



Safeguarding Children and Vulnerable Adults

Introduction

PhysioNeeds East Leake makes a positive contribution to a strong and safe community and recognises the right of every individual to stay safe.

PhysioNeeds East Leake comes into contact with children and/or vulnerable adults through the following activities:

- Physiotherapy
- Massage
- Chiropody
- Exercise classes

This policy seeks to ensure that PhysioNeeds East Leake undertakes its responsibilities with regard to protection of children and/or vulnerable adults and will respond to concerns appropriately. The policy establishes a framework to support staff in their work and clarifies the Practice's expectations.

Legislation

The principal pieces of legislation governing this policy are:

- Working Together to Safeguard Children 2010
- The Children Act 1989
- The Adoption and Children Act 2002
- The Children Act 2004
- Safeguarding Vulnerable Groups Act 2006
- Care Standards Act 2000
- Public Interest Disclosure Act 1998
- The Police Act 1997
- Mental Health Act 1983
- NHS and Community Care Act 1990
- Rehabilitation of Offenders Act 1974

Definitions

Safeguarding is about embedding practices throughout the Practice to ensure the protection of children and/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

Responsibilities

All staff have responsibility to follow the guidance provided 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 being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices.

The Owner and Clinical Lead Physiotherapist of PhysioNeeds East Leake has responsibility to ensure:

- The policy is in place and appropriate
- Receive staff concerns about safeguarding and respond to all seriously, swiftly and appropriately
- Take forward concerns about responses
- Sufficient resources (time and money) are allocated to ensure that the policy can be effectively implemented
- Liaison with and monitoring the Practice Manager's work.

The Practice Manager has responsibility to ensure:

- The policy is accessible
- The policy is implemented
- The policy is monitored and reviewed
- Promoting the welfare of children and vulnerable adults
- Ensure staff have access to appropriate training/information
- Record staff concerns about safeguarding and ensure that they are reported appropriately with the duty of care passing to the relevant bodies
- Keep up to date with local arrangements for safeguarding and DBS
- Develop and maintain effective links with relevant agencies

Implementation Stages

The scope of this Safeguarding Policy is broad ranging and in practice, it will be implemented via a range of policies and procedures within the Practice. These include:

- Whistleblowing: ability to inform on other staff/practices within the Practice
- Grievance and disciplinary procedures: to address breaches of procedures/policies
- Health and Safety policy, including lone working procedures, mitigating risk to staff and service users
- Equal Opportunities policy: ensuring safeguarding procedures are in line with this policy, in particular around discriminatory abuse and ensuring that the safeguarding policy and procedures are not discriminatory
- Data protection
- Confidentiality: ensuring that service users are aware of the duty to disclose
- Staff induction
- Staff training

Safe recruitment

PhysioNeeds East Leake ensures safe recruitment. Please see our recruitment policy for further details.

Disclosure and Barring Service Gap Management

PhysioNeeds East Leake commits resources to providing Disclosure and Barring Service checks on staff whose roles involve contact with children and/or vulnerable adults.

In order to avoid DBS gaps, PhysioNeeds East Leake will maintain and review a list of roles across the Practice which involves contact with children/vulnerable adults

In addition to checks on recruitment for roles involving contact with children/vulnerable adults, for established staff the following processes are in place:

- A 3 year rolling programme of re-checking DBS's is in place for holders of all identified posts.
- Existing staff who transfer from a role which does not require a DBS check to one which involves contact with children/vulnerable adults will be subject to a DBS check.

Communications training and support for staff

PhysioNeeds East Leake commits resources for induction, training of staff, effective communications and support mechanisms in relation to Safeguarding

Induction

Induction will include:

- Discussion of the Safeguarding Policy (and confirmation of understanding)
- Discussion of other relevant policies
- Ensure familiarity with reporting processes, the roles of the Clinical Lead Physiotherapist and the Practice Manager
- Initial training on safeguarding including: safe working practices, safe recruitment, understanding child protection.

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.

Communications and discussion of safeguarding issues

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

- Team meetings
- One to one meetings (formal or informal)
- Clinical supervision

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 staff so that they can reflect on the issues they have dealt with
- Seeking further support as appropriate e.g. access to counselling
- Staff who has initiated protection concerns will be contacted by the Clinical Lead Physiotherapist within one week.

Professional Boundaries

Professional boundaries are what define the limits of a relationship between a Physiotherapist or Associate, and a service user. 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.

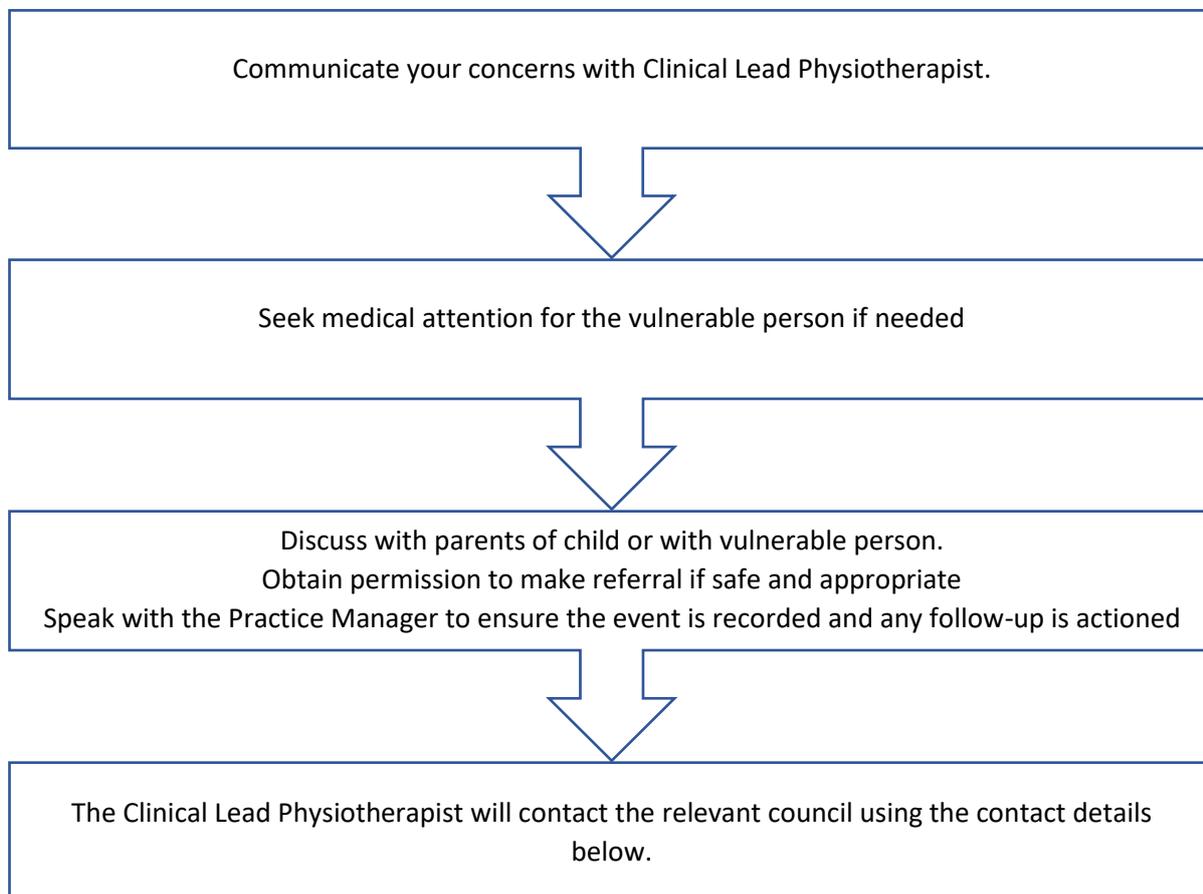
PhysioNeeds East Leake expects staff to protect the professional integrity of themselves and the Practice.

If professional boundaries and/or policies are breached this could result in disciplinary procedures or enactment of the allegation management procedures.

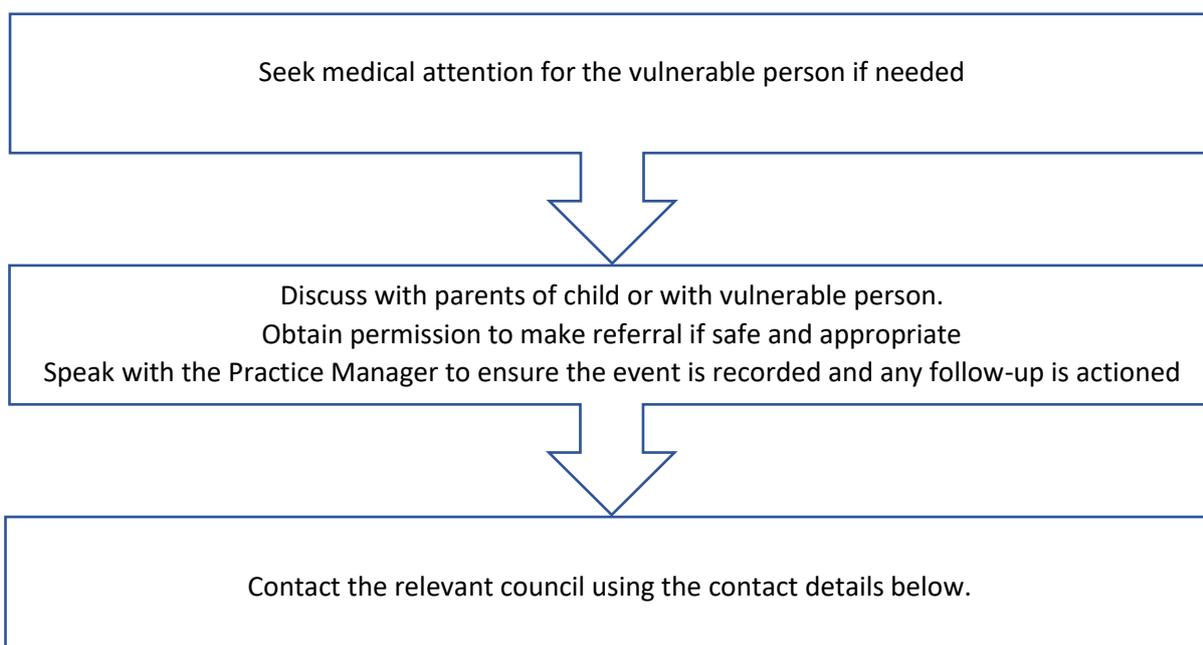
You must declare any actual or potential interests (i.e. conflict of interest) to the Clinical Lead Physiotherapist.

Reporting

The process outlined below details the stages involved in raising and reporting safeguarding concerns at PhysioNeeds East Leake for **massage therapists, exercise instructors, and support staff**.



Physiotherapists and Chiropodists should follow the process below.



Nottinghamshire County Council

The Multi-Agency Safeguarding Hub (MASH) is the single point of contact for all professionals to report safeguarding concerns.

You can contact the MASH team in one of the following ways:

Telephone: 0300 500 80 90
Fax: 01623 483295
Email: mash.safeguarding@secure.nottsc.gov.uk

Opening hours: Monday to Thursday - 8.30am to 5pm;
Friday - 8.30am - 4.30pm.

In an emergency outside of these hours, contact the Emergency Duty Team on 0300 456 4546.

Post: MASH
Mercury House
Little Oak Drive
Sherwood Business Park
Annesley
Nottinghamshire
NG15 0DR.

Nottingham City Council

If you are worried about a child, contact Children's Social Care

Telephone: 0115 876 4800
Opening hours: Monday to Friday - 8.30am to 5pm.
Outside of these hours, the telephone number should be used for emergency safeguarding enquiries only.

The Nottingham City Council Access Duty Team for adults:

Telephone: 0300 131 0300 and select option 2.
Opening hours: Monday to Friday – 8:30am to 5pm.

Leicestershire County Council

To report safeguarding concerns about a child, telephone the First Response Children's Duty Team if you feel they need a social worker or police officer that day (0116 305 0005 (24 hour phone line)). Otherwise, use this [link](#).

If your concerns relate to an adult, contact Adult Social Care:

Telephone: 0116 305 0004
Opening hours: Monday to Thursday - 8.30am to 5pm
Friday 8.30am to 4.30pm
Email: adultsandcommunitiescsc@leics.gov.uk

Outside of these hours if it is an emergency, contact the Emergency Duty Team on 0116 255 1606 (Evenings, weekends, Bank Holidays).

Derbyshire County Council

To report a safeguarding concern, contact the Derbyshire County Council 01629 533190. This is the same number if you would like information and advice. The

Telephone: 01629 533190

Opening hours: Monday to Friday – 8:00am to 8:00pm

Saturday 9:30 – 4:00pm.

Allegations Management

PhysioNeeds East Leake recognises its duty to report concerns or allegations against its staff within the Practice or by a professional from another organisation.

PhysioNeeds East Leake acknowledges its legal duty to report any concerns about unsafe practice by any of its staff to the Health and Care Professionals Council (HCPC).

Any member of staff from PhysioNeeds East Leake is required to report any concerns to Clinical Lead Physiotherapist. A written record of the concern should be completed in order to create an evidence trail. The HCPC will be contacted and their advice will be followed.

Monitoring

The Practice 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/record of staff training on child/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.

Managing Information

Information will be gathered, recorded and stored in accordance with the Data Protection Policy.

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 Clinical Lead Physiotherapist.

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

Conflict Resolution and Complaints

PhysioNeeds East Leake is aware of the HCPC's policy on [resolution of professional disagreements](#) in work relating to the safety of children/Escalation Policy and if necessary this will be taken forward by the Clinical Lead Physiotherapist.

Conflicts in respect of safety of vulnerable adults will be taken forward by the Clinical Lead Physiotherapist.

Communicating and Reviewing the Policy

PhysioNeeds East Leake will make clients aware of the Safeguarding Policy through their website and patient information leaflet. This Policy can be accessed through reception.

This policy will be reviewed by the Practice Manager, every year and when there are changes in legislation.