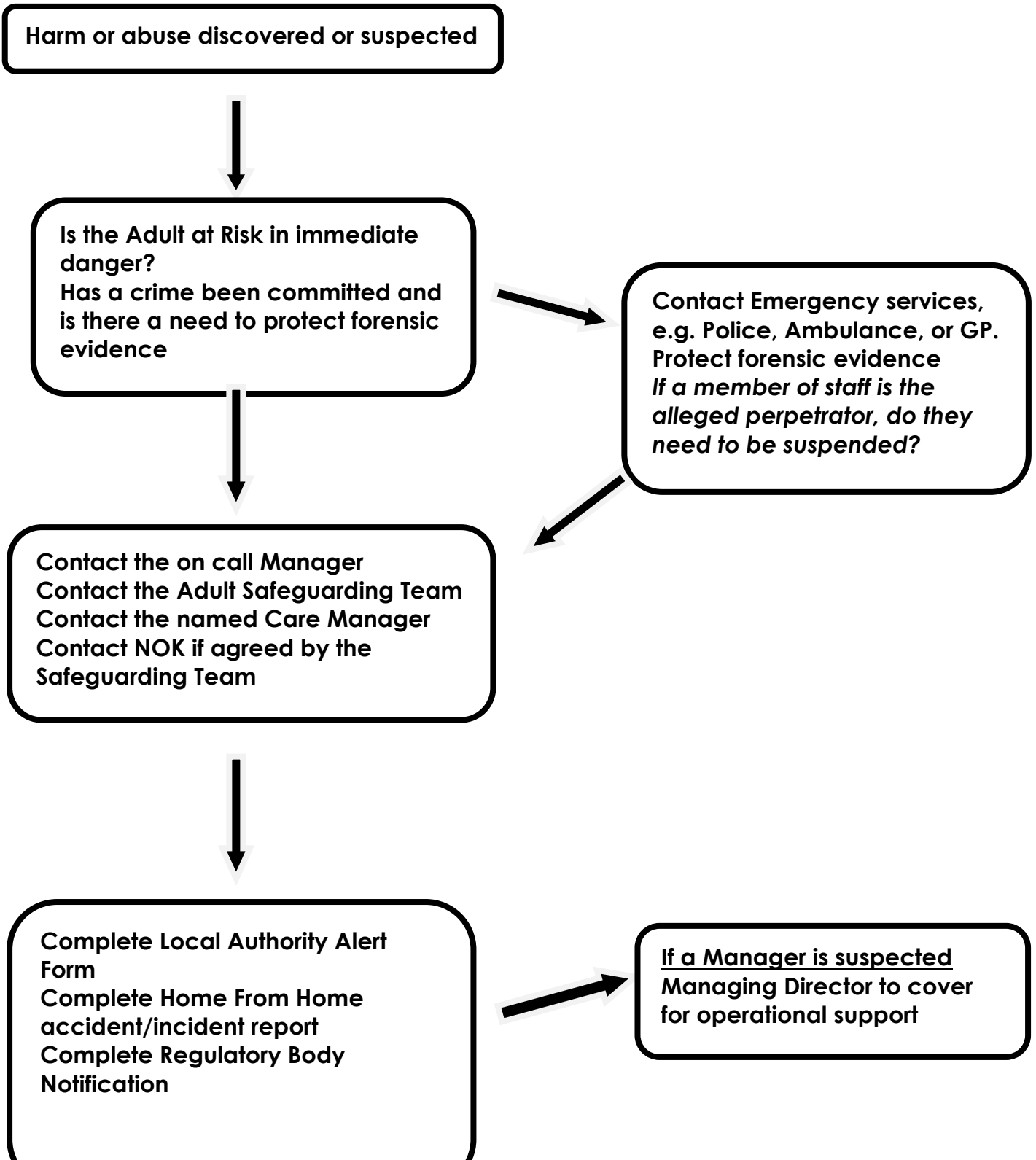


8.22 Multi-Agency Working

8.23 Safeguarding is a shared responsibility. Home From Home will work collaboratively with:

- Local authorities
- Health services
- Law enforcement
- Advocacy groups

8.24 Raising a Safeguarding Adult Concern (Alerting)



8.25 Timescales for Investigations at a glance

ALERT

Contact* your Safeguarding Team immediately where significant risk has been identified.
All other cases within 24 hours

*Contact will include the Local Safeguarding team and the Local Authority the individual is funded by. Contact with the police may also be necessary

Decision-making regarding any safeguarding referral.

- The On Call Manager will be contacted, out of working hours
- The Director will be notified, and support the manager and service for the whole process
- The Local Authority Safeguarding Team will make decisions on who will investigate the matter, which could be the Local Authority or a Home From Home representative. They will indicate what level the investigation will be.

Completing Investigations

Level 1. The safeguarding team, will normally request the provider completes an investigation within 14 days of the referral.

Level 2. The safeguarding team will complete an investigation within 14 days

Level 3 and 4, The safeguarding team will complete an investigation and hold a case conference, this will be held within 28 days and further actions and future meetings may be required.

ALL SAFEGUARDING REFERRALS ARE TO BE REPORTED TO THE DIRECTOR.



9. WHAT HAPPENS NEXT?

- 9.1 Upon receipt of an alert, the Safeguarding Team will determine if the concern raised needs to be investigated under the adults safeguarding procedures, or if the concern might best be addressed in another way. The Safeguarding Team are **always the lead agency** in determining 'next steps'.
- 9.2 As part of this process the Safeguarding Team will gather as much relevant information as they can including, if this would not put the person at further risk, talking to the Adult who might be at risk as well as to the person who raised the concern.
- 9.3 This decision must be taken within one working day of receipt of the Alert. It will take account of: the wishes of the Adult regarding any further action they may or may not wish to be taken; the seriousness of the allegation; and whether anyone else is affected or at risk in relation to the allegation or concern raised.
- 9.4 If a decision is made that this should be looked into further under the Adults Safeguarding Procedures, there are 4 Levels of Investigation that can be undertaken:

Level One Investigation	A 'one off', isolated incident i.e. has not occurred previously to this or another Adult in the same setting) that has taken place in a provider service setting, or involving a provider service, and has adversely affected the physical, psychological or emotional well-being of the Adult. Harm has occurred or significant harm could have occurred. The Manager of the service is always asked to investigate the allegation for Level 1 Investigations, by the Investigation Manager.
Level Two Investigation	The physical, psychological or emotional well-being of the Adult has been adversely affected. Harm has occurred, or significant harm could have occurred. A social worker will be asked to investigate concerns for Level 2 Investigations, usually in conjunction with an assessment/review of the needs of the adult at risk or carer.
Level Three Investigation	The physical, psychological or emotional well-being of the Adult has been adversely affected by the alleged incident. Significant harm has occurred and/or an offence may have been committed. This may be a joint investigation with the police as well as the local authority.
Level Four Investigation	A number of Adults have experienced significant harm or may experience significant harm where Institutional abuse may be indicated. This may be a joint investigation with the police as well as the local authority or possibly CIW and other relevant investigatory bodies.

9.5 No matter what decision is made, the person reporting or alerting the concern will be advised whether an investigation will take place under the adult safeguarding procedures, or not.

9.6 GENERAL CONSIDERATIONS FOR PEOPLE MAKING AN ALERT

- Remain calm, try not to over react
- Don't be judgmental, do NOT attempt to investigate the matter yourself
- It is ok to ask non leading questions to help you clarify the concern (e.g. can you tell / explain / describe what happened, when did it happen, where did it happen etc) so that you are in a better position to inform the Safeguarding Team.

- Always keep an accurate record and timeline of your conversations and actions/decisions taken by you and others
- Do not confront anyone who is alleged to be responsible for what has happened, and do not tell them that allegations have been made about them.
- If there is a possibility that a criminal offence has been committed, do not tamper with or move any potential evidence; do not clean up.
- If you think a criminal offence has been committed, tell the Police and then contact the Safeguarding Team.
- Once you have reported the Alert, you should be contacted in the first day or two to tell you what has happened e.g. if the matter is being Investigated under the safeguarding procedures or not and what level of investigation. If you are not contacted, call the Safeguarding Team and ask them for feedback.
- Information relating to adults safeguarding issues can be particularly sensitive and everyone involved should be mindful of this.

10. WISHES OF THE ADULT AT RISK

- 10.1 Paid and unpaid staff must act in accordance with the wishes of the Adult, wherever possible, however the Adult's wishes should not override a worker's individual and Home From Home's responsibilities to report a concern of possible abuse.
- 10.2 Home From Home employees should ensure they provide clear information to people supported, and their representatives, regarding their responsibilities to alert concerns relating to possible adult abuse.
- 10.3 Whenever possible, unless this would increase the risk to the Adult or others, the Adult/ their representative should be advised that an alert will be made by an employee.
- 10.4 The Adult may be take the view that they do not wish any action or investigation under the adults safeguarding procedures to be taken following the alert being raised, and their wishes should always be respected as far as possible. However, consideration should be given to circumstances in which an Adult's wishes may be overridden. This would include situations where there were potential or actual risks for other Adults or others, or where there may be issues regarding the adult's capacity to make informed decisions regarding this.
- 10.5 If a person supported lacks the capacity to consent to an investigation being undertaken following an alert being raised the professionals involved should make a decision in the best interests of the service user in accordance with the Mental Capacity Act 2005.
- 10.5 All information must be treated in accordance with GDPR.

11. PERSON ALLEGED TO BE RESPONSIBLE FOR ABUSE OR NEGLECT

- 11.1 When a complaint or allegation has been made against a member of staff, they should be made aware of their rights under employment legislation and Home From Home's disciplinary procedures.
- 11.2 Where the person who is alleged to have carried out the abuse themselves has care and support needs, and is unable to understand the significance of being interviewed, they should have access to an Appropriate Adult if being questioned about a potential crime. Victims of a crime may also require the support of an Appropriate Adult.
- 11.3 Under the Mental Capacity Act, people who lack capacity and are alleged to be responsible for abuse, are entitled to the help of an Independent Mental Capacity Advocate.
- 11.4 All Managers and staff are expected to follow Home From Home's Recruitment and Selection Policy to ensure safe and thorough recruitment practices. All recruited employees will be expected

to follow any relevant professional codes of conduct relevant to their role and professional registration.

- 11.5 Where appropriate, Home From Home will report employees to relevant statutory bodies responsible for professional regulation e.g. Nursing and Midwifery Council. If an employee is removed from their role following a safeguarding incident, Home From Home has a legal duty to refer to the Disclosure and Barring Service. This legal duty also applies where a person leaves their role to avoid a disciplinary hearing following a safeguarding incident and Home From Home assess that they would have dismissed the person based on the evidence held.

12. REFERENCED POLICIES AND PROCEDURES

- 12.1 This policy is used in conjunction with our Recruitment and Selection policy which outlines the procedures we undertake as an employer to ensure the staff we choose to work in the organisation are safe to do so. All staff working with the people we support will have an enhanced Disclosure & Barring Service check in conjunction with thorough reference checks.
- 12.2 This policy should be read in conjunction with our Whistleblowing Policy. The whistleblowing policy aims to raise awareness on how to raise any serious concerns they may have about colleagues or the organisation with confidence and without having to worry about being victimised or disadvantaged in any way as a result. The policy will ensure everyone is aware of what to do and the appropriate person to notify in the event of concerns around serious malpractice, breaches of regulations or criminal offences and will allow for investigation of matters where there is 'reasonable belief' that malpractice is or may be occurring.

13. LEGISLATIVE FRAMEWORK

- 13.1 This policy aligns with:
- 13.2 Social Services and Well-being (Wales) Act 2014 (Part 7)
- 13.3 All Wales Safeguarding Procedures (2019)
- 13.4 Well-being of Future Generations (Wales) Act 2015
- 13.5 Mental Capacity Act 2005
- 13.6 Human Rights Act 1998
- 13.7 Prevent Duty (2015)

14. Regulatory and Safeguarding Considerations

- 14.1 Home From Home Support Ltd is committed to safeguarding the well-being of individuals in our care. Where concerns arise about the conduct of staff or potential risks to individuals, a referral may be made to Social Care Wales (SCW) as the workforce regulator. Additionally, safeguarding concerns will be managed in line with local safeguarding procedures and statutory requirements.
- 14.2 The organisation ensures compliance with Regulation 26 and Regulation 27 of the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017, which outline the duties of service providers in protecting individuals from harm, responding to allegations, and ensuring appropriate reporting and investigation of safeguarding matters.
- 14.3 Regulation 27 – Safeguarding
- 14.4 This policy sets out how Home From Home Support meets the requirements of Regulation 27 of The Regulated Services (Service Providers and Responsible Individuals) (Wales)

Regulations 2017 and the accompanying Statutory Guidance.

- 14.5 Prevention of abuse and neglect: Safeguarding is embedded across recruitment, induction, training, supervision, and service delivery. Risk assessments, person-centred planning, and proactive safeguarding measures are used to reduce the likelihood of abuse, neglect, or poor practice.
- 14.6 Identification and reporting of concerns: All staff are trained to recognise indicators of abuse and neglect and are required to report concerns immediately in line with local safeguarding procedures, organisational processes, and statutory duties under the Social Services and Well-being (Wales) Act 2014.
- 14.7 Response and escalation: Safeguarding concerns are acted upon without delay, recorded accurately, and escalated to the Local Authority Safeguarding Team, CIW, the police, or other relevant bodies as required. Immediate action is taken where there is risk of significant harm.
- 14.8 Whistleblowing and safe reporting: Staff are supported to raise concerns safely and without fear of reprisal through clear whistleblowing arrangements, ensuring transparency, accountability, and a culture of openness.
- 14.9 Partnership working: Home From Home Support works collaboratively with Local Authorities, health professionals, advocacy services, and other safeguarding partners to protect adults at risk and promote their wellbeing.
- 14.10 Training and oversight: Staff receive safeguarding training appropriate to their role, refreshed regularly. Safeguarding practice is monitored through supervision, audits, management oversight, and review of incidents to ensure continuous improvement.

15. TRAINING AND CONTINUOSE IMPROVEMENT

- 15.1 All staff must complete safeguarding training upon induction and refresh their knowledge annually.
- 15.2 All staff will be trained in line with the All Wales Safeguarding Group A, B, and C to ensure a comprehensive understanding of safeguarding practices.
- 15.3 We will also ensure that Lead Safeguarding training is provided for designated safeguarding leads and key personnel responsible for safeguarding within the organisation.
- 15.4 Training will be refreshed regularly to ensure knowledge remains up to date and in line with the latest legal and procedural requirements.
- 15.5 Staff will have access to ongoing professional development opportunities related to safeguarding to foster a culture of continuous improvement.
- 15.6 The effectiveness of safeguarding training will be reviewed through regular audits and feedback mechanisms.
- 15.7 Managers provide designated time and space to discuss safeguarding concerns at supervision and team meetings.



- 15.8 All staff are asked to download a copy of the All Wales Safeguarding App so that they can keep a copy of the procedures to follow at hand.
- 15.9 Manager ensure resources are routinely available and shared to raise awareness. 7 minute briefing etc are available and shared.

16. ROLES AND RESPONSIBILITIES

- 16.1 The Registered Manager is the Designated Safeguarding Lead (DSL). The Registered Manager oversees safeguarding practices and provides guidance to staff.
- 16.2 All Staff and Volunteers: Responsible for recognising, responding to, and reporting safeguarding concerns.
- 16.3 Senior Management: Ensures policies are implemented and reviewed regularly.

17. POLICY REVIEW

- 17.1 This policy will be reviewed periodically and at least every 2 years.

Review Process			
Policy review frequency:		Responsible for review:	
This policy / procedure will be reviewed on a 2-yearly basis		This policy / procedure will be reviewed by: Operations Director	
Version Control			
Version	Date approved	Next review date	Author / Title
V2	February 2026	February 2028	Daryl Quarry

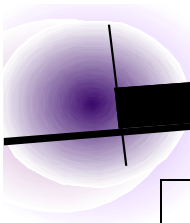
It is the responsibility of the employee to familiarise themselves with the contents of this policy and abide by it.

THIS DOCUMENT IS AVAILABLE IN ALTERNATIVE LANGUAGE AND ACCESSIBLE FORMAT

You must acquaint yourself with and abide by all and each of the issues current for the time being of the Company's Policy. The Company revises all such policy and procedural documents on a regular basis. Failure to abide by this policy may lead to disciplinary action.

Appendix 1 – Local Authority Safeguarding Teams

Area	Contact Details
Blaenau Gwent	Email: DutyTeamAdults@blaenau-gwent.gov.uk Phone: 01495 315700
Caerphilly	Email: IAAAdults@caerphilly.gov.uk Phone: 0808 100 2500
Torfaen	Email: socialcarecalltorfaen@torfaen.gov.uk Phone: 01495 762200
Newport	Email: firstcontact.adults@newport.gov.uk# or pova.team@newport.gov.uk Phone: 01633 656656
Monmouthshire	Email: MCCadultsafeguarding@monmouthshire.gov.uk Phone: 01873 735492
Swansea	Email AdultSafeguardingTeam@swansea.gov.uk Phone: 01792 636854
Neath Port Talbot	Email: thegateway@npt.gov.uk Phone: 01639 686802
Cardiff	Email: Phone: 029 2233 0888
Vale of Glamorgan	Email: AdultSafeguarding@valeofglamorgan.gov.uk Phone: 01446 700111
Anglesey	Email: Phone: 01248 750057 (Office hours) 01248 353551 (Out of hours)
Gwynedd	Email: Phone: 01766 772577 (Office hours) 01248 353551 (Out of hours)
Conwy	Email: Phone: 0300 4561111 (Office hours) 0300 1233079 (Out of hours)
Denbighshire	Email: Phone: 0300 4561000 0345 053 3116 (Out of hours)



HOME FROM HOME

Flintshire	Email: Phone: 03000 858858 0845 053 3116 (Out of hours)
Wrexham	Email: Phone: 01978 292066 0345 053 3116 (Out of hours)