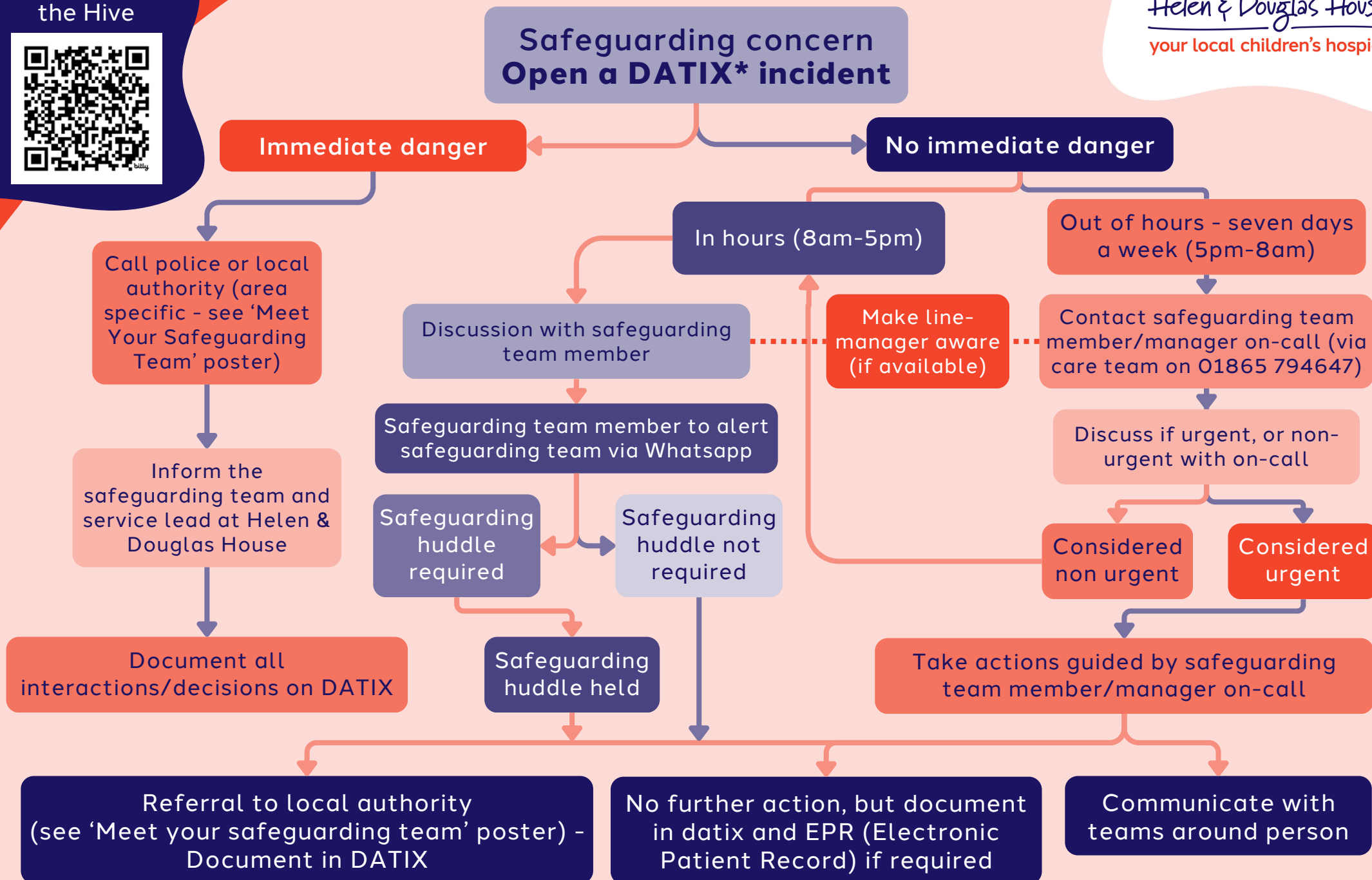


For full details visit the Hive



Safeguarding Concern: Flow chart



*If DATIX not available, undertake at earliest opportunity

For further information, please refer to the Helen & Douglas House Safeguarding policies available on the Hive at hdh.org.uk/safeguarding_hive

It's
everyone's
business

Meet your safeguarding team

If you see or hear anything that makes you feel worried about a child, young person or adult, even if it doesn't seem important, please talk to a member of our safeguarding team about it as soon as possible.


Helen & Douglas House
your local children's hospice

We are here to support and advise you on what to do. We're available Monday to Friday from 9:00am until 5:00pm.



Katrina Williams
Head of Care



Dr Emily Harrop
Medical Director
and Consultant in
Paediatric
Palliative Care



Sally Hayes
Director of
Nursing & Care



Andrea Revell
Social Worker



Sue Simpson
Social Worker



Sommia Chand
Quality and
Compliance Lead



Debbie Kelly
Head of
Community
Services



Dr Laura Nohavicka
Consultant in
Paediatric
Palliative Care



Catherine Mezzetti
Head of
Professional
Development

To contact us please speak to a member of the team or call 01865 794749.

If you are concerned about the immediate safety of a child, or you can't get hold of the safeguarding team, don't wait, call your local MASH (Multi-Agency Safeguarding Hub) without delay.

Oxfordshire: 0345 050 7666

Buckinghamshire: 01296 383962

Windsor and Maidenhead: 01628 683150

Wokingham: 0118 908 8002

If you are concerned about an adult, please call:

Oxfordshire: 01865 328232

Buckinghamshire: 0800 137 915

West Berkshire: 01635 519056

Windsor and Maidenhead: 01628 683744

Bracknell: 01344 351500

Reading: 0118 937 3641

Wiltshire: 0300 4560108

Gloucestershire: 01452 426565

Slough: 01753 475111

Wokingham: 0118 974 6772

Reading: 0118 937 3747

Wiltshire: 0300 456 0111

Gloucestershire: 01452 426868

For full details
visit the Hive
(login required)



Safeguarding Framework

Statement of commitment from the Trustees:

We will proactively safeguard and promote the welfare of Helen & Douglas House's beneficiaries, staff, volunteers and other persons who come into contact with the charity.

What we have in place:

- Safeguarding team
- Safeguarding steering group
- Safeguarding children – child protection policy and procedure
- Safeguarding Vulnerable Adults policy
- Deprivation of Liberty Policy
- Procedure for managing allegations of abuse against staff and volunteers
- Information sharing protocol
- Community shop handbook
- Whistleblowing policy and procedure
- DBS Checks and protocols
- Young person's consent form – retail
- Vulnerable adult agreement form – retail
- Lone working policy and departmental guidelines
- Mental Capacity Act Policy
- Equality and Diversity Policy

We are committed to training and train in accordance with The Intercollegiate Documents RCN 2019:

- All staff and volunteers to level one
- All clinical staff to level three
- At least two members of staff to level four

What we do:

- Safeguarding is an agenda item at every trustee meeting
- An annual safeguarding report is tabled once year at the trustees' meeting
- We have planned an annual audit of shops including safeguarding issues
- Standard agenda item at the Clinical Governance Committee
- Commitment to promoting awareness across the entirety of the organisation

Across organisational representation:

- Trustee
- Executive & Clinical Directorate – Director of Nursing & Care
- Retail – Head of Retail
- Fundraising – Head of Data and Supporter Services
- Support Services – Head of People Resourcing
- Finance and IT – IT Manager

For full details
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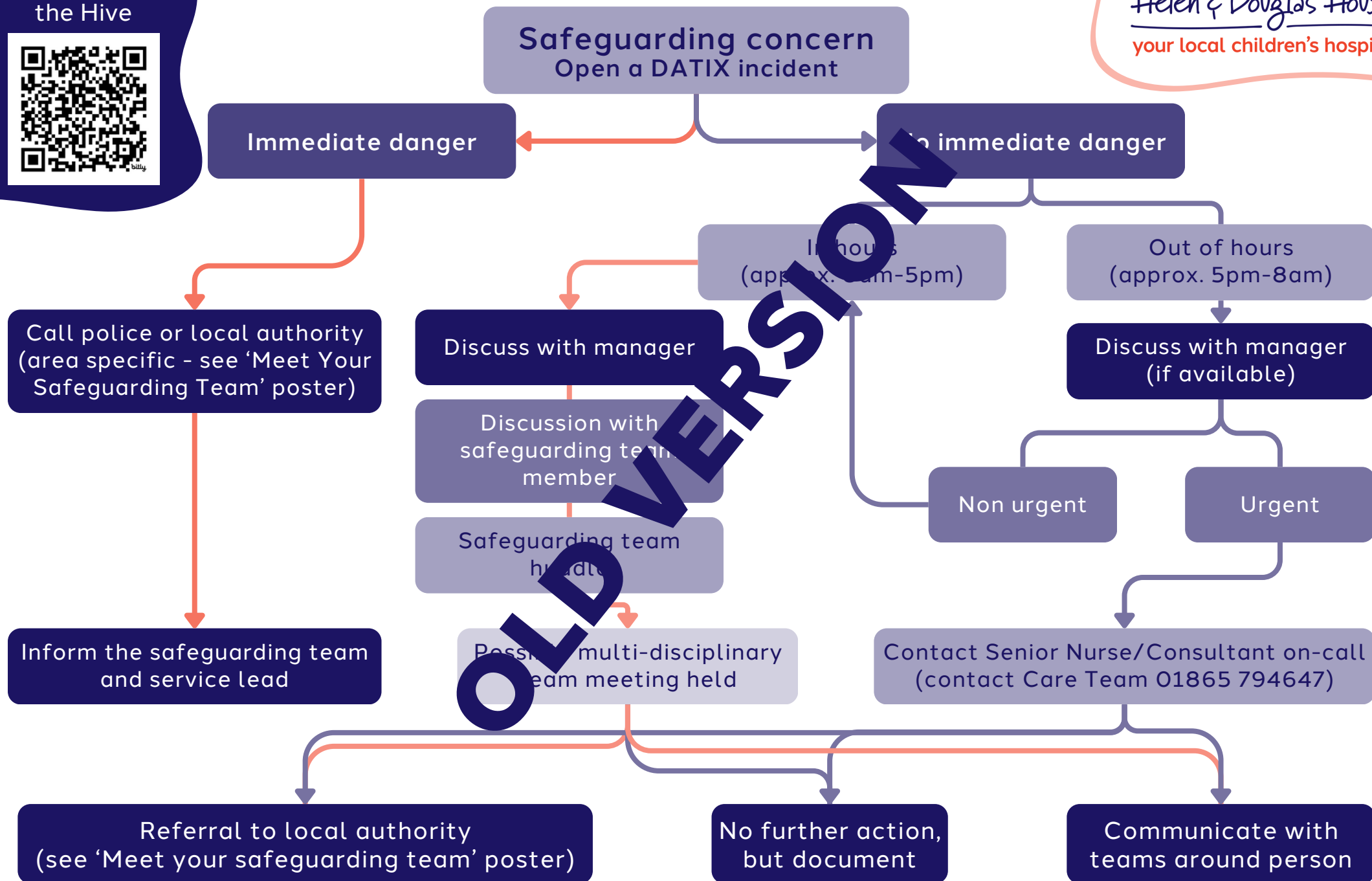


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Safeguarding Concern - Action Plan


Helen & Douglas House
your local children's hospice



Safeguarding

Meet your safeguarding team It's everyone's business



Helen & Douglas House
your local children's hospice

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Safeguarding

What to do when there is a safeguarding concern



Safeguarding concern
• Open a DATIX incident

Immediate danger

No immediate danger

Call police or local authority
(area specific - see 'Meet Your Safeguarding Team' poster)

Inform the safeguarding team and service lead

Referral to Local Authority
(see 'Meet your safeguarding team' poster)

Discuss with manager

Discuss with safeguarding team member

Safeguarding team huddle

Possible multi-disciplinary team meeting held

No further action, but document

Communicate with teams around person

In hours
(approx. 8am-5pm)

Out of hours
(approx. 5pm-8am)

Discuss with manager
(if available)

Non urgent

Urgent

Contact Senior Nurse/Consultant On-Call
(contact Care Team 01865 794647)

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