

Safeguarding Policy and Procedures

At Blackstone Care, we place the highest priority on ensuring the safety and well-being of all individuals. We recognise our duty to safeguard and promote the welfare of all those we work with, including service users, candidates, and employees, with particular attention paid to vulnerable adults and children irrespective of their gender, age, race, religion, or sexual orientation. Our commitment to safeguarding is uncompromising through our employee training as well as the robust processes in place to identify and respond to safeguarding concerns. We take a zero-tolerance approach to what constitutes as abuse that puts the safety and welfare of our employees and Service Users at risk. These include:

- Physical
- Sexual
- Psychological
- Financial
- Material
- Neglect
- Acts of Omission
- Discrimination
- Organisational
- Institutional

At Blackstone Care, our commitment to safeguarding and promoting the welfare of all our Service Users in our care is unwavering. We adhere to the principles of the 5 R's of safeguarding, which are:

- Recognise
- Respond
- Report
- Record
- Review

Recognising encompasses our dedication to identifying signs of abuse or neglect, and we ensure that all our staff members are extensively trained to be vigilant and acutely aware of any potential indicators.

When it comes to **Responding**, we have clear and well-defined procedures in place to address any concerns or incidents promptly and effectively.

Our staff members are equipped with the knowledge and skills to respond appropriately to safeguarding issues, ensuring that immediate action is taken whenever necessary.

Reporting is an essential aspect of our safeguarding approach, as we prioritise the prompt and thorough reporting of any suspicions or allegations to the appropriate authorities. We emphasise the importance of open communication and transparency in all reporting processes to address concerns promptly.

Recording is a crucial part of our safeguarding process, and we maintain detailed and accurate records of any safeguarding concerns or actions taken. Our meticulous record-keeping practices serve to document and track all safeguarding-related incidents, ensuring accountability and providing a comprehensive history of any reported concerns.

We **Review** our safeguarding practices regularly to ensure that they remain effective and aligned with current best practices and regulations. This ongoing review process allows us to identify areas for improvement and to continuously enhance our safeguarding measures to provide the highest standard of care and protection for those in our care.

Overall, Blackstone Care is dedicated to upholding the 5 R's of safeguarding to create a safe and secure environment for all Service Users entrusted to our care.

Safeguarding of Vulnerable Adults (SOVA)

We at Blackstone Care understand and promote the Safeguarding of Vulnerable Adults (SOVA), the protection of adults who are deemed to be at risk of harm due to their age, disability, or other factors that may make them vulnerable. This includes individuals who may be unable to protect themselves from abuse, neglect, or exploitation. The SOVA framework is designed to ensure that these vulnerable adults are protected from harm and that steps are taken to prevent abuse from occurring in the first place.

Preventative steps are put in place by notifying the Local Authority immediately and working with them following the guidelines of The Care Act 2014. Preventative measures are set below:

- Supporting adults to safeguard themselves
- Training and education for all staff and volunteers
- Raising awareness throughout the organisation and third parties
- Providing information and advice when required
- Promote advocacy throughout the organisation and third parties
- Regularly update policies and procedures
- Establish community links locally
- Stay current and work in line with legislation and regulations (The Care Act 2014 & Safeguarding Vulnerable Groups Act (SVGA) 2006)

SOVA involves a multi-agency approach that includes health and social care professionals, the police, and other agencies. We, with the use of SOVA aim to identify and respond to concerns about vulnerable adults, provide support and protection to those who are at risk, and work with other agencies to prevent abuse and neglect from occurring in the first place.

Our adherence to SOVA policies and procedures ensures that all Blackstone professionals who work with vulnerable adults receive training on the signs and symptoms of abuse and neglect, as well as detailed training on the appropriate reporting procedures for any concerns they may have. This training also includes guidance on how to work with vulnerable adults in a way that promotes their dignity, respect, and autonomy.

Overall, the safeguarding of vulnerable adults is an essential aspect of ensuring that all individuals are treated with the utmost respect, and that their rights are protected at all times. By working collaboratively, transparently and taking a proactive approach to safeguarding, we can ensure that vulnerable adults are protected from harm and are able to live their lives with safety and dignity.

The Safeguarding of the Protection of Children (POCA)

Our policy for the Safeguarding of the Protection of Children (POCA) aims to protect children from the risk of harm, including abuse, neglect, and exploitation.

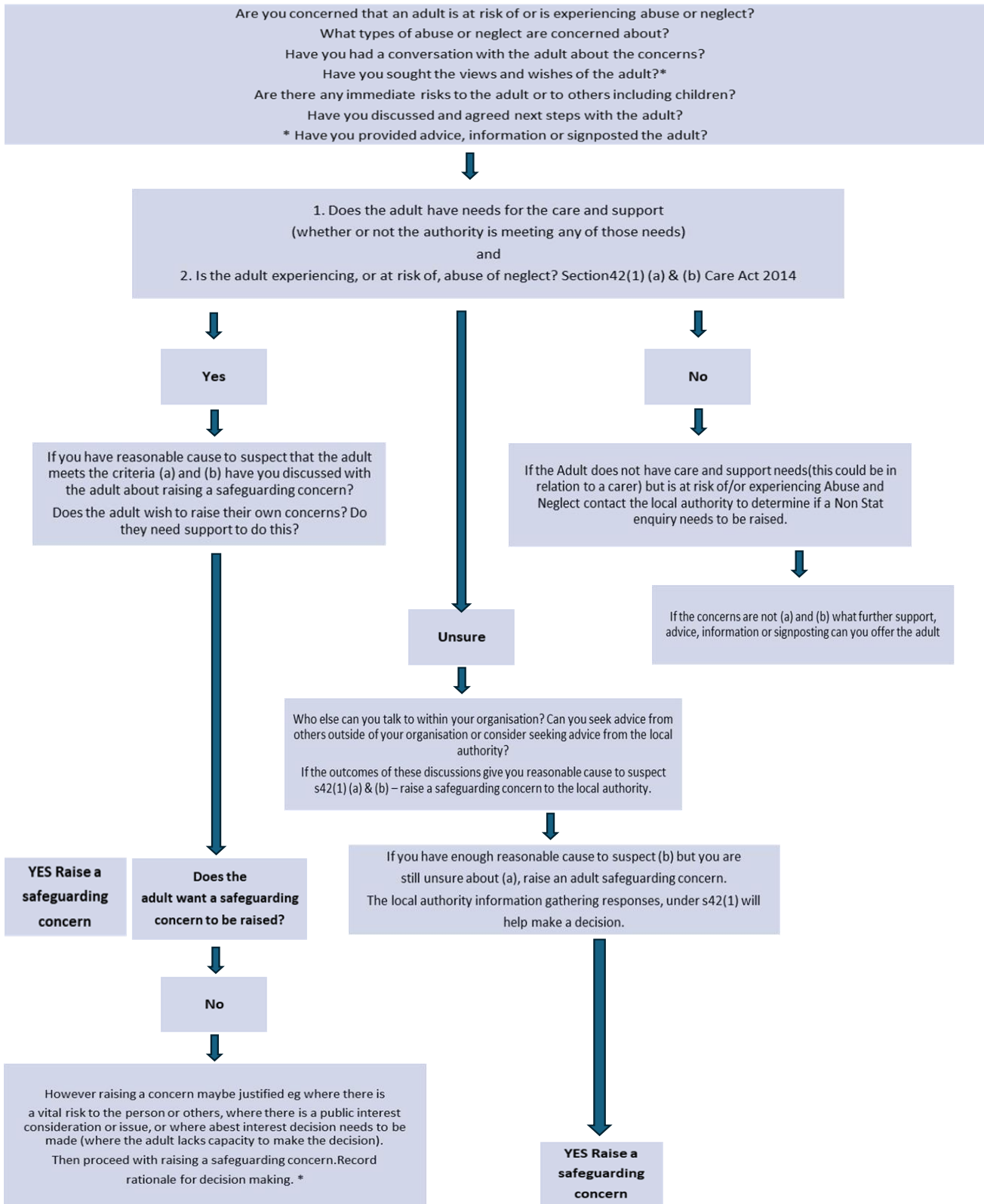
Blackstone Care works within the guidelines of the POCA framework including the measures to prevent and detect child abuse, including measures to identify and respond to concerns about child abuse, provide support and protection to those who are at risk, and work with other agencies to prevent abuse and neglect from occurring in the first place.

Our POCA policies and procedures require that all Blackstone professionals who work with children receive training on the signs and symptoms of abuse and neglect, as well as the appropriate reporting procedures for any concerns they may have. This training also includes guidance on how to work with children in a way that promotes their dignity, respect, and autonomy.

Raising Concerns

At Blackstone Care, we take all concerns regarding abuse very seriously. We understand that raising concerns can be a difficult decision, but we encourage anyone who has any concerns or suspicions about abuse to come forward and speak to us. If a concern is raised, we ensure that all concerns are handled sensitively and confidentially.

If you have any concerns regarding abuse, you can raise them with us in several ways. You can speak to your care worker or the Blackstone Care team, who will listen to your concerns and report them to the appropriate person. Alternatively, you can contact our registered manager directly, who will investigate the matter and take action as necessary.



There may be circumstances where the safety of the adult or yourself prevent this from happening. If you still have concerns about abuse or neglect and it is not possible or within the scope of your role to have a conversation with the adult, then if in doubt continue with the process and raise a safeguarding concern.

In addition, we have a whistleblowing policy in place, which allows anyone to report any concerns about abuse or malpractice anonymously if they wish. This means that you can raise concerns without fear of retaliation or victimisation. The safety and well-being of our service users are our top priority, and we take all concerns seriously to ensure that we provide the highest standards of care possible.

Information Accessibility

The safety policy and procedures are made available to all people using our service via our online registration documentation. Their advocates (those actively acting on their behalf and those close to them) are also able to access this information via our website and our website policy link. The safety policy and procedures form a fundamental part of our employee handbook that every employee receives and signs before starting an assignment.

Our Commitment:

1. To Promote the welfare and safety of all individuals with particular attention paid to vulnerable adults and children. We do this by providing a supportive, respectful, and safe environment for everyone.
2. To ensure that all individuals are treated with the utmost respect and dignity, and that their rights are protected at all times. We have a culture of respect and professionalism, and our policies and procedures reflect this.
3. To provide comprehensive training and support to all employees and contractors to ensure they understand their responsibilities with regards to safeguarding. Our staff are trained to identify and respond to safeguarding concerns appropriately, and we have a range of support mechanisms in place to assist them.
4. To identifying and responding to safeguarding concerns immediately and appropriately. We have clear procedures in place for reporting and recording safeguarding concerns, and all concerns are taken seriously and investigated promptly.
5. To work in partnership with relevant agencies to safeguard individuals who may be at risk of harm. We recognise the importance of multi-agency working to safeguard individuals and work collaboratively with local authorities, the police, and other statutory agencies to achieve this.
6. To ensure that all safeguarding concerns are reported, recorded, and monitored appropriately. We have rigorous processes in place for reporting and recording safeguarding concerns, and we continuously monitor and review our procedures to ensure they remain effective and up-to-date.
7. To continuously reviewing and updating this policy and associated procedures to ensure they remain effective and up-to-date. We recognize the importance of remaining up-to-date with regards to safeguarding, and we continuously review and update our policies and procedures to reflect best practice.
8. We are committed to making our safeguarding policy accessible to all employees, service users, and their families or advocates.

Our Procedures

We have a range of procedures in place to support our commitment to safeguarding, including:

1. Recruitment and Selection: We have robust recruitment and selection procedures in place to ensure that all employees and candidates are suitable to work with vulnerable individuals.
2. Training and Support: We provide comprehensive training and support to all employees and candidates to ensure they understand their responsibilities with regards to safeguarding.

3. Reporting and Recording: We have clear and assertive procedures in place for reporting and recording safeguarding concerns. All concerns are taken seriously and investigated immediately and appropriately.

4. Partnership Working: We work closely with relevant agencies, including local authorities, the police, and other statutory agencies, to safeguard individuals who may be at risk of harm.

5. Monitoring and Review: We continuously monitor and review our safeguarding procedures to ensure they remain effective and up-to-date.

Our Responsibilities

We work alongside multi-agency groups which regularly review the data and intelligence about care services and plan joint actions. We ensure that there is effective information shared between us the care provider and those responsible for investigating safeguarding incidents. This is needed to ensure that coordinated and proportionate action is taken to evaluate poor care and that the threshold for a safeguarding investigation is kept under regular review. Below is a summary of the responsibilities that we follow with regards to abuse and neglect:

- Identify and respond to concerns
- Identify with people (or their representatives or Best Interest Assessors if they lack capacity) the outcomes they want
- Build managing safeguarding risks and benefits into care planning with people
- Review care plans
- Lead and support enquiries into abuse or neglect

LA Safeguarding Team Details

Islington Council Safeguarding Team 020 7527 2299	Camden Council Safeguarding Team 020 7974 4444 adultsocialcare@camden.gov.uk	Westminster Council Safeguarding Team 020 7641 2176 adultsocialcare@westminster.gov.uk
<i>If you think an adult is in immediate danger, call the police on 999 straight away. If it is not urgent, call 101.</i>		

Lead safeguarding officer for Blackstone:

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Created and authorised By:	Alfredo Alexander & Simon Smith