



Policy (Public) – Safeguarding and Protection

“This policy sets out how Greenwich Home Care Ltd protects adults at risk from abuse, neglect or harm and promotes a culture of safety, dignity and respect.”

Issued: 27 October 2025 | Review Due: 27 October 2026

Purpose

To prevent abuse, neglect and exploitation; to act swiftly and proportionately on any concerns; and to uphold the safety, rights and wellbeing of adults who may be at risk.

Our Commitment

We operate a zero-tolerance approach to abuse and neglect. We empower people to speak up, listen without judgement and act on concerns. We follow the Care Act 2014, the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and the Royal Borough of Greenwich Safeguarding Adults Board procedures.

Scope

Applies to all service users, staff, volunteers, contractors and anyone who engages with our service in the Royal Borough of Greenwich.

Types of Abuse (Care Act 2014)

- Physical, sexual, psychological, financial or material, discriminatory, organisational/institutional
- Neglect and acts of omission
- Domestic abuse, modern slavery, self-neglect, exploitation (including online)

Roles and Responsibilities

- Registered Manager is the Designated Safeguarding Lead (DSL) and oversees referrals, records and learning
- All staff complete safeguarding training at induction with regular refreshers
- All concerns are recorded contemporaneously and reviewed in governance for themes and learning



Reporting Concerns

Anyone can raise a safeguarding concern. If someone is in immediate danger, call 999.

- Tell us straight away: Tel 020 3576 4599 | Email info@greenwichhomecare.co.uk
- We will make referrals to the Royal Borough of Greenwich Adult Safeguarding Team where criteria are met and work with partners to protect the individual
- We will inform the Care Quality Commission (CQC) where required and keep relevant professionals updated

Concerns are taken seriously, investigated promptly and handled with sensitivity.

Confidentiality and Information Sharing

Information is shared on a need-to-know basis to protect people at risk, in line with UK GDPR, the Data Protection Act 2018 and our Data Protection & Confidentiality Policy. Records are secure, accurate and timely.

Prevention and Safer Culture

- Safe recruitment: enhanced DBS, verified references and right-to-work checks
- Clear codes of conduct, lone-working controls and supervision
- Promoting empowerment, choice and advocacy; making reasonable adjustments

Learning and Improvement

All safeguarding cases, incidents and near misses are reviewed for learning. Actions feed into staff training, supervision and our Quality Improvement Plan (QIP). We participate in multi-agency reviews where required.

About this Document

This is a public summary of our Safeguarding and Protection Policy. The full policy and detailed procedures are held internally and are available to the Care Quality Commission (CQC) on request.

This document is available in alternative formats or community languages upon request.