Safeguarding Policy and Safer Working Practice Guide

Approval

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Dementia Adventure Safeguarding Policy

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Safeguarding Policy

Safeguarding and safer working statement

Dementia Adventure is committed to safeguarding and safer working practice. We have a duty of care towards our staff and volunteers, but they are responsible for working safely and should always consider if their practice puts them or others at risk of harm.

We recognise that the welfare of our beneficiaries and their families/carers is paramount and that they have equal rights of protection whilst in our charge. We aim to do everything we can to provide a safe and caring environment whilst they attend our activities.

When there are concerns about the welfare of any adult or child, anyone whether staff, volunteer or beneficiary is expected to share those concerns with the lead safeguarding officer or the staff member available at the time who will escalate to the lead or deputy safeguarding officers.

The role of the safeguarding officer is also to oversee and ensure that our safeguarding policy is fully implemented and that we act according to the standards of SAFE CIC (Safer Activities for Everyone / www.safecic.co.uk). This includes ensuring that all relevant staff and volunteers receive safeguarding training as appropriate. The role of ‘deputy’ is to support or cover for the nominated lead. They will also handle any complaints or allegations against the nominated lead if appropriate and refer to the CEO.

We require all staff and volunteers to have read, understood, and always abide and work within our safeguarding policy and practices.

Principles

- We recognise our responsibility to ensure that all our actions protect the safety and welfare and promote the well-being of our clients, staff, volunteers and members of the public. This policy states how we undertake this responsibility.
- Our commitment to safeguarding is championed at the highest level in our organisation.
- We ensure that our staff and volunteers have the level of training and information they need to carry out their responsibilities.

Safer clients, particularly vulnerable adults

For the purpose of this policy, who this includes

Whilst we recognise all adults can be vulnerable at different times in their lives including our staff and volunteers, this policy is written particularly for the protection of people living with dementia and the carers that support them.

Regarding the protection of staff and volunteers in mind, reference should also be made to other Dementia Adventure policies such as lone working and whistleblowing, which can be found in both the Employee Handbook and Volunteer Handbook.

Safer Staff and Volunteers

Recruitment

Dementia Adventure has a written recruitment, selection & induction policy for staff and volunteers. Clear job descriptions and person specifications are in place for all paid positions, clear role descriptions for all voluntary positions.

Our recruitment process, for both paid and voluntary roles, always involves more than one person, uses transparent scoring systems and includes at least one face-to-face interview or interview via video conferencing (for volunteers this could be during a two-day volunteer induction).

At least one person on a staff or volunteer interview panel has undertaken safer recruitment training. Currently this training is provided through SAFE CIC.
Applicants for all positions (paid or voluntary) must provide:

- contact details of two suitable referees
- two pieces of identification (including evidence of address and photographic ID)
- if appropriate, original copies of qualifications before appointment.

Induction and Training

All new staff and volunteers undertake an induction process which includes being made fully aware of Dementia Adventure’s safeguarding, safer working practices and commitment to creating a harmonious and safe working environment. All relevant policies and procedures in addition to those referenced above are available to staff through internal systems and in the volunteer handbook.

Safeguarding training is provided to all staff and volunteers in line with statutory requirements and best practice. All staff and volunteers are required to undertake mandatory online learning. These are currently provided by SAFE CIC. Dementia Adventure’s Designated Safeguarding Officers and all other staff with safeguarding responsibilities will be trained to the appropriate level and required to regularly undertake learning and development to update their knowledge. Safeguarding refresher training will be required every two years.

All staff completing safer recruitment checks for new staff or volunteers will receive safer recruitment training.

All staff complete a trial period with a review.

DBS Checks

Enhanced DBS checks (with barred list checks for anyone involved in a regulated activity) are conducted on staff and volunteers whose work with clients, or their role as managers of staff or volunteers in regulated activity, renders them eligible for such checks. Dementia Adventure also performs enhanced DBS checks on its Board of Trustees.

Dementia Adventure complies fully with the code of practice regarding the correct handling, use, storage, retention and disposal of certificates and certificate information. It also complies fully with its obligations under the General Data Protection Regulation (GDPR), Data Protection Act 2018 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of certificate information.

Identity Checks

Identity checks are conducted according to “ID checking guidelines for DBS check applications” for eligible roles only, as detailed on the GOV.UK website for routes 1 or 2.

Any applicant for an eligible role for whom a DBS check cannot be made via route 1 or 2 will be rejected.

Check Results Assessment

Where a DBS check is deemed ‘clear’ the staff or volunteer application will be processed. If the returned DBS states ‘see disclosure’ a staff member responsible for recruitment will review the reasons for this in liaison with the Safeguarding Lead (or another DSO if not available) before making a decision.

Safeguarding - An Overview of Our Procedures

We have clear procedures for dealing with:

- A concern about a client we support, which set out the processes for sharing information with the Designated Safeguarding Officer
- Situations where allegations are made against a member of staff or volunteer, which set out the processes for sharing information when appropriate.

We have clear record keeping, reporting, and DBS and medical disclosure procedures.

Dementia Adventure ensures that at least two staff members are appointed as Designated Safeguarding Officers (Lead or Deputy), who have special responsibility for ensuring that safeguarding issues are resolved and reported in accordance with procedures. We ensure that there is always out of hours support, by phone to a senior member of staff.
A Public Interest Disclosure (Whistleblowing) policy & procedure is in place for staff and volunteers on page 45 of the Employee Handbook if they feel that the code of behaviour has been broken or are concerned about anything else that may be dangerous, illegal or untoward in the organisation.

Governance

Safeguarding is a standing agenda item at all Board meetings and, as a minimum, once a month at Senior Leadership Team (SLT) team meetings.

Dementia Adventure regularly reviews its safeguarding and safer working practice, policies and procedures as part of the ongoing risk review and management process.

Reporting

We recognise our responsibility to report concerns to an appropriate body, and to share information and work with other agencies and social services, as appropriate.

This applies to all staff, volunteers and trustees of Dementia Adventure who:

- could find themselves in a situation where they come across situations or information that raises concerns about the safety and/or welfare of a client; or
- are in a position that requires them to make decisions that may affect the safety and/or welfare of a client.

Confidentiality and Data Protection

Staff and volunteers are instructed to always adhere to confidentiality. We expect staff and volunteers to respect the privacy of everyone they come across and hold in confidence all private matters that come to their attention whilst working or volunteering, unless they feel there would be a risk of harm by doing so.

Any client information sent to volunteers prior to an activity is redacted to include only first name which is shared/emailed with time limited access in a format that does not allow printing or saving. Any notes made must not allow identification of the clients.

Dementia Adventure is fully committed to compliance with the requirements of the Data Protection Act 2018 and all other data protection legislation currently in force. The Regulation applies to anyone processing personal data and sets out principles which should be followed and gives rights to those whose data is being processed. To this end, we endorse and adhere to the Data Protection Principles outlined in the Dementia Adventure Data Protection policy.

Information Sharing and Record Keeping

In situations where the safety of a client is believed to be at risk, confidential information may be disclosed to other bodies in accordance with Safeguarding procedures and in line with Government frameworks and guidance. Effective sharing of information is often essential for early identification of need, assessment and service provision. Staff and volunteers should be proactive in sharing information as early as possible to help identify, assess and respond to risks or concerns about the safety and welfare of the client. Fears about sharing information must not be allowed to stand in the way of the need to promote the welfare, and protect the safety of clients, which must always be the paramount concern. Staff and volunteers should aim where reasonably practicable to gain consent to share information.

Records relating to the reporting of a concern or allegation, or the profiles of ‘barred’ volunteers are kept securely and separately, only accessible by the Dementia Adventure Designated Safeguarding Officers.

For further advice or clarification about any aspect of this policy please contact the Designated Safeguarding Officer.
Appendix 1

Designated Safeguarding Officer Contact Details

Lead Designated Safeguarding Officer:

Catherine Reed
Head of Adventures
Address: Dementia Adventure, U11 Old Park Farm, Main Road, Ford End, Essex, CM3 1LN
Mobile: 07415 184636/office 01245 237548
Email: catherine@dementiaadventure.co.uk

Designated Safeguarding Officer (Deputy):

Gordon Malcolm
Project Coordinator
Address as above
Mobile: 07525 062982
Email: gordon@dementiaadventure.co.uk

Designated Safeguarding Officer (Deputy):

Jill O’Connell
Adventures Coordinator
Address as above
Mobile: 07519 671853
Email: jill@dementiaadventure.co.uk

Chief Executive Officer:

Fiona Petit
Chief Executive
Address as above
Tel: 01245 237548; mobile: 07969 424864
Email: fiona@dementiaadventure.co.uk

Safeguarding Lead, Board of Trustees:

Will Fearnley
Address as above
Mobile: 07854 521637
Email: willfearnley@dementiaadventure.co.uk

Safeguarding Honorary Advisor:

Lindsay Fox
Mobile: 07854 521637
Email: LindsayFox29@gmail.com
Appendix 2

Dementia Adventures Safer Working Code of Conduct

When in direct contact with clients (adults or children), all staff and volunteers are required to always follow this code.

Do:

- Treat all clients as being of worth and in a way that is respectful of them as individuals
- Treat all clients equally
- Respect a client’s right to personal privacy
- Encourage clients to challenge attitudes or behaviour they are uncomfortable with
- Allow clients to talk about any concerns they may have
- Support a client in a suitably open area with more than one other adult present, or at least within regular sight and hearing of others
- Set appropriate boundaries: both physical and emotional
- Remember that actions and statements can be misinterpreted, no matter how innocent: always consider if your words or actions could cause concern if seen or overheard, and do not rely on your good name to protect you

Do not:

- Form a relationship with a client that is an abuse of your position of trust
- Seek or agree to any form of contact with a client outside the agreed setting of your role
- Engage in inappropriate behaviour with the client, do not make inappropriate remarks or threats to, or in front of, a client, even in fun
- Initiate or maintain inappropriate physical contact with a client
Appendix 3

Dementia Adventure Safer Working Practice Guide

Behaviour management
- The use of physical intervention should always be avoided unless there is a situation where immediate physical intervention is necessary to prevent injury to the client or others.
- Staff and volunteers should never (knowingly) be placed or place themselves in a position where the clients’ behaviour does, or may require, physical intervention or behaviour management techniques that do not feel appropriate to the role.
- Staff and volunteers should always document in the daily report form any situation where a client becomes stressed or angry or behaves or says things deemed inappropriate. If the situation is putting others at risk the member of staff should contact the office as soon as possible.

Personal or intimate care
- Staff or volunteers should never place themselves or be placed in a position where making personal or intimate contact with clients is required. If a client needs support in this way, including being taken to the toilet, the accompanying carer should be asked to assist.

Safer Working Practice Guide in the case of Children (on a residential break as part of a family)

For the purposes of this document a child is defined as anyone under the age of 18. These principles can also be applied to vulnerable adults such as people living with dementia.

Physical contact
- Do not initiate or maintain physical contact with a child.
- Do not undertake any behaviour, physical or otherwise, that could be deemed inappropriate or misconstrued by others, including the child.
- Some children may seek inappropriate physical contact. In all circumstances where a child initiates inappropriate physical contact, it is the responsibility of the adult to sensitively deter the child and help them to understand the importance of personal boundaries. Such situations must always be reported.

Social contact outside setting/appropriate boundaries
- All communication between children and staff/volunteers, by whatever method, should take place within clear and explicit professional boundaries.
- Personal contact details should never be shared with the children. Never engage in text, email or internet-based communications including any social media sites or chat rooms. Any attempt by a child to do so should be immediately reported.
- Be aware of and avoid any communications with children that are open to misinterpretation of your motives. This includes communications meant in humour.
- If a child or family member seeks to establish social contact, or if this occurs coincidentally, use your professional judgement to decide the acceptable response to the situation, and then report the incident.
- Any incidents or indications that the child has or is developing some sort of infatuation with a member of staff or volunteer should be recorded and reported to the Designated Safeguarding Officer.

Gifts and Favouritism
- A child should never be given anything that could be construed as a personal gift, however small it may seem.
- If a child would like to offer a member of staff or volunteer a small gift such as a bookmark or a thank you card, this can be accepted but must be recorded and reported to a suitable member of staff.
Appendix 4

Reporting Procedure

Regarding a concern about a client’s welfare

If there is concern for a clients’ welfare, such as risk of physical or sexual abuse, emotional harm, neglect, bullying or radicalisation or a client makes a disclosure, it is the duty of the member of staff or volunteer to report it.

Any concern must be reported to the appropriate person. DO NOT investigate it yourself.

The concern may seem minor, such as only being a ‘gut feeling’, a comment, a slight change in behaviour, something that’s just not right. It is the responsibility of the member of staff or volunteer to pass this information on. It is the role of the Safeguarding Officer to decide how to proceed with that information, whether it is significant and whether it constitutes a safeguarding concern.

If a member of staff or volunteer is in contact with a client who tells them that they are being abused or neglected, the following process should be carried out:

1. Listen and let them speak without interrupting and take what they say seriously
2. Be understanding and reassuring, but do not comment or give your opinion
3. If necessary, ask open questions (or repeat the words they have said back in the form of a question) to check understanding
4. Advise that this information will be passed on, but only to the one person who will know best what to do to help them
5. Note down a few key facts, using the client’s actual words as much as possible
6. Tell the Lead Designated Safeguarding Officer immediately
7. Contact one of the Dementia Adventure Designated Safeguarding Officers by phone the same day using the telephone numbers above.

If a member of staff or volunteer is working on a residential adventure, and has a concern about a client’s safety or wellbeing, the following process should be carried out:

1. Note down a few key facts, using the client’s actual words as much as possible
2. Tell the Lead Designated Safeguarding Officer
3. Contact one of the Dementia Adventure Designated Safeguarding Officers by phone the same day using the telephone numbers above.

Reporting Process

Regarding a concern about a client’s welfare

Designated Safeguarding Officer:
- Receives and records the initial information, reassures the person reporting
- Assesses the information promptly and carefully, clarifying or obtaining more information where necessary
- Consults initially with the relevant statutory agency and makes formal referrals as appropriate
- Keeps concise, factual and chronological notes, saved in a confidential file
- Continues to communicate with and act in accordance with the guidance of statutory agencies
- Liaises with the subject of the concern only when appropriate to do so. Any decisions made by Dementia Adventure in relation to the concern to be confirmed in writing
- The outcome of the reported concern can be shared with the person who reported, unless agencies advise otherwise or it is not deemed appropriate/may impact the investigation.

Reporting Procedure

Regarding a concern about another adult

Everyone has the right to report concerns or suspicions about another person involved with Dementia Adventure in confidence and free from harassment.

Any concern must be reported to the appropriate person. DO NOT investigate it yourself.
The concern may again seem minor, but it is the responsibility of the member of staff or volunteer to pass this information on. It is the role of the Designated Safeguarding Officers in Dementia Adventure to make decisions on the most appropriate course of action.

If you are in any doubt about what to do, contact the Designated Safeguarding Officer for further advice.

If you have a concern, or want to make a complaint or allegation against another adult you should do the following:

1. Note down a few key facts
2. Contact a Designated Safeguarding Officer straight away
3. The Designated Safeguarding Officer will make notes of your conversation, but you should also write up careful notes that are factual and based on what you witnessed, heard or were told
4. Dementia Adventure's Designated Safeguarding Officer will look into the matter and contact you again to update you and advise on next steps, if any are needed.

Reporting Process

Regarding a concern about another adult

Designated Safeguarding Officer:

- Receives and records the initial information, reassures the person reporting
- Assesses the information promptly and carefully, clarifying or obtaining more information where necessary
-Consults initially with the relevant statutory agency and makes formal referrals as appropriate
-Keeps concise, factual and chronological notes, saved in a confidential file
-Continues to communicate with and act in accordance with the guidance of statutory agencies
- Liaises with the subject of the concern only when appropriate to do so. Any decisions made by Dementia Adventure in relation to the concern to be confirmed in writing
- The outcome of the reported concern can be shared with the person who reported, unless agencies advise otherwise or it is not deemed appropriate/may impact the investigation.

If the allegation concerns the Designated Safeguarding Officer, then contact the CEO and/or the trustee lead for safeguarding who will act as above.
Appendix 5

Indicators of abuse - adults

This list is from the SCIE website 2021. It is not exhaustive and may be indicative of abuse however they should not be seen as proof.

- Multiple bruising
- Fractures
- Bed sores
- Fear
- Unexplained weight loss
- Assault (can be intentional or reckless)
- Depression
- Loss of sleep
- Malnutrition
- Untreated medical problems
- Bed sores
- Confusion
- Rough handling
- Scalding and burning
- Making someone purposefully uncomfortable (e.g. opening a window and removing blankets)
- Involuntary isolation or confinement
- Misuse of medication (e.g. over-sedation)
- Forcible feeding or withholding food
- Unauthorised restraint, restricting movement
- Disclosure of financial abuse

Indicators of abuse - children

The list below, from the NSPCC website 2021, details some possible indicators of abuse, however the list is far from exhaustive. Also bear in mind that these indicators may not be indicative of abuse - they should alert staff and volunteers to the possibility of abuse, and not be taken as definitive evidence:

- unexplained changes in behaviour or personality
- becoming withdrawn
- seeming anxious
- becoming uncharacteristically aggressive
- lacks social skills and has few friends, if any
- poor bond or relationship with a parent
- knowledge of adult issues inappropriate for their age
- running away or going missing
- always choosing to wear clothes which cover their body

Other circumstances can lead to safeguarding issues being identified such as:

- Homelessness
- ‘Honour- based’ abuse, Female Genital Mutilation (FGM), forced marriage
- Mental health
- Substance misuse
- Child Sexual or Criminal Exploitation
- Extremism, radicalisation and terrorism
- Bullying (including cyber bullying)
- Cybercrime
- Witchcraft and spirit possession
- Human trafficking and modern slavery
- Missing from home or school, child abduction
- Fabricated or induced illness
- Gang activity and youth violence (including ‘county lines’ violence)
- Gender based violence
- Sharing nude/semi-nude images or videos (often referred to as Sexting)
Appendix 6

Training Delivery

Dementia Adventure Risk Benefit Assessment for Face-to-Face Training

The ‘Risk Benefit Assessment’ is completed prior to each face-to-face delivery identifying all the potential associated risks relating to the training delivery and the strategies in place to reduce these risks. It focuses both identifying hazards and the positive benefits associated with participants undertaking the training event and is signed off by the CEO and sent to a client prior to delivery.

Should safeguarding concerns be raised during a face-to-face training delivery, these must be reported to the Designated Safeguarding Officer, as per our normal safeguarding procedures.

Dementia Adventure Health and Safety Checklist for Training Venues

Each training venue should have policies and procedures in place to deal with the management of risks associated with the venue which must be shared at the time of booking. The ‘Health & Safety Checklist for Training Venues’ will be used as an addition to the ‘Risk Benefit Assessment’ that is signed off before an event. Project Coordinators will use this checklist on arrival at a training venue, to help ensure that it meets these minimum health and safety standards prior to commencing their training delivery.

Online training - Safeguarding Procedures for Zoom Training Delivery

As with face-to-face sessions, there is the possibility that safeguarding concerns may arise when speaking to a client online. For those supporting clients this way, the ‘Safeguarding Procedures for Zoom Training Delivery’ must be followed.

Should safeguarding concerns be raised during an online training delivery, these must be reported to the Designated Safeguarding Officer, as per our normal safeguarding procedures.
Appendix 7

Holiday Safeguarding Procedures

Empowerment

Dementia Adventure supports and encourages people living with dementia to make their own decisions and give their informed consent and works closely with family carers’ to get to know the individual and provide the support that meets their needs.

Prevention

We have robust health and safety and safeguarding systems in place that enable us to carefully risk assess the needs of our holiday clients to ensure that we take appropriate and proportionate action to minimize the opportunity for harm to occur.
All our staff receive safeguarding training and clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.

Proportionality

Dementia Adventure ensures that the appropriate, least intrusive response to the risk presented is taken.
We want our holiday clients to have confidence and trust in the services and support we provide believing:

‘I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.’

Protection

Dementia Adventure ensures that our staffing ratios provide the correct and proportionate support and representation for those in greatest need.

Partnership

Dementia Adventure carefully assesses the needs of both the person living with dementia and their carer to carefully match the holiday to the needs of each holiday group. We create local solutions through researching and leasing where necessary with services within a holiday locality. We ask all holiday clients to confirm by email that the information we hold regarding their needs is accurate and up to date. We ask them to inform us as soon as possible if anything changes.

We want our holiday clients feel:

‘I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.’

Accountability

Dementia Adventure has clear systems and structure to ensure accountability and transparency in delivering safeguarding.

Making safeguarding personal

It is also important that Dementia Adventure and all its safeguarding partners take a broad community approach to establishing safeguarding arrangements. It is vital that we recognise that adult safeguarding arrangements are there to protect individuals. We all have different preferences, histories, circumstances and lifestyles, so it is unhelpful to prescribe a process that must be followed whenever a concern is raised; and the case study below helps illustrate this.

Flowchart below