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| **DOCUMENT TITLE:** | **Acorn Recovery Projects Safeguarding Protocol** |
| **CATEGORY:** | Governance and Quality |
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| **DUE FOR REVISION:** | October 2024 |
| **OWNED BY:** | Area Operations Manager (South) |
| **RELATED DOCUMENTS:** | The Calico Group Safeguarding (Adults and Children) Policy and Procedure |

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| **OUR VISION** | Through commitment, creativity and expertise, Acorn will inspire and motivates change within communities and future generations by enabling individuals to achieve a Life Worth Living |

**Acorn Recovery Projects Safeguarding Protocol**

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| **Clean In**  The conditions that need to be in place, or the things that need to be done BEFORE the process can run effectively | |
| Staff are qualified to perform their roles | All managers must work with the HR department to ensure that the company’s Recruitment Policy is adhered too, ensuring appropriate qualifications and experience of the workforce.  The HR department must ensure that all staff receive the appropriate employment checks, to include Disclosure and Barring (DBS, professional registration/qualifications, and references, in all instances without exception.  DBS and professional registration checks will take place upon commencement of employment, and regularly throughout. |
| Staff understand what safeguarding is, and are supported in their roles | All staff must read the Calico Group Safeguarding Policy and must discuss any questions they have about the Safeguarding Policy or this protocol, with their manager.  Upon joining Acorn Recovery Projects, all staff must undertake VAST training as part of their induction, which includes safeguarding training and then complete further online safeguarding training relevant to their role in the service area they work in.  All managers must ensure that the staff they manage have completed the above steps before they commence individual work with clients.  All managers across the company must attend the Leadership Training programme and offer staff regular support in the form of supervision, appraisal and general support.  Where safeguarding incidents occur, an additional de-Brief must occur.  Managers must make staff aware of additional support available, including:   * LifeWorks – provides fully confidential telephone counselling on all matters from mental health, legal issues, childcare issues and much more, 24 hours a day to you and your immediate family. Contact details are available via QUIP   [Click here for link](https://quip.calico.org.uk/)   * Accredited Mental Health First Aiders across the company. Find your local Mental Health First Aider on QUIP:   [Click here for link](https://quip.calico.org.uk/).   * Additional support is available from the wellbeing team [wellbeing@calico.org.uk](mailto:wellbeing@calico.org.uk) |
| Staff have completed safeguarding training | Annual safeguarding training is mandatory, for all staff working within the company.  Additional training is encouraged. Managers must discuss training via supervision.  All staff must undertake annual mandatory training on the Mental Capacity Act and work within its parameters.  All staff must undertake record keeping training, and understand how to navigate the case management system.  All staff must undertake GDPR training, and understand how to operate within the parameters of information sharing laws.  Managers monitor mandatory training, and report compliance to the Acorn management team. |
| Effective systems are in place | Managers must ensure that appropriate and effective client record keeping systems are in place.  Managers must ensure that appropriate safeguarding paperwork is in place, and that staff know how to access.  Managers must ensure that staff have access to the client electronic record relevant to their service area (this includes lead provider systems) |
| Partnership agencies to support safeguarding | Partnership agencies:   * Multi agency safeguarding hub (MASH) * Multi agency risk assessment conference (MARAC) * Protection of vulnerable adults (POVA), * Mental Health Services (LSCFT) * Lancashire Adult Safeguarding Board * Manchester Adult Safeguarding Board   The Service Manager must take overall responsibility for the development and the sustaining of positive relationships. All staff must assist this cause by working effectively and positively with all partners. |

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| **Clean Through**  The things that need to be done DURING the process so that is runs without friction | |
| Safeguarding information is gained proactively. | Actively listen.  Ask questions in an appropriate manner.  Determine:   1. What are the concerns? 2. How does the adult wish for the concern to proceed? 3. What changes or support would they like as a result of this concern being raised? |
| Responses are appropriate and in a timely manner. | Take action to ensure the immediate safety and welfare of the person at risk.   1. Does medical attention need to be organised? (dial 999) 2. Is urgent police presence required? (dial 999) 3. Has a crime been committed, and does it need to be reported? (dial 101 unless immediate risk) and preserve forensic evidence (if applicable) |
| Staff discuss and/or escalate concerns appropriately. | All safeguarding concerns must be discussed with either the Safeguarding Lead or Senior Managers.  The named responsible persons for Acorn are:  Tom Woodcock –Treatment & Recovery Director  Mobile: 07922 887639  [twoodcock@calico.org.uk](mailto:twoodcock@calico.org.uk)  Kerrie Lang – Service Manager – Residential Rehab (CQC Registered Manager – Stockport)  [klang@acornrecovery.org.uk](mailto:klang@acornrecovery.org.uk)  Sarah Tattersall – Area Operations Manager South (Safeguarding Lead)  Mobile: 07840 885660  [stattersall@acornrecovery.org.uk](mailto:stattersall@acornrecovery.org.uk)  Where these members of staff are unavailable staff must contact another Acorn manager    Other useful contacts for advice:   * Lancashire Safeguarding Boards (0300 123 6720 or out of hours 0300 123 6722 5pm - 8am) * Manchester Safeguarding Partnership (**0161 234 5001)** * Care Quality Commission (03000 616161) * SAFE Centre - Lancashire SARC (01772 523 344 - 24 Hours) * Respond (Support for people with Learning Disabilities) – 0808 8080700 * Women’s Aid England – 0808 2000247 * Victim Support – 0845 3030900 * Asian Women’s Project – 0161 455 0211 * Refuge National Crisis Line – 0990 995443 * MIND – (Mental Health) 0845 766 0163 * Adfam National – 0207 9288898 * Samaritans: National Helpline - 24 hours – 116 123 |
| Referrals are appropriate and in a timely manner.  Timescales:  How: | Information should be shared in line with the Calico Group Information Governance Policy, to ensure appropriate and legal information sharing that aligns with confidentiality and GDPR requirements.   * Refer immediately where the concern is urgent and serious * Refer within the same working day for all concerns.  1. Telephone call to Adult Social Care 2. Complete internal form (found with the Calico Group policy and procedure) and record all details Calico shared drive, safeguarding log folder |
| Client records are accurate and record professional decision making and actions taken. | Client records should be completed and kept consistently up to date, recording accurate and factual information, with no personal opinions documented.  Where records may be seen by the alleged abuser (e.g. if they are a staff member), please refer to a named responsible person.  Document the incident and any discussions, actions or decisions taken.   1. Complete client electronic record on case management system and update risk assessment & risk management plan. 2. Scan any completed paper safeguarding forms to the client record on the case management system (if relevant to your service area) |
| Safeguarding concerns, allegations and incidents are appropriately reported to CQC. | A safeguarding incident that takes place in a CQC registered building must be reported to CQC Registered Managers  CQC registered managers to complete CQC notification form and submit via CQC portal within 72hrs. |
| Audits take place | Managers must complete regular audits, on client files.  The outcome of audits must be discussed at supervision, team, and management meetings. |
| Incidents are reported and lessons are learnt. | All near misses, incidents, safeguarding incidents and death of a client must be reported in line with the Calico Group Accident, Injury and First Aid Policy and procedure.  Lessons learnt are discussed at the monthly team meetings. Discussions must be facilitated and encouraged by the management team.  If individual staff improvements are required, they will be managed via supervision and the Performance Policy where appropriate.  Operational changes will be discussed and agreed at the bimonthly Managers Meeting and cascaded to all staff via team meetings. |
| Cases of best practice are shared and discussed. | Best practice examples must be discussed at team meeting.  Discussions must be facilitated and encouraged by the management team. |
| Safeguarding is consistently discussed. | Safeguarding is an agenda item at every supervision, team, and management meetings.  Ideas for improvements, innovative practices should be consistently encouraged by all line managers. |
| The Senior Leadership Team is advised of issues/ concerns. | All members of the Senior Leadership Team are advised by service managers (via email) that a Safeguarding alert has been submitted.  Additionally, at the bimonthly Managers Meeting, the managers must prepare any items to escalate to the Senior Leadership Team meeting. |

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| **Clean Out**  The conditions that must apply AFTER the process is finished, for us to deliver the required outcomes |
| All Acorn clients are effectively safeguarded |
| Safeguarding practice is in line with all legislation and guidance |
| Client records reflect all of the work taking place |
| Staff welfare is supported |