



# POOL TOGETHER @ HOME CIC

## SAFEGUARDING ADULTS POLICY

### 1. Policy Statement

Pool Together @ Home CIC is committed to safeguarding and promoting the welfare, dignity, and rights of all adults we support.

We recognise that through delivering **household services within people's homes**, our staff and contractors may encounter individuals who are vulnerable or at risk of abuse, neglect, or exploitation.

We take a **zero-tolerance approach to abuse or neglect** and will act promptly and appropriately on any safeguarding concerns.

Our work is grounded in **relationship-centred and compassionate practice**, ensuring individuals are respected, heard, and supported to remain safe and independent in their own homes.

### 2. Purpose of This Policy

This policy sets out how Pool Together @ Home will:

- Protect adults at risk from harm
- Identify and respond to safeguarding concerns
- Work with partners (Local Authority, NHS, Housing Providers)
- Ensure staff understand their responsibilities
- Embed safeguarding into everyday service delivery

### 3. Scope

This policy applies to:

- All employees
- Freelancers / self-employed contractors
- Volunteers / trainees
- Directors and management
- Partner organisations working with us

It covers all activities delivered in:

- Private homes
- Gardens and external spaces



- Community-based support linked to services

#### 4. Legal & Regulatory Framework

This policy aligns with:

- Care Act 2014
- Mental Capacity Act 2005
- Human Rights Act 1998
- Safeguarding Vulnerable Groups Act 2006
- Equality Act 2010
- Data Protection Act 2018 / UK GDPR

#### 5. Definition of an Adult at Risk

An adult at risk is someone aged 18 or over who:

- Has care and support needs
- Is experiencing, or at risk of, abuse or neglect
- Is unable to protect themselves

#### 6. Types of Abuse

Staff must be alert to all forms of abuse, including:

- Physical abuse
- Emotional / psychological abuse
- Sexual abuse
- Financial or material abuse
- Neglect or acts of omission
- Self-neglect (critical in this service model)
- Domestic abuse
- Discriminatory abuse
- Modern slavery

#### 7. Safeguarding Principles

Pool Together @ Home follows the **6 safeguarding principles**:

1. **Empowerment** – supporting individuals to make their own decisions



2. **Prevention** – acting early to reduce risks
3. **Proportionality** – least intrusive response
4. **Protection** – supporting those most in need
5. **Partnership** – working with agencies
6. **Accountability** – clear responsibility and reporting

## **8. Roles & Responsibilities**

### **All Staff & Contractors**

- Remain vigilant during all visits
- Report concerns immediately
- Treat all individuals with dignity and respect
- Never ignore signs of abuse

### **Safeguarding Lead (Designated Person)**

- Receives all safeguarding concerns
- Makes referrals to Local Authority
- Maintains safeguarding records
- Liaises with partners

### **Management Team**

- Ensure training and compliance
- Monitor safeguarding performance
- Support staff following incidents

## **9. Recognising Safeguarding Concerns**

Due to the nature of services (cleaning, gardening, home support), staff may identify:

- Poor living conditions / extreme clutter or hoarding
- Signs of neglect (e.g. lack of food, hygiene issues)
- Unexplained injuries
- Sudden financial issues
- Isolation or withdrawal
- Unsafe home environments



- Fear of others present in the home

## 10. Safeguarding Procedure (Step-by-Step)

### Step 1 – Immediate Risk

If someone is in immediate danger:

👉 Call **999**

### Step 2 – Record Concern

- Write down what you saw/heard
- Use factual language (no assumptions)
- Include date, time, location

### Step 3 – Report Internally

- Report to Safeguarding Lead **same day**
- If unavailable → report to senior manager

### Step 4 – Do NOT

- Do not investigate yourself
- Do not promise confidentiality
- Do not delay reporting

### Step 5 – Referral

Safeguarding Lead will:

- Contact Local Authority Safeguarding Team
- Inform relevant partners (if appropriate)
- Record actions taken

## 11. Consent & Mental Capacity

- Individuals should be involved in decisions where possible
- Consent should be obtained unless:
  - There is risk of serious harm
  - Others may be at risk
  - A crime may have occurred

Where capacity is in doubt:



- Follow **Mental Capacity Act principles**
- Act in the person's **best interests**

## 12. Information Sharing

Information will be shared:

- On a **need-to-know basis**
- In line with GDPR
- To protect individuals from harm

## 13. Safer Recruitment

To ensure safety:

- All staff/contractors must undergo **DBS checks**
- References must be obtained
- Safeguarding training is mandatory

## 14. Training Requirements

All staff must receive:

- Safeguarding awareness training (on induction)
- Annual refresher training
- Role-specific safeguarding training where required

## 15. Recording & Documentation

All safeguarding concerns must be:

- Recorded clearly and securely
- Stored confidentially
- Retained in line with data policies

## 16. Working with Partners

Pool Together @ Home will work closely with:

- Local Authority (Adult Social Care)
- NHS / GP / Hospital teams
- Housing Associations
- Community organisations



To ensure coordinated safeguarding responses.

## **17. Whistleblowing**

Staff can raise concerns about:

- Poor practice
- Unsafe behaviour
- Failure to act on safeguarding

Without fear of retaliation.

## **18. Policy Review**

This policy will be reviewed:

- Annually
- Following any safeguarding incident
- Following changes in legislation

## **19. Key Contacts (To Be Completed)**

- Safeguarding Lead: Nancy Pout – Director - 07919593973
- Deputy Safeguarding Lead: Lesley-Anne – Project Lead - 07951148981
- Local Authority Safeguarding Team: iSPA 01429 523390 / 01642 524552
- Emergency: 999