**Safeguarding**

### People need to feel safe and safeguarding people is central to good quality care. It’s important that regulated providers understand what feeling safe means to the people you support.

### The CQC will want to know there is Safeguarding expertise in your organisation, which might mean higher levels of training for your managers or champions, as well as looking at how you connect with local experts, such as Safeguarding Teams. Your safeguarding policies and procedures will need to reflect the latest legislation and guidance. Make sure they are regularly reviewed and effectively communicated.

### Recommendations checklist

These recommendations act as a checklist to help you consider what you could potentially evidence, but it’s not intended as a definitive list. We hope they help you reflect on what evidence you might wish to share with the CQC.

|  | Yes | No | N/A | How we evidence | Action |
| --- | --- | --- | --- | --- | --- |
| We can evidence how we support people to feel safe. |  |  |  |  |  |
| We involve people who need care and support in discussions about their safety. We understand what makes people feel safe and document this in care plans. |  |  |  |  |  |
| We use ongoing assessment to monitor how a person who needs care and support might be at risk of harm and how this could be avoided or minimised. |  |  |  |  |  |
| We ensure staff are trained to proactively recognise and report bullying, harassment, abuse and challenge discrimination. Our managers regularly check staff understanding. |  |  |  |  |  |
| We use non-discriminatory practice at all times in the protection of individual's age, colour, culture, disability, ethnicity, gender, medical condition, nationality, appearance, race, religion, sexual identity, sexual orientation, or social class. |  |  |  |  |  |
| We ensure our day-to-day practice complies with the Mental Capacity Act and Liberty Protection Safeguards. |  |  |  |  |  |
| Our managers and staff teams are empowered and supported to whistle blow, knowing their concerns will be thoroughly investigated. |  |  |  |  |  |
| We ensure safeguarding notifications are sent to CQC as required. |  |  |  |  |  |
| We ensure our safeguarding policies and procedures are aligned to the latest good or best practice, including local requirements. |  |  |  |  |  |
| We ensure our frontline managers and team members as appropriate are in regular contact with their local safeguarding team. |  |  |  |  |  |
| We do not hesitate to seek advice to discuss safeguarding thresholds with external agencies. |  |  |  |  |  |
| We ensure all safeguarding incidents are thoroughly investigated in an open and transparent way. |  |  |  |  |  |
| We clearly document evidence of safeguarding incidents, including how they were dealt with, which agencies were involved (where relevant), what follow up action was undertaken, and how learning was shared. |  |  |  |  |  |
| Our organisation regularly reviews safeguarding incidents to identify trends. |  |  |  |  |  |
| We ensure staff and people who need care and support know how to ‘blow the whistle’ on poor practice (both internally and to external agencies) without recrimination. |  |  |  |  |  |
| Our staff are confident that any concerns they raise would be listened to, taken seriously and be responded to with the appropriate actions. |  |  |  |  |  |
| We have a safeguarding champion (or champions), whose role is to be a specialist in this area, researching best practice and providing staff with advice and support. |  |  |  |  |  |
| We regularly include safeguarding discussions in staff supervisions and team meetings. |  |  |  |  |  |

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| Resources to help **GO Online: Inspection toolkit**  Learn more about how this is inspected via a short film, practical examples and resources [here](https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/inspection-toolkit/Topic-focus.aspx?services=&kloe=safe-3&topic=safeguarding-2).  **Recommendations checklists**  Access the full range of all Recommendations Checklists, exclusively available to Skills for Care Registered Manager Members [here](https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Support-for-registered-managers/GO-guide-SAF.aspx).  **Good and Outstanding care support**  Skills for Care’s Good and Outstanding care resources include practical e-learning modules, guidance and seminars to support you to meet CQC expectations. Learn more about what is available [here](https://www.skillsforcare.org.uk/go). |