



SAFEGUARDING IS EVERYONE'S BUSINESS.



SAFEGUARDING

Nobody should be made to feel unsafe.

Everyone has a right to be safe from harm and abuse. All of us have a role to play in safeguarding



Contact

Best at Home Domiciliary Care Services LTD

Southerton House, Boundary Business Court, 92
- 94 Church Road, Mitcham, CR4 3TD

Merton Telephone:

0203 0920 449 / 0203 5816 620

Portsmouth Telephone:

0203 0920 449 / 07355 092 289

On Call: 07961077900

Email: info@bestathomecareservices.com



BEST AT HOME



WE CAN ALL HELP

You have a major role to play in protecting people at risk of harm and abuse – now more than ever.

Right now, vulnerable people may be particularly isolated, meaning that the family, community and professional networks they usually rely on may be unavailable or hard to access.

With the current social and economic challenges in the UK, living under the current arrangements may increase the pressures that can contribute to abuse and neglect, or allow it to go unseen. Neighbours, volunteers and professionals – like pharmacists, shop and supermarket workers – can play a vital role in keeping vulnerable people safe.

Abuse and neglect could fall under a number of categories, including:

- Domestic
- Physical
- Sexual
- Psychological
- Emotional
- Economic/Financial
- Material/Possessions
- Neglect (by others or of themselves)



Do

- be alert to signs of abuse
- protect and support the person
- record
- know and follow your procedures
- report concerns to the manager

Don't

- ignore it
- confront the alleged abuser
- do anything that might jeopardise an investigation
- keep it a secret





SIGNS OF ABUSE

Although not an exhaustive list, some signs to look for in contact with individuals at risk of harm or abuse include:

- Unusual injuries, including bruises, burns, fractures, bite marks or signs of self-harm
- Consistently poor hygiene, poor living conditions or inappropriate clothing
- Communicating aggressively or using sexual language
- Appearing withdrawn, guarded, anxious or frightened, particularly around certain individuals
- Hearing or seeing shouting, violence or intimidation
- Adults keeping an individual in need of support, from view



CONTACT

Best at Home Domiciliary Care Services LTD

Southerton House, Boundary Business Court,
92 - 94 Church Road, Mitcham, CR4 3TD

Telephone: **0203 0920 449 / 0203 5816 620**

On Call: **07961077900**

Email: info@bestathomecareservices.com



BEST AT HOME
CARE SERVICES





RAISING A CONCERN

If you suspect a crime is being or has been committed, or a vulnerable person is in immediate danger, call 999 immediately and ask for the police.

If you are unable to call because of hearing or speech impairments, use the emergency text service: www.emergencysms.net

Even if you are not sure but are worried that someone may be at risk of harm or abuse, you should speak to the registered manager or the safeguarding lead.

If you are concerned that someone is at risk of domestic abuse, find more information and support services here: www.gov.uk/domestic-abuse

Local Authority Teams - You can also contact the relevant social care team at your local council, or through other local referral routes if known. Find the contact details to report a concern about a child or adult to your local council here:

www.myguideapps.com/projects/safeguarding/default/

For more information on signs of abuse that can affect adults, please see the Social Care Institute for Excellence guidance on safeguarding:

<https://www.scie.org.uk/safeguarding>

You can also raise your concerns with our trained staff in the service.



MODERN SLAVERY

If you suspect someone may be a victim of modern slavery, contact the Salvation Army's confidential 24/7 referral helpline on:

0800 808 3733 or visit:

<https://www.gov.uk/government/collections/modern-slavery>

