



SAFEGUARDING POLICY

Introduction

Safeguarding adults means protecting a person's rights to live in safety, free from abuse and neglect. The Care Act, 2014 sets out the statutory responsibility for the integration of care and support between health and local authorities. Mobile Physio looks to work in partnership with the Integrated Care System, NHS England, the police and the local social care services to promote wellbeing within the local community. An adult at risk is any person who is aged 18 years or over and at risk of abuse or neglect because of their needs for care and or support. Despite providing an adult musculoskeletal physiotherapy service, employees of Mobile Physio may also have safeguarding concerns about the child of a patient, carer or significant adult. For this reason, training for employees is also provided in Safeguarding of Children. All staff have a duty to raise concerns about abuse or neglect.

This policy is for all staff, including temporary staff and is available on our website for patients and their advocates to access. This policy will be reviewed annually.

Safeguarding Lead: Katy Vaughan, Physiotherapy Manager

General Principles

1. The Care Act requires that each local authority must make enquiries, or ensure others do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect.
2. An enquiry should establish whether any action needs to be taken to stop abuse or neglect, and if so, by whom.
3. The Care Act aims to safeguard individuals in a way that supports them in making choices and having control in how they choose to live their lives.
4. Abuse and neglect can take many forms including: physical abuse, sexual abuse, psychological abuse, modern slavery, financial or material abuse, neglect and acts of omission, self-neglect, domestic violence, discriminatory abuse and organisational abuse.

Specific Principles

1. All Mobile Physio employees have a responsibility for the safety and wellbeing of patients and colleagues.

2. Mobile Physio employees should discuss their safeguarding concerns with the Physio Manager or the relevant practice safeguarding lead. Telephone numbers for Surrey Safeguarding are provided at the end of this document, during working hours, the safeguarding team will offer advice and additional support. Out of hours numbers are also provided. In the case of an emergency, staff may also consider contacting the police.
3. If employees have a safeguarding concern, they should where possible: assess the situation, ensure the safety and wellbeing of the individual, establish what the individual's views are about the safeguarding issue and procedure, maintain any evidence, remain calm, follow procedures for reporting incidents/risks, inform the person that they are required to share the information, explaining what information will be shared and why, keep a clear record of concerns and any resulting actions.
4. It is important that patients remain confident that their personal information is kept safe and secure. Practitioners must be confident to share information appropriately when safeguarding vulnerable individuals. At the same time, care should be taken to maintain the right to privacy of individuals when it is appropriate to do so.

Safeguarding Referrals

Mobile Physio staff must make a referral to Multi-Agency Safeguarding Hub (MASH) if they have safeguarding concerns about a child or adult. A referral must not be delayed by need for consultation with the physiotherapy manager, however, if staff are unsure they are advised to discuss these concerns urgently with the physiotherapy manager or the safeguarding lead at the relevant GP surgery.

Prevent

The Government's counter-terrorism strategy is known as CONTEST. Prevent is part of the strategy and its aim is to stop people becoming terrorists or supporting terrorism. The strategy promotes collaboration and co-operation among public service organisations. Healthcare professionals have a key role in Prevent, potentially working with vulnerable individuals who may be at risk of being exploited by radicalisers and subsequently being drawn into terrorism-related activity. Any concerns should be raised with the Physiotherapy Manager or the Prevent Lead at the relevant GP surgery. Prevent eLearning is provided in line with the Mandatory Training policy.

Information Sharing

Good information sharing is imperative for safeguarding children and vulnerable adults. NHS England Safeguarding lists seven golden rules for information sharing:

- Remember that the Data Protection Act 1998 is not a barrier to sharing information
- Keep a record of your decision and the reasons for it. Record what you have shared, with whom and for what purpose
- Be open and honest with the person (and/or their family where appropriate) at the outset about why, what, how and with whom information will, or could be, shared, and seek their agreement, unless it is unsafe or inappropriate to do so
- Seek advice if you are in any doubt, without disclosing the identity of the person where possible

- Share with consent where appropriate, and where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, that lack of consent can be overridden in the public interest. You will need to base your judgement on the facts of the case
- Consider safety and well-being of the person and others who may be affected by their actions
- Necessary, proportionate, relevant, accurate, timely and secure

Safeguarding Supervision

Safeguarding supervision is the formal process of professional support and learning that enables our employees to develop knowledge and competence, take responsibility for their own practice and enhance patient protection. Supervision for staff members takes place regularly in 1:1 sessions and during our in-service training program. This is documented in appraisals and after meetings have taken place.

Safeguarding Training

Mobile Physio employees should complete eLearning in Safeguarding: Adult and Children (Level 1) every 3 years, in line with the Mandatory Training policy. The safeguarding lead should complete Levels 2 and 3 Safeguarding: Adults and Children every 3 years.

Contact numbers for Surrey Safeguarding:

Adults – Surrey Adults Social Care 0300 470 9100 or urgent after 5pm 01483 517898
ascmash@surreycc.gov.uk

Children – Emergencies - Surrey Police (101 or 999)
 Urgent Enquiries after 5pm 01483 517898
 Multi-Agency Safeguarding Hub (MASH) 0300 470 9100
csmash@surreycc.gov.uk

References: The Care Act, 2014, <http://www.legislation.gov.uk/ukpga/2014/23/contents>
 NHS Safeguarding Guide App, updated 4/5/2020
<https://www.gov.uk/government/publications/prevent-duty-guidance>
 Quality Assurance Standards for Physiotherapy Service Delivery, Section 1.3, 2017, CSP