



Safeguarding Adults Policy

Professional CQC-compliant policy template for healthcare organisations

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LEGISLATIVE & REGULATORY COMPLIANCE

- ✓ Care Act 2014 and the Care and Support Statutory Guidance
- ✓ Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 - Reg 13
- ✓ Mental Capacity Act 2005 and Code of Practice
- ✓ Safeguarding Vulnerable Groups Act 2006
- ✓ Human Rights Act 1998
- ✓ Equality Act 2010
- ✓ Data Protection Act 2018 and UK GDPR
- ✓ Mental Capacity (Amendment) Act 2019 (LPS)
- ✓ Modern Slavery Act 2015
- ✓ CQC single assessment framework - Safe, Effective, Well-led

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Next Review Date	[Insert Date - 12 months from issue]
Policy Owner / Approver	[Registered Manager]
Designated Safeguarding Lead	[Insert Name and contact]
Organisation	[Organisation Name]

1. Policy statement and purpose

This organisation is committed to safeguarding the wellbeing, rights and dignity of every adult who uses our services. Safeguarding is everyone's responsibility.

All staff, volunteers, agency workers and contractors have a duty to act on any concern that an adult is being, or is at risk of being, abused or neglected. This policy sets out how we prevent harm, recognise concerns, and respond proportionately and lawfully, working in partnership with the local authority, the police and other agencies. It is written to meet Regulation 13 of the 2014 Regulations and the expectations of the CQC single assessment framework.

2. Scope

This policy applies to all staff, volunteers, students, agency and bank workers, contractors and anyone acting on behalf of the organisation, in every setting in which we deliver care - including remote and home-based contact. It applies to concerns about adults with care and support needs whether the alleged harm occurs within or outside the service.

3. Aims and the six safeguarding principles

We apply the six statutory principles from the Care Act 2014 and the Making Safeguarding Personal approach, keeping the adult at the centre of every decision:

- Empowerment - people are supported to make their own decisions with informed consent.
- Prevention - it is better to take action before harm occurs.

- Proportionality - the least intrusive response appropriate to the risk.
- Protection - support and representation for those in greatest need.
- Partnership - local solutions through services working together.
- Accountability - transparency in safeguarding practice.

4. Definitions

- Adult at risk - a person aged 18 or over with care and support needs who is experiencing, or at risk of, abuse or neglect and, because of those needs, is unable to protect themselves.
- Abuse - a violation of an individual's human and civil rights by another person or persons.
- Neglect - the failure to meet a person's basic physical, emotional or psychological needs, including acts of omission.
- Capacity - the ability to make a specific decision at the time it needs to be made (Mental Capacity Act 2005).

5. Categories of abuse we recognise

In line with the Care and Support Statutory Guidance, staff are trained to recognise the following categories, which are not exhaustive:

- Physical abuse
- Domestic abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational or institutional abuse
- Neglect and acts of omission
- Self-neglect

6. Recognising signs and indicators

Indicators may be physical (unexplained injuries, deterioration), behavioural (withdrawal, fear, changes in mood), financial (unexplained loss of money or possessions) or environmental (unsafe or unsanitary conditions). A single indicator is rarely proof; staff record what they observe factually and report concerns rather than waiting for certainty.

7. Roles and responsibilities

Role	Key safeguarding responsibilities
All staff and volunteers	Recognise and report concerns without delay; keep the adult safe; never investigate or confront an alleged perpetrator; record factually and maintain confidentiality.
Designated Safeguarding Lead (DSL)	Receive concerns; decide on and make safeguarding referrals; liaise with the local authority, police and other agencies; keep secure records; advise and support staff.
Registered Manager	Embed a positive safeguarding culture; ensure safe recruitment and role-appropriate training; oversee referrals and outcomes; submit statutory notifications to the CQC.
Nominated Individual / Provider	Hold strategic accountability; ensure resources and policy review; engage with the local Safeguarding Adults Board.

8. Responding to a concern - procedure

1. **Ensure immediate safety.** If anyone is in immediate danger or needs urgent medical help, call 999. Do not put yourself at risk.
2. **Preserve evidence.** Do not clean, tidy or move anything that may be evidence; in cases of alleged crime, avoid actions that could compromise an investigation.
3. **Listen and reassure.** If an adult discloses, listen without judgement, do not promise confidentiality, and explain what you must do next.

4. **Record factually.** Write down what you saw or were told as soon as possible, using the person's own words, with date, time and signature.
5. **Report to the DSL.** Report the concern to the Designated Safeguarding Lead the same day; out of hours, follow the escalation contacts in the appendix.
6. **Refer where threshold met.** The DSL refers to the local authority adult safeguarding team (and police if a crime is suspected) and submits the CQC statutory notification where required.

Note: Seek the adult's consent to share information wherever possible. Information can be shared without consent where there is a risk to the adult or others, a public-interest justification, or a legal duty - the reason is always recorded.

9. Mental capacity and consent

We presume capacity, support people to make their own decisions, and assess capacity for a specific decision where there is reasonable doubt. Where an adult lacks capacity, decisions are made in their best interests and the least restrictive option is chosen, in line with the Mental Capacity Act 2005 and, where relevant, Liberty Protection Safeguards.

10. Allegations against staff

Allegations or concerns about a member of staff, volunteer or contractor are reported to the Registered Manager and, where the criteria are met, to the Local Authority Designated Officer (LADO). The organisation also considers its duty to refer to the Disclosure and Barring Service.

11. Information sharing, confidentiality and records

Safeguarding information is held securely, shared on a need-to-know basis and processed lawfully under the Data Protection Act 2018 and UK GDPR. Records are factual, contemporaneous, retained in line with our retention schedule and available to support inspection and any enquiry.

12. Training

Group	Minimum level	Frequency
All staff and volunteers	Safeguarding adults awareness (Level 1-2)	On induction, then every 3 years
Staff in regular contact / decision-making	Level 3	Every 3 years with annual updates
Designated Safeguarding Lead	Level 4-5 / named-professional training	In line with intercollegiate guidance

13. Monitoring and review

Safeguarding activity, concerns and outcomes are reviewed by leadership to identify themes and learning. This policy is reviewed at least annually and sooner when legislation, statutory guidance or local arrangements change, or following a safeguarding incident. The review and any changes are recorded in the document-control table.

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