



New Horizons Care Safeguarding Guide (Easy Read)



How We Safeguard Our Clients



Safeguarding Guide



What is Safeguarding?

Safeguarding is a law that keeps vulnerable adults safe from abuse.



Who is a vulnerable adult?

Some people with disabilities are vulnerable and need extra help and support. This could be people with learning disabilities or people with other disabilities. Some older people are vulnerable too.



What is abuse?

There are lots of different types of abuse. This could be someone hitting you or touching you in a way that makes you feel uncomfortable.

It could also be someone shouting at you or taking your money or things when you don't want them to.





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Types of abuse



Financial Abuse - This could be when someone borrows money or clothes from you and you never get these things back.



Sexual Abuse - When someone makes you touch them in a way that makes you feel uncomfortable; or touches you in a way that makes you feel uncomfortable.



Physical Abuse - When someone hurts you. This could be hitting, kicking or burning you, or spitting at you.

Emotional Abuse - This can be when someone teases you or says bad things to you, threatens you or hurts your feelings.



Neglect - When people who are meant to support or care for you don't do this. This could be if you aren't taken to the doctors when you need to go; or your carers don't keep you safe and warm.

Discrimination - When other people treat you badly because you have a disability, or because of the colour of your skin, your age, your sex or your sexuality.





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How New Horizons Care safeguards vulnerable adults

We work with you to make sure that there is the right number of trained and experienced staff on shift at all times.



You will have a *Case Manager* whose job it is to make sure you are being cared for.

We will tell you who your *Case Manager* is.

Training given to staff is *Person-Centred* and is about supporting people with their health and wellbeing.

All staff are given *Safeguarding* training.





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How we make sure care and support is given in a safe way

Our clients are always at the centre of their own care.



At every stage our client is talked to about their support to make sure that they have a voice and their feelings and wishes are acted on. Clients will have good contact with their Case Manager.



We will also talk to their family members and carers if our client wants us to.

We check to make sure all staff are safe to work with our clients.



When new members of staff join our team we make sure that they are given the right training and support.

This is so that staff understand how to support our clients in the best and safest way.





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How we make sure staff can understand a safeguarding matter



All staff are given safeguarding training before they can start working with clients.

This is done to make sure they fully understand what safeguarding is and what to do if there is a safeguarding worry.



Staff are supported to talk about safeguarding at team meetings and at their one to one meetings with their Case Manager.

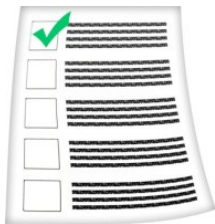


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What we do if you have a safeguarding worry or problem

Your Case Manager will go to your home to talk to you about this.



The Case Manager will make an action plan. We will make sure the action plan is kept up to date; and a full investigation will take place.

Everyone who needs to know will be told the outcome of the investigation and people's feedback will be written down and shared with the Safeguarding Team.



All our staff know that any safeguarding issue or worry must be reported to the Case Manager or person in charge.

If there is a safeguarding worry about your Case Manager, the Registered Manager will need to be told. We will tell you who the Registered Manager is.

We work with you to make sure we get it right.





Useful Contacts



Care Quality Commission
CQC Concerns and Complaints
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161
Email: enquiries@cqc.org.uk



Advocacy Services
Total Voice Northamptonshire
Voiceability
Doddridge Centre
109 St James Road
NN5 5LD
Tel: 02033 558846



Nene Clinical Commissioning Group

**NHS Nene Clinical Commissioning Group
(Continuing Healthcare)**
Francis Crick House
Summerhouse Road
Moulton Park
Northampton
NN3 6BF
Tel: 01604 651100





New
Horizons
Care



Contact Details

For more information about New Horizons Care and the support available, please contact us. We are open between 9am and 5pm, Monday to Friday.



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For information in other formats, please contact us.