

Safeguarding information For Parents and Carers



Dear Parents,

You can find all of our safeguarding documentation online, but I thought you may find this leaflet specifically for parents useful, to help you understand what we do, day-to-day.

Simon Yates
Safeguarding lead for CHF.

Safeguarding at CHF: information for parents and carers

Our Code of Conduct states that:

- The welfare of our children and young people (CYP) is paramount in everything we do.
- We must understand our responsibilities, to safeguard and promote the wellbeing of CYP, and always do what is right to protect them.

We are also bound to follow government and local laws and procedures, relating to schools, children's homes and adult care. This leaflet is intended to give parents and carers an overview of how we safeguard our CYP, what our responsibilities are, and also to let you know what might expect to happen if we had a concern about your child.

Our CYP have complex needs, increasing their vulnerability, and safeguarding (including child protection) is always at the top of our agenda. We work very closely with our partners at Chailey Clinical and in the local authorities.

Designated safeguarding leads (DSLs)

Organisations like ours are required to have DSLs, and at CHF we have 11 DSLs, as well as a safeguarding governor. These are all highly trained and have high level accreditation in safeguarding policy and practice, regularly updated. We make sure our expertise covers safeguarding for children and for adults and specifically around disability. The DSLs are responsible for ensuring that CHF as a whole is excellent at safeguarding, and up to date with requirements.

Our DSLs also take the lead on casework whenever a concern is raised, and take action as necessary, following Pan-Sussex procedures. Casework includes listening to concerns; communicating with parents; reporting to external agencies when necessary; and attending any safeguarding meetings which need to be held. All casework is very carefully recorded on a secure system.

You can find the poster with the DSLs' details, including how to contact them, on our website at www.chf.org.uk/safeguarding

Training

We ensure that all staff and volunteers have up to date training, knowledge and skills so that we can safeguard and promote the wellbeing of all who are in our care. We have a comprehensive suite of intensive safeguarding training, which everyone has to attend regularly. Some of the training is specific to certain roles, some of it is mandatory for everyone. It is updated annually and of course is very focused on disability. Some examples of our specially created training are:

- Child protection and safeguarding vulnerable adults: Rights and Responsibilities (being aware that 'it could happen here' and what we have to do if we have any concerns)
- Good Practice is Safe Practice (around intimate care and handling of disabled CYP)
- Mental capacity and deprivation of liberties (ensuring that the CYPs' rights are respected and their opinions taken into account)
- Safer recruitment (making sure we use the best methods to ensure that we don't employ anyone who might pose a risk to our CYP)
- Online safety (protecting the CYP from any online dangers)

There are many more.

Policies and safeguarding information

We have many policies and procedures which all staff and volunteers have to be familiar with. As part of induction and training, we make sure that everyone is up to date, we even use quizzes to test this out. Some important documents (which you can find on the website) are:

- CHF Safeguarding policy
 - ◊ Part 1: Child Protection
 - ◊ Part 2: Safeguarding Vulnerable Adults
- CHF Code of Conduct which includes:
 - ◊ Respect for the children and young people (CYP)
 - ◊ Respect for their families
 - ◊ Respect for everyone (equality and diversity)
- The Chailey Charter (the culture, values and ethos of CHF, and the rights of the CYP to: be safe; be listened to; be respected as an individual; feel good about themselves; be as fit and healthy as possible; be encouraged to develop)

Staff and volunteer responsibilities

- We must attend all required training and maintain annual updates.
- We must know and understand the policies, procedures and guidelines and ensure that we work within them.
- We all need to know that abuse could happen here, to our children and young people(CYP) and we need to know everyone is responsible for safeguarding and not to ignore our concerns. We need to know who to pass our concerns to, within CHF, but also that we can contact East Sussex safeguarding teams directly if we need to.
- We all need to understand what restraint is, including what counts as restraint for people with disabilities, for example turning off a powered wheelchair. We need to understand that restraint is only ever used as a last resort and using the least restrictive action for the minimum amount of time possible. We must be trained in 'positive behaviour support' for any CYP who requires this.

Referrals

Parents need to know that we have a duty of care to follow up any concerns we have about your child. We follow the procedures that are laid down and in certain instances this might mean that we contact external agencies – a 'referral'. This can cause anxiety and upset, and often, concerns will be unfounded. However, in the best interest of the CYP, we do sometimes have a duty of care to do this.

- Referral – **children** (under 18):
 - ◊ Single Point of Advice: we refer to the SPoA if we have concerns which a DSL thinks may lead to a child being harmed or put in danger. The SPoA gives us advice and if required forwards the case to children's social care. We will inform parents before making a referral to SPoA, unless this is likely to increase the likelihood of harm to the child. We would have to explain and justify to the SPoA why we have not informed parents.
- What happens after a referral to SPoA
 - ◊ SPoA may state that the concern does not 'meet the threshold' and no further action need be taken by the SPoA. They may give us advice as to how we follow up at CHF. For example, they might advise us to have discussions with parents.
 - ◊ If the concern does meet the threshold, and there is concern that harm may come to the child, two things may happen:
 - » The SPoA will refer directly to the safeguarding section of the children's social care team, or
 - » The SPoA may ask CHF to refer directly to the child's named social worker or duty desk – usually the children's disability team.
 - ◊ Following such a referral, parents will receive a phone call or visit from a social worker. This will determine what course of action is taken, ranging from no action, a 'team around the family meeting', or if intentional abuse is suspected, a full investigation.
 - ◊ On request, a member of the safeguarding team at CHF will be available to support families and explain the process during an investigation.

- Local area designated officer
 - ◇ every area must have a LADO. We will report to the East Sussex LADO any concerns about a member of staff who we believe may have harmed a child, or whose behaviour with children gives us any concern.
 - ◇ This would not be used if we had concerns about a family member's behaviour.
- Referrals - Adults (18 or over):
 - ◇ We will report any safeguarding concerns to the relevant services' within the local authority.
 - ◇ When raising a concern, the following information is recorded;
 - » Concerns being raised
 - » Actions taken
 - » Other agencies alerted i.e. Care Quality Commission (CQC)
 - ◇ Where appropriate, the local authority will try to talk to the adult at risk as soon as possible about what they want to happen and what support they may want to help them keep safe.
 - ◇ Once the concern has been submitted, the local authority will decide if the concerns raised meets their threshold.
 - ◇ A decision will be made to establish whether an internal (Chailey Heritage Foundation) or external (Local Authority) investigation is required.
 - ◇ Where appropriate and subject to mental capacity, the next of kin or representative of the adult will be alerted. If the adult has mental capacity and does not want anyone else alerted, this must be respected.

Responsibilities of parents & carers

To help us keep your child safe, we rely on parents communicating with us any concerns you have, including informing us of any bruises, injuries or markings and the cause if it is known. As we always have to investigate these, it is very helpful to have explanation directly from you. If the cause is unknown, we will work together to find out what it is, if possible. However, if there is concern that the cause is suspicious, we will need to contact the relevant agencies, as above (referrals). This would be similar if there were concerns over neglect or emotional abuse.

It is extremely helpful if parents manage to attend meetings and reviews about their children, face to face or via a video link. If you have concerns about the treatment of your child during their time at CHF, we would also expect you to let us know as soon as possible.

Conclusion

We have an excellent and highly regarded culture of safeguarding at Chailey Heritage, and have been national leaders in the development of safeguarding for children and young people with disabilities. We very much hope that you feel that your child is safe with us, but we would urge you talk to any of the safeguarding team if you have any concerns about your child, or **any** child or young person in our care. We would also welcome any discussions about any of our systems and processes.



Chailey Heritage Foundation
 Haywards Heath Road
 North Chailey, Lewes
 East Sussex BN8 4EF

t: 01825 724 444 | 139
 e: office@chf.org.uk
 fb: /ChaileyHeritageFoundation
www.chf.org.uk



Registered Charity 1075837 and Company limited by Guarantee 3769775 (England).