



Nova-Star Care Safeguarding Adults Policy

1. Introduction

Nova-Star Care is committed to promoting the safety, welfare, and wellbeing of all adults who may be at risk. We believe that safeguarding is everyone's responsibility and that all staff have a duty to recognise, report, and respond to safeguarding concerns appropriately. This policy ensures that all safeguarding concerns are managed in accordance with the Care Act 2014, local multi-agency safeguarding procedures, and best practice standards.

2. Purpose

The purpose of this policy is to:

- Ensure that Nova-Star Care provides a safe environment for adults at risk.
- Outline procedures for identifying, responding to, and reporting abuse or neglect.
- Promote a culture where safeguarding is embedded in all aspects of service delivery.
- Work collaboratively with local authorities, health partners, and other agencies to safeguard adults at risk.
- Comply fully with statutory and regulatory safeguarding responsibilities.

3. Scope

This policy applies to all Nova-Star Care staff, volunteers, and contractors involved in providing supported living services. It covers all adults aged 18 or over who may be unable to protect themselves from harm or exploitation due to care and support needs.

4. Definition of an Adult at Risk

Under the Care Act 2014, an 'adult at risk' is defined as someone who:

- Has needs for care and support (whether or not the local authority is meeting those needs);
- Is experiencing, or at risk of, abuse or neglect; and
- As a result of those care and support needs, is unable to protect themselves from the risk or experience of abuse or neglect.

5. Types of Abuse and Neglect

Abuse can take many forms. Nova-Star Care recognises the following categories of abuse as defined in the Care Act 2014:

- Physical abuse
- Domestic violence or abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational or institutional abuse
- Neglect and acts of omission
- Self-neglect

6. Roles and Responsibilities

All staff are responsible for safeguarding adults by remaining vigilant, recognising indicators of abuse, and reporting concerns promptly. Designated Safeguarding Leads (DSLs) within Nova-Star Care oversee the implementation of this policy and ensure that all safeguarding referrals are made appropriately to the local authority safeguarding team.

7. Reporting and Responding to Concerns

Any staff member who suspects that an adult is being abused or neglected must report the concern immediately to their line manager or Designated Safeguarding Lead. If the person is in immediate danger, emergency services must be contacted by calling 999. The DSL will make a formal safeguarding referral to the local authority in line with statutory guidance and record all actions taken.

8. Multi-Agency Working

Nova-Star Care recognises that safeguarding is best achieved through effective partnership working. We work closely with local authorities, police, health services, and voluntary organisations through the local Safeguarding Adults Board (SAB) framework. Information will be shared lawfully and appropriately to protect individuals at risk.

9. Confidentiality and Information Sharing

All information relating to safeguarding concerns is treated as confidential and shared only with relevant agencies or individuals who have a legitimate reason to know. Nova-Star Care adheres to the Data Protection Act 2018 and UK GDPR when handling sensitive personal information. The safety of the individual always takes precedence over confidentiality concerns when a risk of serious harm is identified.

10. Staff Training and Awareness

All staff receive safeguarding training appropriate to their role during induction and at regular intervals thereafter. Training includes recognising signs of abuse, reporting concerns, and understanding Nova-Star Care's safeguarding procedures. Managers receive enhanced safeguarding training to ensure consistent and confident decision-making.

11. Record Keeping

Detailed records of safeguarding concerns, actions taken, and outcomes are maintained securely and confidentially. Records must be factual, accurate, and timely, ensuring a clear audit trail for all safeguarding cases.

12. Whistleblowing

Nova-Star Care promotes a culture of openness and accountability. Staff are encouraged to raise concerns about unsafe practices or misconduct. Whistleblowers will be protected under the Public Interest Disclosure Act 1998 and Nova-Star Care's Whistleblowing Policy. To raise a concern please email us at whistleblowing@nove-star.co.uk.

13. Legal Framework

Legislation	Application to Nova-Star Care
Care Act 2014	Sets out statutory responsibilities for safeguarding adults and partnership duties.
Mental Capacity Act 2005	Provides a framework for supporting individuals who may lack capacity.
Human Rights Act 1998	Ensures the right to life, dignity, and freedom from degrading treatment.
Data Protection Act 2018 & UK GDPR	Regulates lawful sharing and protection of personal data.
Public Interest Disclosure Act 1998	Protects individuals who raise safeguarding or whistleblowing concerns.
Equality Act 2010	Prevents discrimination and promotes equal treatment in all safeguarding practices.

14. Monitoring and Review

This policy will be reviewed biennially or sooner if required by legislative or procedural updates. Feedback from safeguarding reviews and staff learning will be used to strengthen Nova-Star Care's safeguarding framework.

15. Impact and Equality Assessment

Nova-Star Care is committed to ensuring that this policy upholds the principles of equality, diversity, and inclusion. All safeguarding interventions are carried out without discrimination, ensuring equitable protection for all residents regardless of background, identity, or circumstance.

Policy Information

Author	Version	Date Approved	Review Date
Head of Policy	1	Dec 2024	Dec 2026