

# Keeping people safe

## What is safeguarding?

Safeguarding is defined as protecting an adult's right to live in safety, free from abuse and neglect. Choice Support works actively with the people we support and their families to find out what being safe means to them, and how that can best be achieved. We ensure all our staff have access to our Safeguarding Policy and Procedure and receive regular training and updates.

We promote the key principles from the Care Act 2014 in all our safeguarding work:

- **Empowerment** – supporting people to make their own decisions.
- **Prevention** – acting before harm occurs.
- **Proportionality** – using the least intrusive response to the risk presented.
- **Protection** – supporting and representing those at risk.
- **Partnership** – working with individuals, families, professionals, and communities.
- **Accountability** – being open and taking responsibility for our actions.

We investigate all allegations of abuse about adults at risk in our care. Investigations take account of issues of race, religion, culture, gender, disability, and sexual orientation.

## Involvement

At Choice Support we keep the person involved and at the centre of any safeguarding procedures, to make sure they have the best outcome. This is referred to as Making Safeguarding Personal (MSP).

'MSP means that any procedure should be person-led and outcome-focused. It engages the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing, and safety.' (*Care and Support Statutory Guidance – Care Act 2014*).

We are bound by a regulation called: '*The duty of candour*'. This means that we have a legal responsibility to be open and honest with the people who use our services, and (where appropriate) their families. We must inform people when things go wrong with their care and treatment and apologise when appropriate. Our duty also extends to other people acting lawfully on behalf of individuals we support when relevant (eg, deputies or appointees may need to be informed of financial abuse).

More information about this can be found here: <https://www.cqc.org.uk/guidance-providers/all-services/regulation-20-duty-candour>

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## Recognising abuse

**If you have any concerns about someone, you can contact us directly at:**

Choice Support  
Compass House, 84 Holland Road  
Maidstone  
Kent  
ME14 1UT

Telephone: 0300 303 3571  
Email: [feedback@choicesupport.org.uk](mailto:feedback@choicesupport.org.uk)  
Website: [www.choicesupport.org.uk](http://www.choicesupport.org.uk)

Or your local authority safeguarding team (see local contacts leaflet).

Or the regulatory body:

Care Quality Commission (CQC)  
National Customer Service Centre,  
Citygate, Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Telephone: 0300 061 6161  
Website: [www.cqc.org.uk](http://www.cqc.org.uk)

There are many different types and patterns of abuse and neglect, and different circumstances in which it may take place. The Care Act 2014 names ten types of abuse:

- physical abuse
- sexual abuse
- psychological abuse
- financial or material abuse
- discriminatory abuse
- organisational abuse
- neglect and acts of omission
- self-neglect
- domestic violence
- modern slavery.

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## Our objectives

Adult safeguarding aims to:

- Stop abuse or neglect wherever possible.
- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs.
- Safeguard adults in a way that supports them in making their own choices and to have control about how they want to live.
- Promote an approach that focuses on improving life for the adults we support.
- Raise public awareness so that communities, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect.
- Provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe, and how to raise a concern about the safety or wellbeing of an adult.
- Address what has caused the abuse or neglect.

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## Onward reporting

We work with local authorities and follow local procedures when investigating allegations of abuse. When identified we will report any concerns or incidents to the local authority's adult social care department and any registering or inspecting body eg, CQC.

Each local authority has a Safeguarding Adults Board (SAB). We will work with the local SABs when required. The SAB's main objective is to assure itself that local safeguarding arrangements protect adults in their area.

For more information about the Care Act, see: <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>