



Safeguarding Policy

1. What is Safeguarding?

VANTAGE HEALTH PROTECTION LTD recognises the definition of 'safeguarding' as the actions taken to keep Service Users safe from harm and neglect.

The Care Act 2014 sets out that adult safeguarding duties apply to any adult who:

- Has care and support needs Is experiencing, or is at risk of, abuse and neglect, and
- As a result of those care and support need is unable to protect themselves from either the risk of, or the experience of, abuse or neglect

Safeguarding adults includes:

- Protecting their rights to live in safety, free from abuse and neglect
- People and organizations working together to prevent the risk of abuse or neglect, and to stop them from happening
- Making sure people's wellbeing is promoted, taking their views, wishes, feelings and beliefs into account
- This must recognize that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances

VANTAGE HEALTH PROTECTION LTD should always promote the Service User's wellbeing in its safeguarding arrangements. Service Users have complex lives and being safe is only one of the things they want for themselves. Staff should work with the Service User to establish what being safe means to them and how that can be best achieved. Staff should not be advocating 'safety' measures that do not take account of individual wellbeing.

2. What Constitutes Abuse?

Employees at VANTAGE HEALTH PROTECTION LTD understand that the Service Users it supports can be extremely vulnerable to abuse and neglect, especially if they have care and support needs.

Abuse is a violation of an individual's human or civil rights by any other person.

The signs of abuse are not always obvious, and a victim of abuse may not tell anyone what is happening to them. Sometimes they may not even be aware they are being abused.

The robust governance processes at VANTAGE HEALTH PROTECTION LTD will make sure that staff working for, and on behalf of, VANTAGE HEALTH PROTECTION LTD, recognise and respond to the main forms of abuse which are set out in the Care Act 2014 Statutory Guidance Chapter 14.

- The local authority is the lead agency for adult safeguarding and should be notified whenever abuse or neglect is suspected. It will decide whether a safeguarding enquiry is necessary, and if so, who will conduct it. The decision to conduct an enquiry depends on the criteria set out in the Care Act 2014, and not on whether a Service User is eligible for, or receiving, services funded by the local authority
- Everybody has the right to live a life that is free from harm and abuse. VANTAGE HEALTH PROTECTION LTD recognises that safeguarding adults at risk of abuse or neglect is everybody's business. VANTAGE HEALTH PROTECTION LTD aims to ensure that all adults at risk of abuse or neglect are enabled to live and work, be cared for and supported in an environment free from abuse, harassment, violence or aggression.

3. Purpose

This policy outlines Vantage Health Protection Ltd's commitment to safeguarding all Service Users by protecting them from abuse, neglect, and exploitation. It complies with the **Care Act 2014, Equality Act 2010, Human Rights Act 1998, and Mental Capacity Act 2005** to ensure that the rights and dignity of Service Users are respected and upheld.

VANTAGE HEALTH PROTECTION LTD aims to provide services that will be appropriate to the adult at risk and not discriminate because of disability, age, gender, sexual orientation, race, religion, culture, or lifestyle. It will make every effort to enable Service Users to express their wishes and make their own decisions to the best of their ability, recognising that such self-determination may well involve risk.

4. Scope

This policy applies to all employees, volunteers, and contractors at Vantage Health Protection Ltd, who are responsible for the safety and well-being of vulnerable adults and children under our care.

5. Key Principles

- **Person-Centred Care:**
 - Care Plans must be individual, person-centred, and reflect each Service User's rights to live as they choose.
 - We actively avoid 'blanket rules' and tailor care to meet the unique cultural, religious, and personal needs of Service Users.
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- **Community Engagement:**
 - We ensure Service Users have access to and engage with their communities, health providers, and other professionals, enabling meaningful connections.
- **Protected Characteristics:**
 - Vantage Health Protection Ltd upholds the Equality Act 2010 by safeguarding Service Users against discrimination based on:
 - Age
 - Disability
 - Gender reassignment or self-identification
 - Marriage and civil partnership
 - Pregnancy and maternity
 - Race, including ethnic or national origins.
 - Religion or belief
 - Sex (male and female)
 - Sexual orientation
- **Partnership Working:**
 - Transparent partnerships with professionals and other organizations ensure the best outcomes for each Service User.
- **Reasonable Adjustments:**
 - We make reasonable adjustments for Service Users under the Equality Act 2010 and document these in their Care Plans.

6. Procedure

6.1 Whistleblowing

VANTAGE HEALTH PROTECTION LTD has a clear Raising Concerns, Freedom to Speak Up and Whistleblowing Policy and Procedure in place which staff are frequently reminded about and with which they must be familiar. They must also understand how to escalate and report concerns.

Whistleblowing is an important aspect of the support and protection of adults at risk of harm where staff are encouraged to share genuine

concerns about safety or wrongdoing within VANTAGE HEALTH PROTECTION LTD.

6.2 The Care Worker's Responsibilities

- To be able to recognise and respond to suspected abuse and substandard practice
- To report concerns of harm or poor practice that may lead to harm
- To remain up to date with training
- To read and follow the policy and procedure
- To know how and when to use the whistleblowing procedures
- To understand the Mental Capacity Act and how to apply it in practice.

6.3 Sharing of Information

- VANTAGE HEALTH PROTECTION LTD acknowledges that the sharing of information may be required when dealing with Safeguarding concerns.
 - Follow the Raising Concerns, Freedom to Speak Up, Whistleblowing Policy and Procedure at VANTAGE HEALTH PROTECTION LTD
- Alternatively, you may wish to contact:

Local Authority Safeguarding Team: Staffordshire council

- Contact: Staffordshire ST4 1HH
- Telephone: 0345 604 2719
- The Care Quality Commission (CQC):
 - Address: Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA
 - Email: enquiries@cqc.org.uk
 - Telephone: 03000 616161

Report online: <https://www.cqc.org.uk/give-feedback-on-care>

6.4 Rights-Respecting Care:

- Care must respect Service Users' rights as defined by the **Human Rights Act 1998** and foster a rights-respecting culture.

6.5 Training:

- All staff must be trained to recognize, prevent, and report breaches of the following human rights:
 - **Right to Life (Article 2):**

- Staff will protect and respect end-of-life decisions as documented in advance decisions or by appointed attorneys.
- **Freedom from Torture and Inhumane Treatment (Article 3):**
 - Staff will avoid actions that degrade dignity, such as neglecting basic care needs or using unnecessary force.
- **Right to Private and Family Life (Article 8):**
 - Staff must enable privacy, support familial relationships, and respect Service Users' autonomy.

6.6 Accessible Information Standard:

- Service Users' communication needs are assessed and recorded as part of their Care Plan.
- Staff are trained to deliver information in accessible formats, ensuring effective communication.

6.7 Record Keeping:

- Accurate, transparent care notes are maintained in real-time.
- Records are shared appropriately and with consent to ensure the best outcomes for Service Users.

6.8 Challenging Discrimination:

- All staff are trained in safeguarding, equality, and whistleblowing practices.
- Staff must report any discriminatory behaviour or abuse following the **Raising Concerns, Freedom to Speak Up, and Whistleblowing Policy**.

7. Roles and Responsibilities

7.1 Registered Manager and Nominated Individual:

- The Registered Manager, Joy Otue, holds overall responsibility for implementing and overseeing this policy.

7.2 Staff Responsibilities:

- Follow safeguarding procedures and report concerns immediately to the Registered Manager.
- Participate in mandatory safeguarding and equality training.

7.3 Designated Safeguarding Lead (DSL):

- The DSL is responsible for managing safeguarding concerns and liaising with local authorities.

8. Examples of Reasonable Adjustments

- Providing information in accessible formats.
- Adjusting care schedules to suit Service User preferences (e.g., mornings or afternoons).
- Offering accessible technology with user training.
- Arranging advocacy support for Service Users.

9. Monitoring and Review

- This policy will be reviewed annually or sooner if required by changes in legislation or best practices. Training and compliance with this policy are monitored through regular appraisals and team meetings. This policy is reviewed annually by the Employee Experience Director. Recommendations for any amendments are reported to the Board.
- We will regularly monitor the effectiveness of this policy to ensure it is achieving the objectives stated in the SP statement by monitoring the composition of job applicants and the benefits and career progression of its workers.
- We are committed to providing relevant information and/or training for all staff on their responsibilities and duties under this policy.