



GENTLE HANDS HOME SUPPORT SAFEGUARDING POLICY 1. Policy Statement

Gentle Hands Home Support is committed to protecting the safety, dignity, wellbeing and rights of every person who uses our service.

We believe that everyone has the right to live free from abuse, neglect, discrimination, exploitation and harm. Safeguarding is everyone's responsibility, and all staff have a duty to recognise concerns, respond appropriately and report them without delay.

Gentle Hands Home Support provides companionship and practical home support services across Nottingham, Nottinghamshire, Leicestershire and Derbyshire.

Our services include:

- Companionship
- Wellbeing visits
- Shopping support
- Meal preparation
- Light domestic support
- Community access
- Social outings
- Welfare checks
- Light cleaning & Gardening

We do not provide:

- Personal care
- Assistance with washing or bathing



- Toileting or continence care
- Medication administration
- Nursing care
- Clinical services

As we do not provide regulated activities, Gentle Hands Home Support is not required to register with the Care Quality Commission (CQC). However, we are committed to maintaining safeguarding standards that reflect best practice and the principles of the Care Act 2014.

2. Purpose

This policy aims to:

- Protect adults and children from abuse or neglect.
- Promote safe working practices.
- Ensure staff understand their safeguarding responsibilities.
- Provide clear reporting procedures.
- Ensure concerns are acted upon promptly.
- Work collaboratively with local safeguarding agencies.

3. Scope

This policy applies to:

- Directors
- Employees
- Volunteers
- Agency workers



- Contractors
- Anyone acting on behalf of Gentle Hands Home Support

4. Legislation

This policy is informed by:

- Care Act 2014
- Mental Capacity Act 2005
- Human Rights Act 1998
- Equality Act 2010
- Safeguarding Vulnerable Groups Act 2006
- Children Act 1989 and 2004
- Data Protection Act 2018
- UK GDPR

5. What is Safeguarding?

Safeguarding means protecting a person's right to live safely and free from abuse and neglect while promoting their wellbeing, independence and human rights.

Gentle Hands Home Support is committed to the six safeguarding principles contained within the Care Act 2014:

- Empowerment



- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

6. Types of Abuse

Staff must be alert to all forms of abuse including:

- Physical abuse
- Emotional or psychological abuse
- Sexual abuse
- Financial or material abuse
- Neglect and acts of omission
- Self-neglect
- Domestic abuse
- Coercive or controlling behaviour
- Modern slavery
- Organisational abuse
- Discriminatory abuse
- Exploitation
- Online abuse



Abuse may occur once or repeatedly and can be intentional or unintentional.

7. Recognising Abuse

Possible signs include:

- Unexplained injuries
- Fear or anxiety around particular people
- Withdrawal or unusual behaviour
- Poor hygiene or malnutrition
- Unsafe living conditions
- Missing money or possessions
- Sudden financial difficulties
- Signs of coercion or intimidation
- Lack of access to food or heating
- Frequent cancellations because another person refuses access

Staff should never ignore concerns; however small they may seem.

8. Responsibilities

Director / Safeguarding Lead: Mr J. Watmore



The Director is responsible for:

- Promoting a safeguarding culture.
- Ensuring staff receive safeguarding training.
- Maintaining safeguarding records.
- Making referrals to safeguarding authorities.
- Liaising with Police and Local Authorities.
- Reviewing this policy annually.

Employees

All staff must:

- Complete safeguarding training.
- Remain vigilant.
- Report concerns immediately.
- Record facts accurately.
- Respect confidentiality.
- Work within professional boundaries.
- Never investigate allegations themselves.

9. Responding to Concerns

If abuse is suspected or disclosed:

Staff must:

Stay calm.

Listen carefully.



Reassure the individual.

Explain that concerns may need to be shared to keep them safe.

Record exactly what has been said.

Inform the Safeguarding Lead immediately.

Staff must never:

Promise confidentiality.

Ask leading questions.

Investigate.

Confront the alleged abuser.

Delay reporting concerns.

10. Reporting Procedure

Where abuse or neglect is suspected:

Ensure the individual is safe.

Call 999 immediately if someone is at immediate risk.

Inform the Gentle Hands Home Support Safeguarding Lead Mr J.Watmore

Complete a safeguarding record.

Contact the relevant Local Authority Safeguarding Team where appropriate.

Cooperate fully with any investigation.

If a criminal offence may have occurred, contact the Police on 101, or 999 if there is immediate danger.

11. Local Safeguarding Contacts



Safeguarding referrals should be made to the Local Authority responsible for the area where the client lives.

Nottingham City

Adult Social Care (Safeguarding)

Telephone: 0115 876 3330

Website: <https://www.nottinghamcity.gov.uk/information-for-residents/health-and-social-care/adult-social-care/adult-safeguarding/>

Safeguarding Adults Board: <https://www.nottinghamcitysab.org/>

Nottinghamshire County

Multi-Agency Safeguarding Hub (Adults)

Telephone: 0300 500 8080

Children's Services:

Telephone: 0300 500 8090

Emergency Duty Team (Out of Hours):

Telephone: 0300 456 4546

Website: <https://www.nottinghamshire.gov.uk>

Safeguarding Adults Board: <https://nsab.nottinghamshire.gov.uk>

Leicestershire

Adult Social Care

Telephone: 0116 305 0004

Emergency Duty Team

Telephone: 0116 305 0888



Website: <https://www.leicestershire.gov.uk>

Leicestershire & Rutland Safeguarding Adults Board: <https://lrsb.org.uk>

Derbyshire

Call Derbyshire (Adult Safeguarding)

Telephone: 01629 533190

Emergency Duty Team

Telephone: 01629 532600

Website: <https://www.derbyshire.gov.uk>

Derbyshire Safeguarding Adults Board: <https://www.derbyshiresab.org.uk>

12. Children

Although Gentle Hands Home Support mainly supports adults, staff may encounter children during visits.

If a child is believed to be at risk of harm, staff must:

Contact 999 if immediate danger exists.

Inform the Safeguarding Lead immediately.

Report concerns to the relevant Local Authority Children's Services.

Record all information factually.

13. Confidentiality

Safeguarding information will only be shared on a need-to-know basis.

Information may be shared without consent where:

Someone is at risk of significant harm.

A crime has been committed.



There is a legal duty to share information.

Safeguarding legislation requires disclosure.

All records will be stored securely in accordance with the Data Protection Act 2018 and UK GDPR.

14. Safer Recruitment

Gentle Hands Home Support is committed to recruiting suitable individuals by:

Obtaining references.

Verifying identity.

Completing enhanced DBS checks where appropriate.

Interviewing all applicants.

Checking employment history and gaps.

15. Staff Training

All staff will receive safeguarding training covering:

Adult safeguarding

Child safeguarding awareness

Recognising abuse

Recording concerns

Confidentiality

Professional boundaries

Whistleblowing

Training will be refreshed regularly.

16. Professional Boundaries



Staff must:

Maintain professional relationships.

Never accept significant gifts or money.

Never borrow money from clients.

Never become financially involved with clients.

Never exploit relationships.

Always maintain appropriate communication.

17. Whistleblowing

Employees are encouraged to report poor practice or safeguarding concerns without fear of victimisation.

Concerns raised in good faith will be taken seriously and investigated appropriately.

18. Record Keeping

All safeguarding records must include:

Date and time

Location

Individuals involved

What was observed or disclosed

Actions taken

Who was informed

Outcome were known

Records must be factual, accurate, signed and stored securely.



19. Partnership Working

Gentle Hands Home Support will work collaboratively with:

Local Authorities

Police

NHS Services

GPs

Safeguarding Adults Boards

Children's Services

Emergency Services

Other relevant agencies to ensure the safety and wellbeing of those we support.

20. Policy Review

This policy will be reviewed:

Every 12 months.

Following changes to legislation.

Following safeguarding incidents.

Following learning from investigations or audits.

Policy reviewed: 30.06.26

Next review Due: 30.06.27

Person Responsible: Jason Watmore



Gentle Hands

HOME SUPPORT

Tailored Support to Meet Your Needs, Wherever You Call Home

Contact Us Now Phone  015 772 0525 Website www.gentlehandshomesupport.co.uk