CONTROLLED POLICY

B01 – SAFEGUARDING ADULTS POLICY

Policy Reference	B01	**Version**	1.0
Policy Owner	PHSSL Staffing Limited	**Approved By**	Lade Awosika, Director
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Applies To	All PHSSL Staffing Limited staff, agency workers and relevant contractors	**Supersedes**	New policy

1. Purpose

PHSSL Staffing Limited is committed to safeguarding adults who may be at risk of abuse or neglect. This policy sets out the responsibilities of PHSSL staff and agency workers to recognise, respond to, report and cooperate with safeguarding concerns arising during recruitment, placement or assignment.

2. Scope

This policy applies to directors, employees, recruiters, compliance staff, coordinators, agency workers, temporary workers and relevant contractors. It applies wherever PHSSL workers may come into contact with adults at risk, including care homes, supported living, domiciliary care, hospitals, community services and other client settings.

3. Safeguarding Commitment

- Safeguarding is everyone's responsibility.
- The welfare, dignity, rights and safety of the adult are central.
- Concerns must be acted upon promptly and must never be ignored or concealed.
- PHSSL will cooperate with clients, local authorities, police, regulators and professional bodies where appropriate.
- Workers will be recruited and supplied using safer-recruitment and suitability controls appropriate to the role.
- People raising genuine safeguarding concerns will be supported and must not be victimised.

4. Legal and Practice Framework

- Care Act 2014 and the statutory Care and Support guidance.
- Human Rights Act 1998.
- Mental Capacity Act 2005 and its Code of Practice.
- Equality Act 2010.
- Safeguarding Vulnerable Groups Act 2006 and relevant DBS arrangements.
- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 where relevant to the client provider.
- Applicable local safeguarding adults procedures and multi-agency arrangements.

5. Adult Safeguarding Principles

PHSSL supports the six safeguarding principles commonly used in adult safeguarding practice: empowerment, prevention, proportionality, protection, partnership and accountability. These principles should inform decisions while recognising that immediate safety may require urgent action.

6. Who May Be an Adult at Risk

For safeguarding purposes, an adult may require safeguarding support where they have needs for care and support, are experiencing or at risk of abuse or neglect, and because of those needs may be unable to protect themselves from the abuse, neglect or risk. Staff must not make assumptions based solely on age, diagnosis or disability.

7. Forms of Abuse and Neglect

- Physical abuse, including inappropriate restraint or misuse of medication.
- Domestic abuse.
- Sexual abuse.
- Psychological or emotional abuse.
- Financial or material abuse.

- Modern slavery and exploitation.
- Discriminatory abuse.
- Organisational or institutional abuse.
- Neglect and acts of omission.
- Self-neglect, including circumstances requiring multi-agency assessment.
- Online, coercive or other forms of abuse relevant to the person's circumstances.

8. Possible Indicators

Indicators may include unexplained injuries, fearfulness, sudden behavioural changes, poor hygiene, dehydration, pressure damage, missing money, controlling relationships, unexplained medication issues, repeated accidents, unsafe living conditions, withdrawal, sexualised behaviour, inconsistent explanations or a disclosure. Indicators do not prove abuse but must be considered and reported appropriately.

9. Responding to a Disclosure

- Listen calmly and take the person seriously.
- Do not promise secrecy.
- Do not interrogate, investigate or ask leading questions.
- Reassure the person that the concern will be passed to people who can help.
- Record the person's own words as accurately as possible.
- Preserve evidence and do not confront the alleged perpetrator where doing so could increase risk.
- Report immediately through the client's safeguarding route and PHSSL management as required.

10. Immediate Danger or Medical Emergency

If an adult is in immediate danger or requires urgent medical attention, the worker must prioritise safety and contact emergency services where necessary. The client manager or responsible person and PHSSL management must then be informed as soon as practicable.

11. Reporting Concerns During an Assignment

An agency worker who observes, suspects or receives information about abuse or neglect must follow the client's safeguarding procedure without delay and also notify PHSSL through the agreed escalation route. If the concern involves the normal client contact, the worker should use an alternative senior or safeguarding contact and seek PHSSL management support.

12. Concerns About a PHSSL Worker

Any allegation that a PHSSL worker has abused, neglected, exploited or otherwise harmed an adult must be escalated immediately. PHSSL will consider immediate removal or restriction from assignments, safeguarding referral, client action, disciplinary or employment processes, DBS referral duties, police involvement and professional-regulator notification where applicable. An allegation is not itself proof; enquiries must be fair while protecting people from avoidable risk.

13. Concerns About Client Staff or the Client Service

PHSSL workers must report concerns even where the alleged perpetrator works for the client. PHSSL will support appropriate escalation and may contact the client's safeguarding lead, commissioning body, local authority safeguarding team, regulator or other competent authority where necessary and lawful.

14. Mental Capacity and Consent

Adults should be involved in safeguarding decisions as far as possible. A person's capacity is decision-specific. Staff must not assume lack of capacity because of age, disability, diagnosis or an unwise decision. Where capacity is in doubt, the Mental Capacity Act 2005 and relevant client procedures must be followed. Information may sometimes need to be shared without consent where there is serious risk, a safeguarding duty, risk to others or another lawful basis.

15. Confidentiality and Information Sharing

Safeguarding information is sensitive and must be shared on a need-to-know basis. Confidentiality must not be used as a reason to withhold information necessary to protect a person from serious harm. Staff should record what was shared, with whom, why and under what authority where appropriate.

16. Recording

- Record promptly, factually and legibly.
- Include date, time, location and persons present where known.
- Record observations and the person's own words where possible.
- Do not add speculation as fact.
- Record immediate actions and persons notified.
- Preserve relevant documents, messages or other evidence.
- Submit records through authorised systems and maintain confidentiality.

17. Safer Recruitment

PHSSL will use proportionate safer-recruitment controls for roles involving adults at risk. These may include identity checks, right-to-work checks, employment history, references, DBS checks at the appropriate level where eligible, qualifications, professional registration, training and competency evidence. A worker must not be placed where required suitability checks are incomplete or unsatisfactory.

18. DBS Referral Considerations

Where the legal criteria are met, PHSSL will consider and fulfil any duty to refer a person to the Disclosure and Barring Service. Decisions will be documented and will not be avoided merely because the person resigns, stops accepting assignments or leaves before an internal process concludes.

19. Professional Regulators and External Bodies

Where relevant, PHSSL may need to cooperate with or notify a professional regulator, local authority, police, DBS, client regulator or other competent body. Management will determine the appropriate action based on the facts, legal duties and the person's role.

20. Whistleblowing

Workers who believe safeguarding concerns are being ignored, concealed or mishandled should use PHSSL's Whistleblowing / Speaking Up Policy and may raise concerns with an appropriate external body where legally entitled. Genuine concerns raised in good faith must not result in retaliation.

21. Allegations and Fairness

Safeguarding action and fair treatment must operate together. PHSSL will protect adults from avoidable risk while ensuring that workers subject to allegations are not treated as proven guilty before appropriate enquiries. Information will be restricted to those who need to know.

22. Training and Competence

Workers supplied into roles involving adults at risk must have safeguarding knowledge appropriate to the assignment. PHSSL will verify required training and may provide or require updates. Staff must understand how to recognise abuse, report concerns, preserve evidence and escalate when local responses are inadequate.

23. Client Responsibilities and Cooperation

Clients remain responsible for safeguarding arrangements within their services, including local procedures, supervision and statutory responsibilities applicable to them. PHSSL will provide relevant worker information, cooperate with investigations and take action concerning its own worker where required. Contractual boundaries do not prevent necessary safeguarding cooperation.

24. Management Responsibilities

- Ensure safeguarding concerns are triaged and escalated promptly.
- Support workers who report concerns.
- Coordinate with clients and external safeguarding bodies where required.
- Take proportionate action concerning workers subject to serious allegations.
- Maintain secure safeguarding records.
- Consider DBS and professional-regulator referrals where applicable.
- Monitor safeguarding themes, outcomes and learning through governance.

25. Worker Responsibilities

- Complete required safeguarding training.
- Follow the client's safeguarding procedures while on assignment.
- Report concerns promptly and accurately.
- Do not investigate allegations independently.
- Maintain professional boundaries and confidentiality.
- Cooperate with lawful safeguarding enquiries.
- Escalate if a serious concern is not being acted upon.

26. Learning and Quality Assurance

PHSSL will review safeguarding incidents and allegations to identify recruitment, training, communication, allocation or governance improvements. Relevant learning will be incorporated into audits, supervision, training and policy review while preserving confidentiality.

27. Related PHSSL Staffing Policies

- A01 Governance and Quality Assurance Policy.
- A03 Records Management, Confidentiality and Data Protection Policy.
- A04 Complaints, Concerns and Service Feedback Policy.
- A05 Duty of Candour and Open Communication Policy.
- B02 Safeguarding Children and Young People Policy.
- B03 Whistleblowing / Speaking Up Policy.
- C01 Recruitment, Selection and Safer Employment Policy.
- C02 DBS, Right to Work, References and Pre-Employment Checks Policy.
- C06 Lone Working and Worker Safety Policy.
- D03 Placement, Booking, Allocation and Cancellation Policy.

28. Monitoring and Review

Safeguarding compliance will be monitored through recruitment and compliance audits, incident reviews, complaints, worker feedback, client feedback and governance processes. This controlled policy will be reviewed at least annually, or sooner following significant legal or regulatory change, a serious safeguarding event, audit findings or identified learning.

Approved by	Lade Awosika
Position	Director
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