



Safeguarding Policy and Procedures

(Review Date - 27 November 2025)

Boleskine Community Care (BCC) makes a positive contribution to a strong and safe community and recognises the right of every individual to stay safe. BCC comes into contact with vulnerable adults through the following activities: weekly social events – lunch club, coffee morning, afternoon tea, broth and blether, hub walks - handyman service; volunteer car scheme; Home Care.

The types of contact with vulnerable adults will be both regulated and controlled. This policy seeks to ensure that BCC undertakes its responsibilities with regard to protection of vulnerable adults and will respond to concerns appropriately. The policy establishes a framework to support volunteers and paid staff and clarifies the Charity's expectations.

DEFINITIONS

Safeguarding is about embedding practices throughout the Charity to ensure the protection of vulnerable adults wherever possible. In contrast, adult protection is about responding to circumstances that arise.

1. Definition of abuse Abuse is a selfish act of oppression and injustice, exploitation and manipulation of power by those in a position of authority. This can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender or culture. It can take a number of forms, including the following:

- Physical abuse
- Sexual abuse
- Emotional abuse
- Bullying
- Neglect
- Financial (or material) abuse

2. Definition of Vulnerable Adults A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited. This may include a person who:

- Is elderly and frail
- Has a mental illness including dementia
- Has a physical or sensory disability
- Has a learning disability
- Has a severe physical illness
- Is a substance misuser • Is homeless



CHILD PROTECTION

BCC acknowledges the duty of care to safeguard and promote the welfare of children and younger people. To keep them safe, to practice in a way that protects them and is committed to ensuring safeguarding practice that reflects statutory responsibilities, government guidelines and complies with best practice.

RESPONSIBILITIES

All staff and volunteers have responsibility to follow the guidance laid out in this policy and related policies, also to pass on any welfare concerns using the required procedures. We expect all staff and volunteers to promote good practice by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices.

IMPLEMENTATION STAGES

The scope of this Safeguarding Policy is broad ranging and in practice it will be implemented via a range of policies and procedures within the Charity. These include: • Data protection (how records are stored and access to those records) • Confidentiality (or limited confidentiality policy) ensuring that service users are aware of duty to disclose • Staff induction • Volunteer – Induction and Practices • Staff performance review and training The organisation commits resources to providing PVG checks on staff and any volunteer whose roles involve contact with vulnerable adults on a one to one basis.

COMMUNICATION, TRAINING and SUPPORT FOR STAFF

Boleskine Community Care commits resources for induction, training of staff and volunteers and effective communications and support mechanisms in relation to Safeguarding

Induction

Induction includes:

- Discussion of this policy and confirmation of understanding
- Discussion of other relevant national policies
- Ensure familiarity with reporting processes, the roles of the Line Manager and/or so designated Trustees

Training

All staff and volunteers who, through their role, are in contact with vulnerable adults will have access to safeguarding training at an appropriate level. Sources and types of training will include:

- Team meetings
- Subgroup meetings



- Trustee's meetings
- One to one meetings (formal or informal)

Communications and discussion of safeguarding issues

Provision of a clear and effective reporting procedure which encourages reporting of concerns. • Encouraging open discussion (e.g., during team meetings) to identify barriers to reporting so that they can be addressed. • Inclusion of safeguarding as a discussion prompt during supervision meetings/ appraisals to encourage reflection • Ongoing refresher sessions Support We recognise that involvement in situations where there is risk or actual harm can be stressful for staff concerned. The mechanisms in place to support staff include: • Debriefing support for volunteers and paid staff so that they can reflect on the issues they have dealt with. • Seeking further support as appropriate • Staff who have initiated protection concerns will be contacted by the Line Manager/ so designated Trustee.

PROFESSIONAL BOUNDARIES

Professional boundaries define the limits of the relationship between a support worker and a client. They are a set of standards we agree to uphold that allows this necessary and often close relationship to exist while ensuring the correct detachment is kept in place. BCC expects staff and volunteers to protect the professional integrity of themselves and the organisation. The following professional boundaries must be adhered to: • BCC does not allow staff or volunteers to give gifts to or receive gifts from service users. However, gifts may be provided by the BCC as part of a planned activity. • Staff should declare actual or potential interests (e.g., discussing them with Line Manager and/or so Designated Trustee).

STAFF CONTACT with USER GROUPS

The following behaviours/activities are not allowed: • 'Personal' relationships between a member of staff (paid or unpaid) and a client who is a current service user is prohibited. • Use of abusive or inappropriate language • Unprofessional response to inappropriate behavior/ language • Use of punishment or chastisement • Passing on service users' personal contact details • Unnecessary disclosure of personal details to service users • Taking superfluous people to a client's home • Selling to or buying items from a service user • Accepting responsibility for any valuables on behalf of a client • Accepting money as a gift/ Borrowing money from or lending money to service users If the professional boundaries and/or policies are breached this could result in disciplinary procedures being invoked.



The process outlined below details the stages involved in raising and reporting safeguarding concerns at Boleskine Community Care

- Communicate your concerns with your immediate manager
- Seek medical attention for the vulnerable person if needed
- Make referral via the Care Manager to NHS Social Work Department if appropriate.

ALLEGATIONS MANAGEMENT

BCC recognises its duty to report concerns or allegations against its staff or volunteers within the organisation or by a professional from another organisation. The process for raising and dealing with allegations is as follows:

- First step: Any member of staff or volunteer from BCC is required to report any concerns in the first instance to the Designated Safeguarding Lead - Chairperson Katherine Grant. A written record of the concern will be completed by the designated Safeguarding Lead.
- Second step: Contact local authority for advice.
The Highland Council, Glenurquhart Road, Inverness, IV3 5NX
Telephone - 01349 886 606
If the allegation cannot be resolved internally BCC recognises its legal duty to report any concerns about unsafe practice by any of its paid staff or volunteers to the Independent Safeguarding Authority (ISA).

MONITORING

The organisation will monitor the following Safeguarding aspects:

- Safe recruitment practices
- PVG checks undertaken
- References required for new staff
- Records made and kept of supervision sessions
- Training – register/ record of staff training for vulnerable adult protection
- Monitoring whether concerns are being reported and actioned
- Checking that policies are up to date and relevant
- Reviewing the current reporting procedure in place
- The officer responsible for safeguarding is the Community Liaison & Development Officer (in their absence then the so appointed Trustee)



MANAGING INFORMATION

Information will be gathered, recorded and stored in accordance with the following policies:

- Data Protection Policy
- Confidentiality Policy

All staff must be aware that they have a professional duty to share information with other agencies in order to safeguard vulnerable adults. The public interest in safeguarding vulnerable adults may override confidentiality interests. However, information will be shared on a need-to-know basis only, as judged by the Care Co-Ordinator. All staff must be aware that they cannot promise service users or their families/carers that they will keep secrets in regard to safety issues.

CONFLICT RESOLUTION and COMPLAINTS

Conflicts in respect of safety of vulnerable adults will be taken forward by the Trustees.

COMMUNICATION and POLICY REVIEW

BCC will make the relevant service users aware of the Safeguarding Policy by displaying it on the website. This policy will be kept under review by the Trustees and updated as and when there are any material or legislative changes

PROCESS CHART

