

POLICIES & PROCEDURES MANUAL

CQC-Registered Domiciliary Care Service

[LOGO]	E01 Safeguarding Adults Protecting Adults at Risk from Abuse and Neglect Section E – Safeguarding <i>Version 0.1</i>
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This policy is adopted and maintained by [Organisation name], referred to throughout this document as 'The Organisation'.

Terminology note: 'adult at risk' means an adult with care and support needs who is, or may be, unable to protect themselves from abuse or neglect; the local authority is the lead agency for adult safeguarding.

SAFEGUARDING – KEY CONTACTS

Complete and keep these contacts up to date. Display them where staff can find them quickly. In an emergency, always call 999 first.

Designated Safeguarding Lead (DSL)	[Name] · [Role] · [Telephone] · [Email]
Deputy Safeguarding Lead	[Name] · [Telephone] · [Email]
Local Authority Adult Safeguarding Team	[Local authority name] · [Telephone] · [Email / online referral]
Out-of-Hours / Emergency Duty Team	[Telephone]
Police	999 (emergency) · 101 (non-emergency)
Care Quality Commission (CQC)	03000 616161

Other (OPG, NRM, Prevent/Channel as needed)	[Relevant contact details]
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POLICY CONTROL

Complete all fields before this policy is formally adopted and issued to staff.

Organisation Name / Address	[Organisation name and registered address]	Section / Module	Section E – Safeguarding
Version	0.1	Approved By	[Name and role]
Date Created	June 2026	Last Review Date	2 June 2026
Next Review Date	2 June 2027	Distribution	All staff; all roles
Designated Safeguarding Lead	[Name]	Contact	[Email] · [Telephone]

VERSION HISTORY

Version	Date	Summary of changes	Author
0.1	2 June 2026	Initial draft for client review and ratification.	[Author]

EQUALITY, DIVERSITY, HUMAN RIGHTS & ACCESSIBILITY

Everyone has the right to live in safety, free from abuse and neglect. The Organisation safeguards people without discrimination, recognises that some groups face particular risks, upholds people's human rights and choices, makes reasonable adjustments, and provides accessible information about staying safe and raising concerns.

This policy is available in accessible formats such as large print, easy read, audio, braille or another language, on request, in line with the Accessible Information Standard (DAPB1605).

REGULATIONS AND STANDARDS

Care Act 2014 (sections 42–46): The statutory framework for adult safeguarding, and the Care and Support Statutory Guidance (Chapter 14).

Protection from abuse: Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 – Regulation 13 (and Regulations 12 and 20).

The six safeguarding principles: Empowerment, Prevention, Proportionality, Protection, Partnership and Accountability.

Related law: The Mental Capacity Act 2005, the Domestic Abuse Act 2021, the Modern Slavery Act 2015, and the Counter-Terrorism and Security Act 2015 (Prevent).

The local authority leads: Abuse or neglect is reported to the local authority, the lead agency, which decides on any enquiry under section 42.

PURPOSE AND SCOPE

Safeguarding adults – protecting people’s right to live in safety, free from abuse and neglect – is the single most important responsibility of any care service. The people we support may be at greater risk of abuse or neglect, and because we care for people in their own homes, often one to one and out of sight of others, our staff are frequently the people most likely to notice when something is wrong. Every member of staff has a duty to recognise abuse and neglect, to respond, and to report concerns without delay. This policy sets out how The Organisation prevents abuse, recognises and responds to it, and works with others to keep people safe.

The purpose of this policy is to set out how The Organisation safeguards adults – its commitment and principles; the law; the types and signs of abuse; how staff recognise, respond to, report and record concerns; how it works with the local authority and others; how it manages allegations against staff; and how it prevents abuse and learns from it.

This policy applies to all staff, in all roles, at all times, and to volunteers and others acting for The Organisation. It is the central safeguarding policy and is supported by financial abuse (E07) and the wider safeguarding, governance and care policies, and almost every other policy in this manual cross-refers to it.

RELATED POLICIES

- E07 – Financial Abuse; D07 – Mental Capacity Act and Best Interests; D31 – Restrictive Practice, Restraint and Least Restrictive Option
- B07 – Whistleblowing; B-series – Safe Recruitment and DBS; A13 – Notifications to External

Bodies; A14 – Duty of Candour

- G01 – Data Protection and Confidentiality (information sharing); D09 – Advocacy; D25 – Mental Health Support
- D24 – Dementia Care; D30 – Positive Behaviour Support; D34 – Missed Visits; D36 – Visits by Family, Friends and Professionals
- H01 – Incident Reporting and Learning; A03 – Governance and Accountability

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1. Definitions

Term	What it means

Safeguarding	Protecting an adult's right to live in safety, free from abuse and neglect.
Adult at risk	An adult with care and support needs who is, or may be, unable to protect themselves from abuse or neglect.
Abuse	A violation of a person's rights or dignity by another – taking many forms (see section 8).
Neglect	A failure to meet a person's care needs, whether deliberate or through omission.
Self-neglect	A person neglecting their own care, health, or surroundings to a harmful degree.
Making Safeguarding Personal	A person-led, outcomes-focused approach that keeps the adult at the centre.
Section 42 enquiry	The local authority's statutory enquiry where the safeguarding criteria are met.
Designated Safeguarding Lead (DSL)	The senior person responsible for safeguarding in The Organisation.
Safeguarding Adults Board (SAB)	The local multi-agency board that oversees and coordinates safeguarding.
Safeguarding Adults Review (SAR)	A review the SAB commissions to learn lessons from serious cases.

2. Policy Statement

The Organisation makes the following commitments:

- We are committed to protecting every person we support from abuse and neglect – this is our highest priority.
- We work to the six safeguarding principles and to Making Safeguarding Personal.

- Every member of staff recognises abuse and neglect, responds, and reports concerns without delay.
- We report concerns to the local authority – the lead agency – and call 999 in an emergency.
- We never investigate ourselves, cover up, or delay; we cooperate fully with safeguarding enquiries.
- We manage allegations against staff properly, refer to the DBS where required, and support a speak-up culture.

Key point – if you suspect abuse or neglect, act. It is never a member of staff's job to decide whether abuse 'really' happened or to investigate it. If you suspect, witness or are told about abuse or neglect, make sure the person is safe (call 999 in an emergency), tell the Designated Safeguarding Lead without delay, and record what you saw or heard. Doing nothing is never an option.

3. Our Commitment and the Six Safeguarding Principles

The Organisation has a zero-tolerance approach to abuse and neglect, and treats safeguarding as everyone's responsibility, every day. All our safeguarding work is guided by the six principles set out in the Care Act statutory guidance:

- **Empowerment** – supporting people to make their own decisions and giving them a voice in their own safeguarding.
- **Prevention** – acting to prevent abuse and neglect before they occur.
- **Proportionality** – the least intrusive response appropriate to the risk.
- **Protection** – support and representation for those in greatest need.
- **Partnership** – working with the person, communities and other agencies.
- **Accountability** – being transparent and accountable in everything we do to safeguard people.

4. The Legal and Policy Framework

Adult safeguarding is governed by a clear framework of law and guidance:

- **Care Act 2014, sections 42–46** – the statutory basis for adult safeguarding, the section 42 enquiry duty, Safeguarding Adults Boards (s.43) and Safeguarding Adults Reviews (s.44), with the Care and Support Statutory Guidance (Chapter 14).
- **Regulation 13 (and 12 and 20)** – safeguarding people from abuse and improper treatment, safe care, and the duty of candour.
- **Mental Capacity Act 2005** – capacity, best interests and people's rights in safeguarding decisions.

- **Domestic Abuse Act 2021, Modern Slavery Act 2015, Counter-Terrorism and Security Act 2015 (Prevent), Equality Act 2010 and Human Rights Act 1998** – related duties that arise in safeguarding.

5. What Adult Safeguarding Means and Who It Protects

Adult safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. The local authority's duty to make safeguarding enquiries under section 42 of the Care Act applies where it has reasonable cause to suspect that an adult: has needs for care and support (whether or not those needs are being met); is experiencing, or is at risk of, abuse or neglect; and, as a result of those needs, is unable to protect themselves from the abuse or neglect or the risk of it. Many of the people we support meet these criteria. Importantly, the threshold does not depend on whether the person funds their own care or receives services from the local authority – anyone who may be at risk is protected, and any concern should be raised.

6. Making Safeguarding Personal

Safeguarding is done with people, not to them. The Organisation follows Making Safeguarding Personal: keeping the adult at the centre, asking what they want to happen, respecting their views, wishes and choices, and seeking outcomes that are meaningful to them rather than simply following a process. People are supported to be involved in their own safeguarding, to understand their options, and to access advocacy, including an independent advocate, where they would otherwise find it hard to take part (D09). A person-led approach is more respectful and more effective, and it sits at the heart of how we safeguard.

Applying Right Support, Right Care and Right Culture: safeguarding people in a way that respects their voice, choices and human rights – empowering rather than overriding them – is the essence of 'right support' and 'right care'; and a 'right culture' is open, vigilant and willing to speak up, so that abuse is prevented, recognised and acted upon.

7. The Designated Safeguarding Lead

The Organisation has a Designated Safeguarding Lead (DSL) – a senior, named person responsible for safeguarding – and a deputy who acts when the lead is unavailable, so that there is always someone to turn to (their details are in the Key Contacts panel at the front of this policy). The DSL is competent and trained for the role, is the first point of contact for staff with a safeguarding concern,

makes referrals to the local authority, makes notifications and DBS referrals where required, oversees safeguarding practice and records, and works with the Safeguarding Adults Board and other agencies. All staff know who the DSL and deputy are and how to contact them at any time, including out of hours.

8. Types of Abuse and Neglect

The Care Act recognises ten categories of abuse and neglect. Staff understand them all, while remembering that abuse can take other forms and that the circumstances of the individual case always matter. A quick-reference guide to signs is at Annex B.

Type	What it can involve
Physical abuse	Hitting, rough handling, misuse of medication, inappropriate restraint.
Domestic abuse	Abuse by a partner or family member, including coercive control.
Sexual abuse	Any sexual act without valid consent.
Psychological / emotional abuse	Threats, humiliation, control, intimidation, isolation.
Financial / material abuse	Theft, fraud, pressure over money, wills or property (see section 12, E07).
Modern slavery	Trafficking, forced labour, servitude and exploitation.
Discriminatory abuse	Abuse based on a protected characteristic; hate incidents.
Organisational abuse	Poor or abusive care within a service, through neglect or poor practice.
Neglect / acts of omission	Failing to provide care, food, warmth, medication or support.
Self-neglect	A person neglecting their own health, care or surroundings (see section 11).

9. Recognising the Signs of Abuse and Neglect

Recognising abuse is the first step to stopping it, and our staff are often best placed to notice. Signs can be physical (unexplained injuries, bruising, pressure damage, weight loss, poor hygiene), behavioural or emotional (fear, withdrawal, distress, becoming subdued or anxious, especially around a particular person), or situational (money or possessions going missing, unpaid bills, unexplained changes in circumstances, controlling behaviour by others, an unsafe or deteriorating home). No single sign proves abuse, and many have innocent explanations, but staff stay alert, take seriously any sign that something is wrong, and never explain away a concern. A quick-reference guide is at Annex B. If in doubt, staff raise it – it is always better to check.

10. Abuse in the Home and Community

Providing care in people's homes brings particular safeguarding considerations. Much abuse of adults at home is by family members, partners or informal carers, and can include domestic abuse and coercive control as well as neglect, and our staff may be the only outsiders who see it. Financial abuse is especially common in home care (section 12). People can also be targeted by others who exploit them – for example 'cuckooing', where someone takes over a vulnerable person's home to use it for criminal purposes such as drug dealing ('county lines'). Isolation increases risk. Staff are alert to all of this, recognising that the privacy of a person's home, while their right, can also hide abuse, and that we are sometimes the only people in a position to notice and act.

11. Self-Neglect and Hoarding

Self-neglect – where a person neglects their own health, personal care, or living conditions, including severe hoarding – is recognised as a safeguarding matter, and our staff often see it first. The Organisation responds to self-neglect in a person-centred and proportionate way: building trust and a relationship, understanding the reasons behind it (which may include mental ill-health, trauma, or a person's own choices), respecting the person's autonomy and capacity, and working with the person and other agencies rather than imposing solutions. Where self-neglect poses a serious risk, staff report it so it can be assessed and a multi-agency response considered. We never simply ignore self-neglect, nor do we override a capacitated person's choices without a lawful basis.

12. Financial Abuse

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