

Policy Statement

TruComfort Homecare is committed to adhering to the principles of the Care Act 2014 and follows multi-agency procedures to protect vulnerable adults from abuse. This policy ensures all service users are protected from harm and their rights are upheld through clear procedures, staff training and an open culture that supports speaking up.

1. Purpose

To ensure all service users are safeguarded against all forms of abuse through effective preventative measures, recruitment practices, training and robust reporting procedures. TruComfort Homecare aligns with the Derby and Derbyshire Safeguarding Adults Policy.

2. Recruitment and Disclosure

- All staff undergo rigorous recruitment, including enhanced Disclosure and Barring Service (DBS) checks.
- All criminal convictions (spent or unspent) must be disclosed due to the nature of our services with vulnerable individuals.
- DBS information is securely stored and retained for a maximum of six months unless otherwise necessary.

3. Safeguarding Vulnerable Adults

- TruComfort Homecare checks all new staff against the relevant safeguarding lists.
- Where evidence of misconduct involving harm or risk to service users exists, referrals to the Disclosure and Barring Service are made promptly.
- Referrals to local authorities (e.g., Derbyshire Social Services) are made immediately where necessary.

4. Preventing Abuse We take the following preventative actions:

- Careful staff selection with valid references.
- Clear job descriptions addressing abuse prevention.
- Inductions and regular supervision sessions.
- Encouraging staff to raise concerns (protected by our Whistleblowing Policy).
- Dismissal for proven cases of abuse.

5. Definitions of Abuse

- **Physical:** Hitting, slapping, inappropriate restraint.
- **Verbal/Emotional:** Threats, humiliation, ridicule.
- **Sexual:** Unwanted or coerced sexual acts.

- **Financial:** Theft, misuse of funds or possessions.
- **Neglect:** Withholding care, food, warmth.
- **Psychological:** Intimidation, isolation, controlling behaviour.
- **Discriminatory:** Racist, sexist, disability-based abuse.
- **Institutional:** Routine poor practice embedded in services.

6. Recognising and Reporting Abuse Signs may include injuries, withdrawal, nervousness, confusion, isolation, or financial discrepancies. Staff must report any suspicion of abuse to a line manager without delay. Where a service user objects, their wishes should be respected unless safety is at risk.

7. Immediate and Investigative Action

- If in immediate danger, staff must call emergency services.
- Line managers must begin internal investigations quickly, record details and assess the need to involve external agencies.
- If the alleged or so called abuser is a staff member they are removed from duty pending investigation.
- Report may be submitted/made to the police if criminal activity is suspected.

8. Consent and Confidentiality

- Consent must be sought before referring externally, unless there is a serious risk to safety.
- All records are kept confidential and in line with data protection legislation.

9. Strategy Meetings and Safeguarding Conferences When abuse is confirmed or suspected:

- A strategy meeting will be held with relevant professionals within 24 hours.
- Safeguarding conferences are arranged to coordinate care plans, agree next steps and set review dates.

10. Ongoing Monitoring and Prevention

- All accidents, complaints, or unusual incidents are documented and investigated.
- TruComfort Homecare reviews safeguarding training every 3 years and ensures all staff are trained within 6 months of employment.
- Procedures for managing service user finances, complaints and staff conduct are robustly monitored.

11. Training Objectives Staff will:

- Understand definitions and types of abuse.
- Recognise abuse signs.

- Know their responsibilities and the reporting procedure.
- Understand the whistleblowing process.
- Promote safe environments and good practice.

12. Key Contacts

- **Derbyshire Social Services:** 08456058058
- **Action on Elder Abuse:** 020 8764 7648
- **Age Concern:** 0800 009966
- **Carers National Association:** 080 8808 7777
- **Care Quality Commission:** 03000 616161
- **Counsel and Care:** 0845 300 7585

This policy applies to all staff, volunteers and representatives of TruComfort Homecare and must be read alongside our Whistleblowing, Complaints, and Disciplinary policies.