

GGW CARE LIMITED

SAFEGUARDING POLICY

SAFEGUARDING ADULTS



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SUMMARY

Review Date: 21/6/2025

Next Review Date: 21/6/2026 | GGWCare Safeguarding Policy | www.ggwcare.com 1 | Page

SAFEGUARDING

SAFEGUARDING POLICY

The Company is fully committed to safeguarding the welfare of vulnerable adults by taking all reasonable steps to protect them from neglect, physical, sexual, or emotional harm. All staff are expected to consistently demonstrate respect and understanding for the rights, safety, and welfare of vulnerable adults, conducting themselves in a manner that aligns with our principles. Every vulnerable adult should be able to participate in an enjoyable and safe environment and be protected from harm. We acknowledge that abuse can be a sensitive and emotive subject, and it is crucial to remain objective and not allow personal feelings to interfere with the necessary actions to be taken. We recognise our duty to safeguard and promote the welfare of all vulnerable adults by protecting them from physical, sexual, or emotional abuse, neglect, and bullying.

Regulated Activity

If your role involves regulated activity or if you are asked to perform work classified as a regulated activity, you will be required to provide a satisfactory check to confirm your suitability for such work. Failure to comply with this check, or being listed on the barred list, will necessitate an investigation to determine whether you can continue in non-regulated activities before considering dismissal. Review Date: 21/6/2024 | GGWCare Safeguarding Policy | www.ggwcare.com 2 | Page

Barred List Inclusion During Employment

If, during the course of your employment, you are added to a barred list, the Company is legally obligated to prevent you from continuing in any regulated activity. This may result in the termination of your employment. Upon notification of your barred status, we will investigate the possibility of your continued employment in non-regulated activities. However, the Company reserves the right to dismiss you without notice in such circumstances.

Procedure

Employees must remain vigilant at all times regarding the risk of abusive behaviour towards vulnerable adults from various sources, including family members, guardians/carers, children, and employees.

If you suspect that any vulnerable adult has been subjected to abuse, you are required to report the circumstances for a full investigation.

If the alleged perpetrator of the abuse is another employee, the matter will be thoroughly investigated under our disciplinary procedure. If necessary, the Company will refer the details of the circumstances to the appropriate authority.



GGWCARE SAFEGUARDING POLICY HANDBOOK

Website: www.ggwcare.com

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1. INTRODUCTION

At GGWCare, we prioritise the safeguarding and welfare of vulnerable adults. As a fundamental aspect of our mission, safeguarding is not merely a regulatory requirement but a core principle that shapes our organisational culture and operational practices. This handbook outlines our safeguarding policy and practices to ensure that all employees are acutely aware of their responsibilities in protecting those in our care.

Understanding Safeguarding

Safeguarding involves a range of measures designed to protect individuals from harm, abuse, and neglect while promoting their welfare and ensuring their rights are upheld. Vulnerable adults, who may include the elderly, individuals with disabilities, and those with mental health issues or substance misuse problems, require particular attention and support to ensure their safety and dignity.

Context of the Handbook

This handbook serves as a comprehensive guide for all GGWCare employees and affiliates, providing essential information on our safeguarding policy, procedures, and best practices. It encompasses both the legal framework we operate within and the ethical obligations we carry to uphold the rights and well-being of vulnerable adults.

The Importance of Awareness

It is crucial that every employee understands their role in safeguarding, as each interaction with vulnerable adults can significantly impact their safety and well-being. Whether you are directly interacting with clients, working behind the scenes, or providing administrative support, all employees hold a shared responsibility in fostering a safe and welcoming environment.

Ongoing Commitment to Safeguarding

Safeguarding is an ongoing commitment, requiring constant vigilance, sensitivity, and proactive measures. This policy is not a static document; rather, it is a living framework that will evolve based on emerging best practices, feedback from stakeholders, and changing legal requirements. Continuous professional development and training will be provided to ensure that all staff members remain informed and equipped to handle safeguarding issues competently.

Key components of our commitment include:

- **Vigilance:** All employees must be alert and attentive, recognising early signs of distress, neglect, or abuse and taking appropriate actions. This involves being aware of changes in behaviour, environment, and interactions that could indicate potential issues.
- **Sensitivity:** Understanding the challenges and vulnerabilities of adults in care is critical. Employees should approach each situation with empathy and respect, acknowledging that discussions around safeguarding can be sensitive and emotionally charged.
- **Proactive Measures:** We advocate for a proactive rather than reactive approach in safeguarding. This includes regular training sessions, open channels for reporting concerns, and fostering a culture where staff feel empowered and supported in their safeguarding efforts.

Creating a Secure Environment

In order to successfully implement our safeguarding policy, it is essential to cultivate an environment where vulnerable adults feel safe, respected, and valued. This encompasses:

- **Clear Policies and Protocols:** Establishing comprehensive safeguarding policies ensures that all employees understand the processes for reporting concerns, responding to incidents, and collaborating with external authorities.
- **Positive Relationships:** Building trusting relationships with clients promotes open communication, whereby individuals feel comfortable voicing their concerns or expressing their needs.
- **Community Engagement:** Involving family members, guardians, and community partners in the safeguarding process fosters a holistic approach to care, ensuring that everyone is engaged in protecting vulnerable adults.

CONCLUSION

In conclusion, safeguarding the welfare of vulnerable adults is a foundational aspect of our commitment at GGWCare. This handbook is designed to provide you with the knowledge and tools necessary to fulfil your responsibilities effectively. By prioritising safeguarding, we not only comply with legal obligations but also embody our values of respect, integrity, and compassion towards those in our care. Every employee has a vital role in upholding these principles, and together, we can ensure a safe and nurturing environment for all.

2. COMMITMENT TO SAFEGUARDING

At GGWCare, our commitment to safeguarding is not merely a policy but a foundational cornerstone of our organisational ethos. We recognise that vulnerable adults deserve the utmost care, respect, and protection. Therefore, we are fully dedicated to safeguarding their welfare by implementing comprehensive measures that shield them from various forms of harm, including neglect, physical abuse, sexual exploitation, and emotional distress.

COMPREHENSIVE PROTECTION MEASURES

1. Proactive Risk Management:

We take a proactive approach to risk management by regularly assessing potential threats to the welfare of vulnerable adults in our care. This includes establishing clear protocols for identifying vulnerabilities and developing strategies to mitigate risks effectively. Careful monitoring and evaluation processes will be employed to adapt our methods in response to emerging situations.

2. Legal Compliance:

Our commitment to safeguarding also underscores our adherence to all relevant laws, regulations, and best practices related to the care of vulnerable adults. This includes following statutory guidelines that govern the safeguarding of adults, ensuring that our practices are compliant with national standards and local safeguarding boards.

3. Robust Training and Development:

To ensure that all employees have the necessary skills and knowledge, we provide ongoing training and professional development opportunities focused on safeguarding issues. This training covers a wide range of topics, including recognising abuse, understanding the dynamics of power and control, and responding to disclosures sensitively and appropriately.

RESPECT AND UNDERSTANDING

1. Promoting Dignity and Rights:

All staff members are expected to consistently demonstrate respect and understanding for the rights, safety, and welfare of vulnerable adults. This commitment includes acknowledging and upholding the dignity of each individual, valuing their autonomy, and supporting their right to make informed choices about their care.

2. Empowerment of Individuals:

We believe in empowering vulnerable adults to actively participate in their care and in decisions that affect their lives. By encouraging self-advocacy and open communication, we create an environment where individuals feel valued and heard, further enhancing their sense of security and well-being.

CREATING A SAFE ENVIRONMENT

1. Cultivating Enjoyable Experiences:

Every vulnerable adult should be able to participate in enjoyable and safe environments, free from harm. GGWCare strives to create spaces where individuals can engage in activities that promote their interests, independence, and overall quality of life. This includes providing access to recreational and social activities that foster positive interactions and relationships.

2. Open Dialogue:

Recognising that abuse can be a sensitive and emotive subject, we emphasize the importance of open dialogue among staff, clients, and their families. We encourage the sharing of concerns and experiences in a respectful and confidential manner. This creates a culture of trust and cooperation, which is vital for effective safeguarding.

OBJECTIVITY IN RESPONSE

1. Maintaining Professionalism:

It is crucial for all employees to remain objective and not allow personal feelings to interfere with the necessary actions required for safeguarding vulnerable adults. Maintaining professionalism ensures that responses to potential safeguarding issues are based on facts and focused on the best interests of the individuals involved.

2. Follow Established Protocols:

Employees are encouraged to follow established safeguarding protocols diligently when facing potential or actual abuse situations. This involves not only recognising the signs of abuse but also knowing how to report concerns appropriately. Clear guidelines help staff navigate complex emotional and ethical situations while prioritising the welfare of vulnerable adults.

COMMITMENT TO CONTINUOUS IMPROVEMENT

1. Regular Review of Practices:

Our commitment to safeguarding extends to regularly reviewing and enhancing our policies and practices. We actively seek feedback from staff, clients, and external stakeholders to identify areas for improvement. This commitment to continuous learning helps us adapt to the evolving needs of those we serve.

2. Collaboration with External Agencies:

GGWCare collaborates with external agencies, including local authorities, healthcare providers, and safeguarding boards. By working together with various entities, we can streamline our resources and best practices, ensuring comprehensive protection and support for vulnerable adults.

CONCLUSION

In conclusion, GGWCare's dedication to safeguarding the welfare of vulnerable adults embodies our organisational values of respect, compassion, and accountability. We are committed to creating an environment where all individuals can thrive, free from harm, while actively promoting their rights and dignity. By adhering to these principles and fostering a culture of vigilance and sensitivity, we aim to make a meaningful difference in the lives of those we serve, ultimately contributing to their enhanced quality of life and well-being.

3. UNDERSTANDING ABUSE

Understanding the various forms of abuse is critical for all employees at GGWCare. Recognising the signs and manifestations of abuse is essential in safeguarding vulnerable adults and ensuring their well-being. Misunderstanding or misidentifying abuse can lead to serious consequences for both individuals and the organisation. Below is an expanded overview of the types of abuse that employees must be familiar with.

PHYSICAL ABUSE

1. Definition and Indicators:

- Physical abuse involves the intentional use of physical force against an individual, which can result in bodily injury, pain, or impairment. It can manifest as hitting, slapping, shaking, or other forms of physical aggression.

- **Indicators of Physical Abuse:** Signs may include unexplained bruises, cuts, fractures, or other injuries; a reluctance to be alone with certain individuals; flinching when a caregiver approaches; and wearing long sleeves or clothing that conceals injuries.

2. Understanding Context:

- Recognising that physical abuse can occur in various contexts is essential. It may happen within families, caregiving settings, or institutions, and it can stem from stress, frustration, or an inability to cope with caregiving demands.

- It is important to remain mindful that physical abuse is often accompanied by other forms of maltreatment and can escalate if not addressed.

SEXUAL ABUSE

1. Definition and Indicators:

- Sexual abuse encompasses any sexual act or behaviour toward an individual without their consent, or in situations where the individual cannot give consent due to incapacitation or impairment.

- **Indicators of Sexual Abuse:** Signs may include unexplained injuries to intimate areas, sexually transmitted infections, behavioural changes, withdrawal from personal relationships, or expressions of fear or anxiety regarding certain caregivers or environments.

2. Cultural Sensitivity:

- Understanding that cultural attitudes and beliefs around sexuality may influence how individuals respond to sexual abuse is important. Some individuals may find it challenging to disclose experiences of sexual abuse due to stigma or fear of not being believed.

- Employees should approach potential disclosures with sensitivity and respect, ensuring that individuals feel safe to speak openly.

EMOTIONAL ABUSE

1. Definition and Indicators:

- Emotional abuse refers to non-physical behaviours that can lead to psychological trauma and harm. This may include verbal abuse (such as yelling or insults), threats, humiliation, isolation, and manipulation.

- **Indicators of Emotional Abuse:** Employees should watch for signs such as withdrawal, sudden changes in behaviour, low self-esteem, frequent anxiety, or fluctuations in mood, as well as physical symptoms like headaches or stomach issues that are believed to stem from emotional distress.

2. Long-Term Consequences:

- Emotional abuse can have profound long-term effects on a person's mental health, leading to conditions such as anxiety disorders, depression, and post-traumatic stress disorder (PTSD).
- Understanding the impact of emotional abuse is crucial in responding appropriately and providing the necessary support for recovery.

NEGLECT

1. Definition and Indicators:

- Neglect is defined as the failure to provide necessary care, assistance, supervision, or protection to an individual, resulting in harm or distress. This can include inadequate nutrition, unsafe living conditions, lack of medical care, and emotional neglect.
- **Indicators of Neglect:** Signs may include malnutrition, poor hygiene, untreated medical conditions, lack of proper clothing for weather conditions, and an overall lack of provisions necessary for daily living.

2. Recognising Systemic Issues:

- Employees should be aware that neglect can often be a reflection of systemic issues, such as inadequate resources, caregiver burnout, or lack of support services. It is essential to address these root causes while observing neglectful situations.
- Effective communication and collaboration with outside agencies may help in addressing the causes of neglect and fostering a more supportive environment.

BULLYING

1. Definition and Indicators:

- Bullying involves repeated aggressive behaviour that is intentional and designed to harm another person physically or emotionally. This can occur between peers, caregivers, or staff members and can take the form of verbal harassment, social exclusion, or physical intimidation.

- **Indicators of Bullying:** Signs may include avoidance of certain individuals or groups, changes in behaviour or routine, heightened anxiety, physical symptoms such as headaches or stomachaches, and sudden changes in social relationships.

2. Creating a Safe Environment:

- Employees play a pivotal role in fostering a safe and inclusive environment for all vulnerable adults. It is essential to promote respect and understanding among both staff and clients to mitigate the risks and Perpetuation of bullying behaviours.

- Encouraging open communication and establishing a clear anti-bullying policy can support individuals in reporting inappropriate behaviour without fear of retribution.

CONCLUSION

Having a clear understanding of the definitions and manifestations of different types of abuse is critical for employees at GGWCare. This knowledge will aid in recognising the signs of abuse and taking appropriate and timely action to safeguard vulnerable adults. By fostering an environment where vigilance, respect, and active listening are prioritised, we can collectively protect those in our care and promote their overall well-being. Empowering staff with this knowledge contributes to a culture of safety, respect, and dignity for all vulnerable individuals.

4. REGULATED ACTIVITY

Understanding regulated activities and the associated responsibilities is essential for all employees at GGWCare. Regulated activities pertain to roles and tasks that involve direct contact with vulnerable adults, necessitating a higher standard of care, oversight, and scrutiny. This section elaborates on the implications and requirements surrounding regulated activities and the consequences of being placed on a barred list.

4.1 REQUIREMENTS FOR EMPLOYEES

1. What Constitutes Regulated Activity?

- Regulated activity refers to specific roles that involve interactions with vulnerable adults, which can include caring for, training, supervising, or being in charge of such individuals. Examples of regulated activities may involve direct personal care, healthcare provision, or supervising vulnerable adults in educational or recreational settings.
- Employees must be aware that the nature of their duties dictates whether they fall under the category of regulated activity, necessitating compliance with additional vetting processes.

2. Satisfactory Background Checks:

- **Importance of Background Checks:** Before being assigned to regulated activities, employees must provide a satisfactory background check. This check serves to ensure that individuals are suitable for roles involving trust and responsibility, ultimately protecting vulnerable adults from potential harm.
- **Types of Background Checks:** The background check typically includes police checks (often through the Disclosure and Barring Service [DBS] in the UK) to reveal any criminal history, particularly offenses related to violence, sexual misconduct, or exploitation.

- **Ongoing Vigilance:** Employees are expected to be proactive in maintaining their eligibility for regulated activities. Regular re-checks may be required as per company policy or regulatory guidelines to ensure continuous compliance and safeguarding.

3. Consequences of Non-Compliance:

- **Investigation Procedures:** If an employee fails to comply with the background check process or is found to be listed on a barred list, an investigation will be initiated. This investigation will assess whether the individual can continue in their role or if they must transition to non-regulated activities.

- **Decision-Making Process:** The investigation will consider various factors, including the nature of past offenses, the relevance of those offenses to the employee's current role, and the overall safety of vulnerable adults in their care. The outcome may result in a re-assignment, suspension, or dismissal based on the findings.

4. Compliance with Arrangements:

- **Transparency:** All employees are expected to transparently communicate any changes in their circumstances that could affect their regulated status, such as new charges or legal issues.

- **Support for Compliance:** GGWCare is dedicated to supporting employees through the compliance process. Regular training sessions will be offered to ensure all members of staff clearly understand their responsibilities and the significance of these checks.

4.2 BARRED LIST INCLUSION DURING EMPLOYMENT

1. Understanding the Barred List:

- The barred list is a safeguarding measure designed to protect vulnerable individuals from potential harm by individuals deemed unsuitable for work with them. Being placed on this list generally indicates that an individual poses a risk to those within vulnerable groups, based on serious or concerning behaviours.

- Employees should recognise that inclusion on the barred list can occur in various situations, including serious criminal convictions or substantiated claims of abuse or neglect.

2. Legal Obligations:

- **Immediate Action Required:** If an employee is added to a barred list during their employment, GGWCare is legally obliged to prevent that individual from continuing any regulated activity. This immediate action is necessary to protect the welfare of vulnerable adults and complies with safeguarding laws and regulations.

- **Duties of the Employer:** The Company will implement procedural safeguards to ensure that the welfare of vulnerable individuals remains a priority, including measures to remove the individual from regulated activities without delay.

3. Termination of Employment:

- **Potential Employment End:** Being placed on a barred list may lead to the termination of employment, particularly if regulated activities are a primary function of the role. In these instances, the Company reserves the right to dismiss the employee without notice due to the immediate risk to vulnerable adults.

- **Legal Counsel and Support:** Employees subject to removal from their position or termination of employment will be encouraged to seek legal advice and support to navigate the context of their barred status.

4. Investigation of Continued Employment:

- **Possibility of Non-Regulated Activities:** Upon notification of barred status, the Company will investigate whether it is feasible for the employee to continue in non-regulated activities. Non-regulated positions are those roles that do not have direct contact with vulnerable adults or do not require safeguarding measures.

- **Variables Considered:** The investigation will consider the employee's skills, qualifications, and the Company's needs while balancing the rights of the individual and the safety of vulnerable adults.

5. Right to Dismiss Without Notice:

- GGWCare reserves the right to terminate employment without notice in the event that an employee is barred. This measure underscores the serious implications of safeguarding failures and the heightened duty of care owed by the organisation to those we serve.

- **Documentation of the Dismissal Process:** In the event of a dismissal, procedures will be documented thoroughly to provide transparency in decision-making and to comply with legal obligations.

CONCLUSION

Understanding the requirements for regulated activities and the implications of being placed on a barred list is essential for all GGWCare employees. By adhering to these guidelines and acknowledging the critical nature of safeguarding interventions, we can foster a secure environment for vulnerable adults. Continuous commitment to compliance and vigilance not only protects individuals but reinforces trust in our organisation's ability to uphold the highest standards of care and responsibility. the right to dismiss you without notice in such circumstances. 5. Reporting Procedures

5. RESPONSIBILITIES AND INVESTIGATION PROCEDURES

5.1 RESPONSIBILITIES OF EMPLOYEES

Employees at GGWCare carry a critical responsibility to safeguard the welfare of vulnerable adults at all times. This responsibility is grounded in vigilance, proactive engagement, and ethical conduct in all interactions. Below are the key aspects of these responsibilities:

VIGILANCE AGAINST ABUSE

1. Awareness of Risk Factors:

- Employees must remain acutely aware of the various forms of abuse that can occur in caregiving environments. Potential sources of abusive behaviour may include family members, guardians, caregivers, visitors, children, and even fellow employees. Understanding these dynamics is key to identifying risks before they escalate.

2. Observation Skills:

- Developing keen observational skills is vital. Employees should be attentive to verbal and non-verbal cues from vulnerable adults, as well as changes in behaviour, mood, or physical condition that may indicate potential abuse or distress.
- Keeping a watchful eye on interactions between the vulnerable adults and their family members or caregivers can also reveal patterns that may require further investigation.

DUTY TO REPORT

1. Immediate Reporting Obligations:

- If an employee suspects that a vulnerable adult has been subjected to abuse, it is their ethical and legal obligation to report the circumstances immediately. Prompt reporting is essential to ensure that appropriate action can be taken to protect the individual and address the situation.

- Reports should be made to designated safeguarding personnel or the appropriate internal authority responsible for handling such incidents.

2. Documentation of Observations:

- Accurate documentation of any observed signs of abuse or neglect is crucial. Employees should take careful notes detailing the observations, including the date, time, context, and any specific behaviours exhibited by the vulnerable adult or observations of their environment.

- Clear and precise documentation aids in the facilitation of investigations and helps ensure a thorough understanding of the situation.

3. Maintaining Confidentiality:

- When reporting suspicions of abuse, employees are expected to maintain strict confidentiality. This includes respecting the privacy of the individual involved and not disclosing any unnecessary details to other staff members or external parties.

- Employee discretion and professionalism are vital to preserving trust and the integrity of the investigation process while also protecting the rights of all individuals involved.

4. Respect for the Individuals Involved:

- While taking action to report abuse, employees must approach the situation with sensitivity and empathy. It's crucial to respect the dignity of the vulnerable adult and to consider their emotional and psychological state when discussing potential abuse issues.
- Employees should create an environment that enables vulnerable adults to feel safe and supported, reducing the stigma and fear associated with reporting abuse.

5.2 INVESTIGATION PROCEDURES

Upon receiving a report of suspected abuse, GGWCare follows a robust investigation procedure to ensure thorough and fair handling of the situation. This structured approach seeks to safeguard both the individuals involved and the organisation's reputation. The investigation procedures are as follows:

1. INITIAL ASSESSMENT

- Role of Designated Safeguarding Personnel:

- The report will be reviewed by designated safeguarding personnel who are specifically trained to assess the situation objectively. Their role is to evaluate the information provided and determine the urgency and necessary steps for further action.

- Determining the Urgency:

- During the initial assessment, the designated personnel will consider various factors, including the severity of the allegations, the immediacy of the risk to the vulnerable adult, and any previous history of incidents. They will prioritise immediate protective measures if the situation warrants it.

2. FULL INVESTIGATION

- Conducting a Thorough Investigation:

- If the initial assessment indicates a need for a more comprehensive review, a full investigation will be initiated. This phase may involve:

- **Interviews:** Gathering statements from the individual making the report, the vulnerable adult, witnesses, and any other relevant parties. Interviews should be conducted in a safe and supportive environment to encourage open communication.

- **Evidence Collection:** Collecting any physical evidence, documentation, or records relevant to the allegations, including medical reports, photographs of injuries, and care notes.

- **Collaboration with External Authorities:** Depending on the nature of the abuse, external authorities such as law enforcement, social services, or safeguarding boards may be consulted to ensure an objective and thorough investigation.

3. DISCIPLINARY ACTION

- Addressing Employee Misconduct:

- If it is determined that the alleged perpetrator of the abuse is another employee, the matter will be subjected to disciplinary procedures under GGWCare's code of conduct. This may include:

- **Suspension:** The implicated employee may be suspended with pay during the investigation to ensure impartiality and to prevent further harm or interference during the inquiry.

- **Investigation Findings:** The findings of the investigation will inform any necessary disciplinary actions, which could range from retraining and warnings to termination of employment based on the severity of the offense.

4. REFERRAL TO AUTHORITIES

- Ensuring Justice and Accountability:

- If, upon completion of the investigation, the findings indicate that abuse has occurred, the situation will be referred to the appropriate authorities for further action. This may include:

- **Law Enforcement:** In cases of criminal activity, law enforcement will be engaged to investigate and potentially prosecute the offender.

- **Social Services:** Coordinating with local social services may be necessary to provide ongoing support and protection for the vulnerable adult involved, ensuring their immediate needs are met.

CONCLUSION

The responsibilities outlined in this section underscore the critical role that employees play in safeguarding vulnerable adults. By remaining vigilant, reporting suspicions promptly, and participating fully in investigative procedures, GGWCare employees help create a safe environment. The structured investigation process is designed to protect individuals and ensure justice, ultimately reinforcing GGWCare's commitment to the safety and well-being of those in our care.

6. CONCLUSION

At GGWCare, safeguarding the welfare of vulnerable adults is at the core of our mission. This handbook serves as a guide for all employees to understand their roles and responsibilities in maintaining a safe environment. Through vigilance, proper reporting, and adherence to our safeguarding policy, we can work together to protect those entrusted to our care.

7. APPENDIX

7.1 CONTACT INFORMATION FOR REPORTING ABUSE

- Safeguarding Team Contact:

Employees are encouraged to reach out to the Safeguarding Team for guidance and to report any concerns regarding potential abuse. These professionals are trained to handle such matters discreetly and sensitively. Please contact them at:

Phone: **+44 7897 255761 / +44 7375 822119**

Email: mmonovis@ggwcare.com / jopringer@ggwcare.com

Office Location: **Unit 18c Capital Business Center, 22 Carlton Road, CR2 0BS**

Operating Hours: **9am - 6pm / Emergency exceptions are handled**

- Emergency Services:

For situations where an individual is in immediate danger or requires urgent assistance, it is crucial to contact emergency services right away. Dial 999 to access police, fire, and medical services. This number should be used in life-threatening situations or when immediate action is necessary to ensure safety.

- Local Authorities:

Should there be a need for reporting non-emergency incidents or for further guidance, local authorities can assist. Here are the relevant contacts:

Local Authority Name: **Croydon Council, Weatherill House, 8 Mint Walk, Croydon, CR0 1EA**

Reporting Line: **020 8726 6000**

Website: <https://www.croydon.gov.uk/#>

Office Hours: **Lines are open Monday to Friday 9am to 4pm.**

Local Authority Name: **Bromley Civic Centre, Churchill Court, 2 Westmoreland Road, Bromley, BR1 1AS.**

Reporting Line: **020 8464 3333.**

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

Office Hours: **9am to 5pm Monday to Friday**

Make sure to have relevant details handy such as the nature of the concern and any pertinent information regarding the individuals involved.

7.2 ADDITIONAL RESOURCES

- Training Materials:

Employees are strongly encouraged to familiarise themselves with the training materials available on the Company's intranet. These resources cover essential safeguarding protocols, legal responsibilities, and best practices for recognising and reporting abuse. Regular review of these materials is critical for ensuring a safe environment for all employees and stakeholders. Training sessions may also be scheduled periodically, and attendance is highly recommended.

- Support Services:

It's fundamental to support victims of abuse on their path to healing. The Company provides access to various support services that offer confidential counselling and resources. Employees and affected individuals can reach out for help by accessing the following:

Counselling Services Contact: **National Domestic Abuse Helpline**

Languages: English (call & chat); other languages available via interpretation services (call)

Phone hours: **24/7**

Chat hours: **Mon-Fri, 10AM - 10PM**

Website for Additional Resources: <https://www.nationaldahelpline.org.uk/>

Helpline: **08082000247** (available 24/7)

These services are designed to empower victims, offering professional assistance tailored to their needs. All interactions with these services are confidential, ensuring privacy and support without judgment.

By ensuring that this information is easily accessible, we aim to foster a culture of safety, support, and accountability within our organisation. It's vital that everyone understands their role in safeguarding individuals and reporting concerns promptly.

This handbook provides a comprehensive overview of the GGWCare Safeguarding Policy, ensuring that all staff members understand their obligations and are equipped to protect vulnerable adults effectively. It is essential to revisit this policy regularly and stay informed about best practices in safeguarding.