
Safeguarding (Overarching) for a Domiciliary Care Service (England) Policy

Section 1: Introduction and Background

Policy Aims

This policy shows how Crossroads Barnsley Ltd protects people receiving our care from all forms of abuse and harm in line with our legal requirements and best safeguarding practice guidance. We are committed to and share the vision of our local adult safeguarding board's policies and procedures, the purpose of which is to empower and protect adults who are at risk of abuse and neglect.

The central purpose of this overarching safeguarding policy is to set out:

1. principles and values underlying our approach to the safeguarding of the people who use Crossroads Barnsley Ltd the ways in which we do this
2. the steps we take to prevent people from being abused and harmed
3. how we respond to people who are experiencing abuse and harm or appear to be at risk from being abused and harmed and
4. how we learn to prevent any reoccurrence of abuse from people's experiences of abuse.

We provide information in forms that they can understand to everyone using Crossroads Barnsley Ltd about how we protect them from abuse and harm and how we will act in the event of their experiencing abuse as a result of our care and support. We want people to know how they should raise any safeguarding concerns to us, to the local safeguarding board and other external bodies with safeguarding responsibilities such as the Care Quality Commission (CQC).

All our staff receive comprehensive training in the policy and its implementation in line with our local safeguarding authority policies and procedures. We keep staff well informed on our Speaking Up/Whistleblowing Policy and their rights and responsibilities to voice their concerns about the safety and wellbeing of the people using Crossroads Barnsley Ltd which they can make:

5. initially to us as their employer
6. if we do not give a satisfactory response they can escalate them directly to the local safeguarding authority and/or they might also report their concerns to the police if they consider an offence has been committed.

We recognise the safeguarding duties of the local authority under the Care Act 2014, which apply to any adult who:

7. has needs for care and support (whether or not the local authority is meeting any of those needs). This means that our safeguarding policies apply to our privately funded users of our service just as much as to local authority commissioned services
8. is experiencing, or is at risk of, abuse or neglect. This means that we should always act and report all cases of abuse and neglect which we encounter in the course of our work, not only cases where Crossroads Barnsley Ltd might be responsible for causing the abuse or neglect

9. as a result of those needs, is unable to protect themselves against the abuse or neglect or the risk of it. This means that we must always be aware of the risks of people experiencing abuse and harm and should be continuously assessing them.

As a registered domiciliary care service, we accept that we have a statutory duty under the Care Act 2014 to safeguard everyone to whom we agree to provide personal care as defined by the Health and Social Care Act 2008:

(a) physical assistance given to a person in connection with--

(i) eating or drinking (including the maintenance of established parenteral nutrition),

(ii) toileting (including in relation to the process of menstruation),

(iii) washing or bathing, (iv) dressing,

(v) oral care, or

(vi) the care of skin, hair and nails

or

(b) the prompting, together with supervision, of a person, in relation to the performance of any of

the (above) activities where that person is unable to make a decision for themselves without such prompting and supervision.

We also recognise that our safeguarding responsibilities apply to everyone who uses Crossroads Barnsley Ltd as regulated or unregulated activity. When carrying out any or all of our activities we recognise that we might intentionally or unintentionally cause harm to people we are supporting. People to whom we provide care and support and who are most at risk of abuse and harm could include:

10. people with a physical disability condition which impairs their self-caring abilities

11. people who are experiencing short- or long-term illness

12. people with mental health needs

13. people with sensory needs

14. people with cognitive needs, eg acquired brain injury or dementia

15. people with a learning disability and autistic people.

We recognise that our safeguarding practices must be in line with the Human Rights Act 1998, which means protecting an adult's right to live in safety, free from abuse and neglect, while at the same time promoting their wellbeing and always having regard to their views, wishes, feelings and beliefs in deciding on any actions we should take to keep them safe.

We further understand that we must follow the Mental Capacity Act 2005 Code of Practice to fully safeguard any adult receiving our care who might have difficulty in taking the decisions required about the care and support we provide because of their lack of mental capacity.

CQC Safeguarding Policy Specification

Crossroads Barnsley Ltd includes in this overarching policy all the requirements which the CQC makes to assess registration applications (with effect from July 2025), as follows.

- a. To show how people using our service can raise concerns about abuse (as described throughout this policy).

- b. To comply with Regulation 13: Safeguarding Service Users from Abuse and Improper Treatment (see under Key Legislation).
- c. To show how we understand abuse by:
 - 1. providing information about the different types of abuse and what constitutes abuse
 - 2. describing the process for reporting and raising safeguarding concerns
 - 3. describing our approach to restraint and how we recognise it (see separate policy on restraint).
- d. To show how we prevent abuse by:
 - 1. describing what we do to keep people safe from being abused and harmed (see Keeping People Safe — Preventing Abuse and Harm).
- e. To describe how we report abuse by:
 - 1. designating a safeguarding lead with their contact details, including emergency and out-of-hours contacts (see Role of the Safeguarding Manager/Lead)
 - 2. describing a clear process or flow chart to quickly find the correct reporting procedure and appropriate contact details aligned to all levels of Crossroads Barnsley Ltd organisation (see our reporting frameworks and protocols).
 - 3. providing a reporting process with relevant contact details for raising (or responding to) allegations of abuse against the management in Crossroads Barnsley Ltd, with details of how any investigation will be impartial and include any other parties we involve when reporting an allegation of abuse (see How We Deal with Allegations of Abuse Against Managers and Leaders)
 - 4. describing what will happen once a concern has been reported (see Section 4)
 - 5. describing how we obtain the consent of people using Crossroads Barnsley Ltd to progress a safeguarding allegation about them and to involve them in any ensuing process (see Section 3)
 - 6. describing our process for identifying a Deprivation of Liberty application including details of the authorisation process.
- f. To show how we will contact the local safeguarding team as required, namely the local authority or authorities that serves or serve the same geographic area in which we provide the service in which the person is resident (see local authority contact details sections to be completed locally). (See Section 3.)

This is Crossroads Barnsley Ltd's overarching safeguarding policy. We expect all of our staff to be thoroughly familiar with it and to know how to apply it at any point in the course of their work.

Also, because we recognise that safeguarding covers a wide range of circumstances under which people can be put at risk and harmed, we have a range of separate policies and procedures that cover different types of harm. (See list under Related Policies.)

We recognise that safeguarding is everyone's responsibility so by implication it applies wherever anyone during their work becomes aware of any vulnerable person in any circumstances who appears to be at risk of harm or being harmed.

Section 2: Our Safeguarding Framework

Crossroads Barnsley Ltd works on the principle that it is the right of vulnerable people receiving care to be kept safe from all forms of harm. Being and feeling safe will contribute a great deal to their wellbeing and quality of life. We therefore recognise that we must protect people receiving our care; identifying and dealing

appropriately with specific instances of abuse and harm if they occur by following the required procedures and best-practice guidance.

Crossroads Barnsley Ltd always aims for the very best quality of care and will not be satisfied with anything that falls short of this. It takes every possible action to prevent abuse and associated risks and to deal with safeguarding concerns promptly and as effectively as possible when they arise.

Crossroads Barnsley Ltd seeks to work in line with local safeguarding adults' authority policies and procedures and CQC requirements. We refer to national guidance and will comply with all current safeguarding legislation and regulations.

People Who Might Lack Mental Capacity

Crossroads Barnsley Ltd recognises that any of the people receiving care who lack mental capacity are particularly exposed to abuse and exploitation. We are accordingly mindful of the need to follow the principles and best-practice guidance that has accompanied the Mental Capacity Act 2005 and Making Safeguarding Personal Principles (see below).

These apply particularly to investigations of possible abuse and harm in which it is important to seek means of ascertaining the experiences and views of any evident victim or indeed alleged perpetrator who might lack capacity, eg through the services of independent advocates.

Crossroads Barnsley Ltd recognises that anyone who might need the help of an independent advocate when engaged in safeguarding enquiries and plans is entitled to one (as legislated for by the Care Act 2014). It will always support a person to have advocacy help where required in line with its (separate) advocacy policy.

Crossroads Barnsley Ltd has a separate policy on mental capacity act procedures which we refer to decide the most appropriate course of action in response to reports or allegations of abuse, particularly in relation to:

- 16. protecting people's rights
- 17. obtaining their consent to report the abuse
- 18. make further enquiries
- 19. progressing the enquiries on behalf of the local safeguarding authority.

The principles which underpin our approach to safeguarding are as described in the *Care Act 2014 Statutory Guidance* (as updated July 2025), as follows.

- 20. Empowerment — supporting people to make decisions and have a say in their care.

I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.

- 21. Prevention — it is better to take action before harm occurs.

I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.

- 22. Proportionality — safeguarding must be built on proportionality and a consideration of people's human rights.

I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.

- 23. Protection — support and representation for those in greatest need.

I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.

24. Partnership — local solutions through services working with their communities.

I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.

25. Accountability — safeguarding practice and arrangements should be accountable and transparent.

I understand the role of everyone involved in my life and so do they.

Making Safeguarding Personal

Our safeguarding approach is also in line with the Making Safeguarding Personal agenda. which aims for:

- 26. a person-centred approach so that safeguarding is done with, not to, people making best use of professional skills
- 27. all safeguarding partners taking a broad community approach to establishing safeguarding arrangements
- 28. practice that achieves meaningful improvement to people's circumstances rather than just on "investigation" and "conclusion"
- 29. an approach that recognises people have different preferences, histories, circumstances and lifestyles, so it is unhelpful to prescribe a process that must be followed whenever a concern is raised
- 30. an approach that enables practitioners, families, teams and SABs to know what difference has been made.

Key Legislation

This policy shows how Crossroads Barnsley Ltd protects people receiving care from abuse or harm in line with its legal requirements and best safeguarding practice guidance.

The Care Act 2014

- 31. Local authorities have statutory duties for safeguarding which apply to Crossroads Barnsley Ltd. Our policies reflect the Care Act 2014 statutory guidance (Chapter 14: Safeguarding, updated July 2025), which describes particularly in sections 42–44, the duties and responsibilities of local authorities and its partner organisations to protect adults with care and support needs from abuse, neglect and other sources of harm, and to make enquiries if they suspect or have evidence of people being abused.

Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

- 32. Regulation 13: Safeguarding Service Users from Abuse and Improper Treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, with which we are required to comply as a service registered by the CQC to carry out the regulated activity of personal care.

The regulation requires us to:

- 33. protect people who use Crossroads Barnsley Ltd from abuse and improper treatment
- 34. have effective systems and processes to prevent abuse of the people using our service
- 35. have effective systems and processes to investigate, immediately upon becoming aware of, any allegation or evidence of such abuse
- 36. never provide care and support that is:
 - a. discriminatory in any way (in line with Equality Act 2010 requirements)

- b. degrading, particularly in respect of personal care tasks and staff conduct
- c. inappropriately and unlawfully restrictive
- d. depriving of a person's liberty without lawful authorisation.

37. obtain a person's consent for all care and support provided and to follow all Mental Capacity Act 2005 best interests processes and procedures to safeguard the rights of people without capacity.

The CQC's quality statement on safeguarding, which it will be using as a benchmark in its assessment of service provision, ie:

"We work with people to understand what being safe means to them as well as with our partners on the best way to achieve this. We concentrate on improving people's lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect. We make sure we share concerns quickly and appropriately."

Mental Capacity Act 2005

38. The relevant sections of the Mental Capacity Act 2005 as set out in its Code of Practice, which provides the basis for Crossroads Barnsley Ltd's responsibilities to safeguard anyone receiving its service, who currently might be subject to Court of Protection judgment that could restrict or deprive them of their liberty.

Equality Act 2010

39. The Equality Act 2010, which legally protects people by way of age, disability, gender, assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation from discrimination in the workplace and in wider society. Working to the Equality Act will help to enable an adult at risk to understand and take part in the safeguarding process.

We have also studied and follows all our local safeguarding authority recommendations and guidance, as found on its website *[insert details]* together with relevant documentation for raising alerts to the safeguarding team and staff training.

Our Understanding of Abuse and Harm

We work to definitions of abuse described in the *Care Act 2014 Statutory Guidance* (2025) and which the local authority safeguarding authority will also use.

Type of abuse	Signs
Physical	Assault, hitting, slapping, pushing, misuse of medication, restraint, inappropriate physical sanctions.
Domestic violence	Psychological, physical, sexual, financial, emotional, "honour" based violence.
Sexual	Rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure, sexual assault, sexual acts to which the adult has not consented or was pressured into consenting.
Psychological	Emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation, unreasonable and unjustified withdrawal of services or supportive networks.
Financial material	or Theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, the misuse or misappropriation of property, possessions or benefits.

Modern slavery	Enslavement, human trafficking, forced labour and domestic servitude. traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
Discriminatory	Harassment, slurs or similar treatment: because of race, gender and gender identity, age, disability, sexual orientation, religion.
Organisational	Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one-off incidents to ongoing ill treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
Neglect and acts of omission	Ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
Self-neglect	A wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. Self-neglect might not prompt a section 42 enquiry. An assessment should be made on a case-by-case basis. A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support.

Additional Forms of abuse

Antisocial behaviour, bullying and harassment

As a domiciliary care service, we consider under the above definitions various forms of antisocial behaviour that intentionally or unintentionally can result in people experiencing abuse. These include general rowdiness, creating lots of noise, keeping people awake, interfering and invasions of people's privacy. The care service might come across incidents of drug selling and cuckooing. Crossroads Barnsley Ltd might need to act in response to different forms of antisocial behaviour with the responsible authorities.

Domestic abuse

We recognise that we might operate in contexts in which domestic abuse, violence and forced marriage occurs or could occur, and where vulnerable people are victims of modern day slavery and human trafficking. In these circumstances, we are mindful that we could encounter one or more of the above forms of abuse and that if we do so, we must act appropriately to protect any victims of these forms of abuse or potential victims.

Radicalisation

It is also possible that in the course of our service delivery, we might find that we are working with people who are being subject to radicalisation processes that are resulting in them being harmed or being at risk of being harmed, and in consequence at risk of causing harm to others. In these circumstances we would act in line with our duty of care and anti-radicalisation policies to alert the safeguarding authority.

Financial abuse

We are particularly aware of the risks of financial abuse in the work of Crossroads Barnsley Ltd. This might be carried out by staff but just as likely by family members and social acquaintances. We understand that financial abuse is the main form of abuse investigated by the Office of the Public Guardian both amongst adults and children at risk. Financial abuse can occur in isolation or with other forms of abuse.

Indicators of financial abuse to which care staff should be alert include:

40. change in living conditions

41. lack of heating, clothing or food
42. inability to pay bills/unexplained shortage of money
43. unexplained withdrawals from an account
44. unexplained loss/misplacement of financial documents
45. the recent addition of authorised signers on a client or donor's signature card
46. sudden or unexpected changes in a will or other financial documents.

Patterns of abuse

We recognise too that patterns of abuse vary and include:

47. serial abuse, in which the perpetrator seeks out and "grooms" individuals. Sexual abuse sometimes falls into this pattern as do some forms of financial abuse
48. long-term abuse, in the context of an ongoing family relationship such as domestic violence between spouses or generations or persistent psychological abuse
49. opportunistic abuse, such as theft occurring because money or jewellery has been left lying around.

We must always protect people using Crossroads Barnsley Ltd from all such forms of abuse and identify and deal with specific instances of abuse and harm if they occur.

Section 3: Our Safeguarding Approach

Our Safeguarding Responsibilities

In line with best practice, our care service has a safeguarding lead or "champion" who provides a one-stop point of contact for addressing initially all safeguarding concerns in Crossroads Barnsley Ltd, and in corresponding and communicating with external agencies, particularly the local authority adult safeguarding team.

Anyone who has or wishes to raise a safeguarding concern can go to our safeguarding lead in the first instance, who will advise the person on the procedures to be followed and act directly if the situation requires it. Alternatively, if a person reports abuse to say their care worker, the latter will immediately inform the safeguarding lead who will co-ordinate the process including immediate referral to the local authority safeguarding team.

The person(s) responsible for leading and championing safeguarding is/are as follows.

Insert below Key responsibilities

Name: Joseph David	For example, registered manager and safeguarding lead (which include co-ordinating all safeguarding issues and organising safeguarding training). Contact details and emergency contact details should include names of people to be contacted other than the safeguarding lead if not available.
Position: (CEO)	

Contact details:
01226 731094

Emergency
contact details

Crossroads Barnsley Ltd recognises that safeguarding involves a range of responses to different forms of abuse and harm and the different contexts in which abuse occurs.

Our Relationship with Local Authority Safeguarding

The local multi-agency Adults Safeguarding Board/Hub to which Crossroads Barnsley Ltd relates as a partner organisation is: *[Add details including:]*

Title: _____

Address: _____

Telephone numbers (including emergency contact details and numbers: _____

Email: _____

Website: _____

Local safeguarding adults service manager (if known): _____

Key liaison staff (if known): _____

Alerts and Referrals [adapt to local procedures]

We understand that in the event of making a referral, we should use the online referral form or a manual form that can be downloaded from the website and sent to its referral centre.

We make available to the people who use our service the local safeguarding board's information leaflets and means by which they can obtain full information from their website.

For advice or to raise a concern directly we should contact *[Local safeguarding website]*.

In an emergency we should dial 999 and ask for the appropriate emergency service/local authority contact numbers.

Other Contacts and Sources of Assistance

In addition to notifying the safeguarding authority, Crossroads Barnsley Ltd, its staff and people using the service can make contact with any of the following, all of which form part of our safeguarding network. *[Add local organisations and contact information suitable for your service.]*

Name of service

Details

The police (including adult protection team details)

Ambulance and paramedical services

Local accident and emergency service

Advocacy and victim support services which might be needed

Other local/national organisations that could be of help, eg Hourglass (as advised by the local safeguarding authority)

The CQC

<https://www.cqc.org.uk/give-feedback-on-care> (online form)

Telephone: 03000 616161

Roles and Accountability for Safeguarding People

As a domiciliary care service, we expect our staff to:

50. provide people with the best possible care in line with their needs

51. never abuse or harm people receiving care
52. report anything they witness which might be abusive and harmful to Crossroads Barnsley Ltd's safeguarding lead or to the local safeguarding adults service
53. support people to recover from any abuse which they experience
54. co-operate in every possible way in any subsequent enquiries into alleged abuse
55. record accurately their evidence, suspicions and observation
56. participate in safeguarding training.

Role of the Safeguarding Manager/Lead

Crossroads Barnsley Ltd requires its safeguarding lead to take responsibility for:

57. developing the safeguarding systems and structures, including recording, within which it is possible to deliver the best possible care
58. encouraging an open culture and ethos that prevents abuse and harm
59. producing and regularly revising our safeguarding policies, procedures and protocols to prevent and deal with abuse and harm
60. operating personnel policies which identify, appropriately deal with and, if necessary, exclude from practice potential or actual abusers and those who cause harm to people receiving care
61. organising comprehensive safeguarding training for staff
62. investigating evidence of abuse and harm speedily and sympathetically
63. keeping accurate records of all safeguarding reports and practices which help to develop an audit trail of all actions taken in response to safeguarding incidents
64. implementing improvements to procedures if an investigation into a person being abused and harmed reveals shortfalls in our care practices and organisation
65. collaborating with all other relevant agencies in improving local safeguarding policies and practice
66. liaising with the relevant safeguarding teams and following their guidance and instructions where applicable, including the issues arising from multi-agency involvement
67. notifying the CQC of all instances of abuse, alleged or suspected abuse, using its online reporting procedures.

Keeping People Safe – Preventing Abuse and Harm

Crossroads Barnsley Ltd is committed to taking all possible steps to prevent abuse or harm of people receiving care from occurring, including:

68. setting out and making widely known the procedures for responding to suspicions or evidence of abuse and harm, in line with our local safeguarding adults authority policies and procedures. We would also refer people to the authority's safeguarding website for information
69. operating personnel policies which ensure that all potential staff in regulated activity are rigorously checked, by the taking up of references and clearance through DBS criminal records and barred list checks, with equivalent checks for staff employed from overseas
70. incorporating relevant safeguarding content into staff training at all levels

71. continually assessing the risks of abuse and harm of people receiving care from the many forms which it can take
72. encouraging among staff, people receiving care and all other stakeholders a climate of openness and awareness that makes it possible to pass on concerns about abusive behaviour
73. preventing financial abuse and allegations of financial abuse by having rigorous procedures for the safe handling of people's property, money or financial affairs
74. communicating all safeguarding concerns to the local safeguarding authority and working in partnership with them
75. helping people as far as possible to avoid or control situations or relationships that would make them vulnerable to abuse and harm.

Identifying Actual or Possible Abuse and Harm

Crossroads Barnsley Ltd aims to identify by all possible means any instances of actual or possible abuse and harm involving people receiving our care, including where they might be suffering from neglect and acts of omission by:

76. fostering an open and trusting communication structure so that our staff, people receiving care and others feel able to discuss their concerns with our safeguarding lead or a manager
77. informing staff and people receiving care how and to whom they might turn for advice and action if they become aware or suspect that a person is being abused and harmed
78. encouraging staff commitment to the highest possible standards of care which where necessary must overrule loyalty to colleagues if they have concerns about their conduct
79. making it clear to staff that any failure to report incidents or suspicions of abuse is misconduct and can lead to disciplinary or criminal proceedings
80. encouraging staff to speak out if they feel anyone is at risk of being harmed or is being harmed and making it clear that they can do this safely under our Speaking Up/Whistleblowing Policy
81. operating effective systems of management, supervision, internal inspection and quality control to prevent and respond promptly to safeguarding concerns.

How We Might be Alerted to a Person Being Abused

Alleged abuser	Service response
A care service employee or volunteer	The service is accountable for the conduct of all its employees and the standards of care it provides. It has a duty of care to keep people safe. Crossroads Barnsley Ltd will be responsible for addressing any safeguarding concern about its staff in their work time in line with our reporting, referral and investigation procedures in partnership with the local safeguarding authority.
A colleague of a care worker	We will always expect a care worker to raise with our management any concerns they might have about colleagues' conduct in line with our Speaking up and Whistleblowing Policy. We will take responsibility for acting on their concerns.
Another professional also involved in a person's care	We might carry out our work as part of an integrated care plan or multidisciplinary team effort. If we suspect or have evidence of a staff member from a partner agency being abusive, we will either raise our concerns with the management of the agency involved or alert the local adult safeguarding authority depending on our

assessment of the severity of the harm or potential harm and risks of harm.

A family member of the person we are supporting and/or neighbours, friends, acquaintances or total strangers (third-party abuse)

The service might receive information, for example, from a staff report that another family member is abusing (in line with one or more of the above definitions of abuse).

The service response will not be to investigate the allegation directly but to gather evidence and pass this on to the local safeguarding authority to assess and follow up as appropriate. This will apply to any third-party abuse to which we are witness as opposed to any service responsibility for the abuse.

Crossroads Barnsley Ltd will co-operate with any subsequent enquiries as potential witnesses and by supporting the abused person but should not be expected to lead them.

The person being supported by the care service

A person receiving our care might be intentionally or unintentionally abusive towards:

- their partners
- other household members or third parties.
- our care staff (eg by being aggressive, unco-operative, using abusive language).

In the first case we might see this as needing to be referred to the local safeguarding authority as potentially a form of domestic violence, although much will depend on any victim giving their consent to any such course of action.

Alternatively, we might deal with this within care planning risk assessment and review processes within a multidisciplinary framework.

If the abuse is directed at one or more of our staff, we will need to respond online with our responsibilities under the Health and Safety Act 1974, to be addressed in terms of our contractual relationships and our policies and procedures on abusive behaviour to staff for whom we also have a duty of care.

Overview of Different Safeguarding Scenarios Involving Abuse by Staff of the Care Service

Staff alleged to have abused people using the service

Lines of enquiry and action

Care workers

Frontline staff are most at risk from committing different forms of abuse and of being accused of abuse. Crossroads Barnsley Ltd deals with each allegation in line with its standard reporting procedures and will always be accountable for the outcomes of any safeguarding enquiries. The registered manager/safeguarding lead will be responsible for initiating the safeguarding process and reporting procedures including notifying the CQC.

Registered professionals

With registered professionals employed by the care provider in specialist roles, Crossroads Barnsley Ltd will follow standard reporting procedures and refer the person to their registration body for separate investigation of potential professional misconduct. The registered manager/safeguarding

lead will be responsible for initiating the safeguarding process and reporting procedures including notifying the CQC.

Administrative and support staff	They present risks of committing abuse and of being accused of abuse in any direct contacts they have with people using the service and in any communications with them. Crossroads Barnsley Ltd will address allegations in line with its reporting and disciplinary procedures. The registered manager/safeguarding lead will be responsible for initiating the safeguarding process and reporting procedures including notifying the CQC.
Management or senior staff roles where the responsibility of the registered manager	Management staff including care co-ordinators and safeguarding leads are at risk of committing some forms of abuse, particularly if they have direct contact with people using the service and involvement in their care and support. Crossroads Barnsley Ltd will address allegations of abuse against any manager who is responsible to the registered manager in line with its standard reporting procedures and outcomes of safeguarding inquiries. The registered manager will be responsible for initiating the safeguarding process and reporting procedures including notifying the CQC.
Registered manager as appointee of the care provider	Crossroads Barnsley Ltd as represented by the Nominated Individual (NI) will automatically assume responsibility for initiating reporting procedures and inquiries, and for initiating the safeguarding process and reporting procedures. The NI or another director will be responsible for initiating the safeguarding process and reporting procedures including notifying the CQC.
Registered manager as Nominated Individual (NI) or NI who is not the registered manager	Any allegation made against a person in their role of registered manager will also apply to them as NI, therefore creating a clear conflict of interest. If there is no further conflict of interest and if and where available another director, preferably the CEO, will assume responsibility for initiating safeguarding reporting procedures and for notifying the CQC. The mechanisms used to investigate the safeguarding allegation will depend on the potential conflicts of interest involved. Crossroads Barnsley Ltd will discuss with the local safeguarding adults authority, and if involved, the CQC in how it can appoint a suitably qualified and trained independent person or agency to lead any inquiries needed.
The care provider as individual, partnership or organisation	Crossroads Barnsley Ltd cannot investigate allegations against itself, for example, in the case of an allegation of organisational abuse. This would be a serious conflict of interest that could only be resolved by third party impartial investigation arranged in line with local adult safeguarding protocols and usually with the involvement of the CQC over potential breaches of the care regulations. The police will likely be involved over suspected criminal offences. To avoid compromising any investigation, the care provider should not appoint the investigating person or body, though they should be able to comment on any proposed appointment as this should not prejudice their case.

How We Deal with Allegations of Abuse Against Managers and Leaders

The CQC requires a "reporting process with relevant contact details for raising (or responding to) allegations of abuse against the management in Crossroads Barnsley Ltd, with details of how any investigation will be impartial and include any other parties we involve when reporting an allegation of abuse".

In response to this we have the following.

- g. An *immediate referral protocol* to the local authority safeguarding authority. Any employee of the care service who receives such an allegation must alert the local safeguarding authority immediately.

- h. This could be the:
 - designated safeguarding lead
 - manager not directly connected with the allegation
 - CQC Nominated Individual (NI)
 - other director of the company
 - manager/director against whom the allegation is made.
- i. If the allegation is handled internally, the outcome should always be immediate referral to the safeguarding authority and/or police using available contact details and a prompt notification to the CQC as care regulator.
- j. They should also inform the CQC immediately because of a possible breach of the care regulations associated with the allegations.
- k. An employee of the service or anyone representing the care provider should not investigate internally or attempt resolution within Crossroads Barnsley Ltd following the making of the allegation.
- l. They should await the decision of the safeguarding authority on the steps to be followed in making further enquiries, which could involve the police and follow their protocols.
- m. This is because the local authority is the *statutory lead agency* for safeguarding adults and is responsible for making and co-ordinating all safeguarding enquiries.

This should result in:

- enquiries that are independent of the alleged abuser
- legal compliance with the Care Act 2014
- protection of the adult at risk and any whistleblower who alleges the abuse.
- n. Depending on the nature of the allegation, the referral should be made to the appropriate level of the safeguarding authority.
- o. Impartial investigation protocols.

Crossroads Barnsley Ltd should make a commitment to investigations involving management being:

 - independent of the accused party
 - led by someone with no conflict of interest
 - transparent in process and outcome.
- p. This could involve:
 - external investigators nominated by the safeguarding authority and agreed by the care provider against whom the allegation is being made
 - oversight of the investigation process by the local safeguarding board
 - involvement of HR or legal advisors as appropriate
 - other parties involved in the alleged abuse.
- q. Process agreements should make clear who should be involved, such as:

- local authority safeguarding teams
 - the police (if criminal allegations)
 - the CQC (as regulator) — which might need to investigate possible breaches of Regulations 5 and 7 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 relating to the fitness and conduct of Crossroads Barnsley Ltd company directors and registered manager respectively
 - representatives of the person or organisation alleging the abuse, including advocates.
- r. Crossroads Barnsley Ltd also adopts a policy of appointing independent investigators for any safeguarding enquiries that have implications for the service management and the service's care practices.
- s. This should avoid any potential conflicts of interest which are present whenever a person with line management responsibilities investigates the conduct of a person for whose work they are accountable.
- t. Internal impartiality could be assured by the appointment of another manager or suitable role holder from within the organisation whose work is unconnected to that of the alleged abuser. If this cannot be guaranteed (as is likely in Crossroads Barnsley Ltd) we will appoint an *external investigator* or safeguarding consultant to lead the enquiries.

Any process will follow principles of:

- confidentiality
- fairness
- timely resolution
- support for all parties involved
- clear reporting and decision-making procedures in line with local safeguarding authority requirements.

Section 4: Our Reporting Framework

This is how the care service responds to any report from a person using Crossroads Barnsley Ltd, someone acting for them, care worker or other employee of any form resulting in harm or risk of harm to any person for whom we have a duty of care. This applies mainly but not exclusively to the person receiving our care under our contractual relationship with them.

We will always act without delay and adhere to the following process.

- | | |
|--|---|
| <p>A. Offer immediate protection and support</p> | <p>We will take any immediate actions to safeguard anyone at immediate risk of harm, including summoning medical and police assistance.</p> <p>We will offer all support to the person can receive and will continue to offer support throughout the process if we are in a position to provide such support.</p> |
| <p>B. Speak to the adult wherever it is safe to do so</p> | <p>We will:</p> <p>82. get the views of the adult on the concern or incident, and see what they would like to happen next</p> <p>83. listen to what they have to say, and given them any support they need</p> |

- 84. notify either the police and/or safeguarding authority if we assess that the person is at risk of harm without their intervention
- 85. stress that we must take a "no secrets" line in matters of abuse and safeguarding but might act in ways that reflect their wishes
- 86. seek a best interests decision in consultation with others involved, including POAs or Court of Protection appointed deputies in relation to making a referral or report in cases of someone who lacks mental capacity to give their consent to further action but who continues to be a safeguarding risk.

C. Has a crime been committed?

- 87. We will contact the police immediately if there are suspicions or evidence of criminal offence or risk of one.
- 88. We will always do this in cases of physical and sexual abuse, and if there is strong evidence of financial abuse.
- 89. We will follow police guidance on next steps and preserving evidence.
- 90. We will keep anything that might be used as evidence without tampering with it such as clothing, footwear, bedding and blood stains.
- 91. We will recommend any rooms remain secure pending the police investigation.

D. Recording and preserving evidence

- 92. We will keep all evidence obtained by detailed recording and storing any physical evidence which the police or safeguarding authority requires, including photographs, videos, body maps and charts all dated and signed.

E. Recording and preserving evidence

- We will:
- 93. report to the safeguarding adult team without delay, and always on the same working day of the incident report using its forms and protocols
 - 94. notify the CQC using its online forms
 - 95. make a written record of what you have seen, been told or have concerns about
 - 96. seek a written report from anyone else who saw or heard anything relating to the concern or a signed verbal report.
- Our report will include:
- 97. when the disclosure was made, when we were told about it and details of any witnesses
 - 98. who was involved
 - 99. exactly what happened, including the person's own account
 - 100. any other relevant information such as previous incidents that have raised suspicions.

We will:

- 101. include as much detail as possible
- 102. check that the report is legible and can be photocopied as required
- 103. printed the name and role of the person who has prepared the report, and sign and date it
- 104. keep the report/s confidential, storing them in a safe and secure place until it will be needed.

F. Develop an action plan

We will:

- 105. develop an action plan with the local safeguarding team in connection with any allegations of abuse made about our staff (and for whose conduct we are accountable). These should either be investigated under Section 42 of the Care Act 2014 or to satisfy the local authority that we are meeting all our safeguarding duties even if the concern or concerns do not meet the Section 42 threshold.

We will agree:

- 106. the actions we must take about the staff member or members who are subject to the allegations, for example by suspending them, temporarily ending their contracts if on zero-hours contracts, or if there is evidence of gross misconduct, immediate dismissal and referral to the Disclosure and Barring Service (DBS), which also might be necessary as an outcome
- 107. how best to support the person throughout the process including the offer of having the services of an advocate
- 108. on the outcomes which the person is seeking from any further enquiries
- 109. who is the most suitable person to carry out any further enquiries to avoid any potential conflicts of interest
- 110. the reporting back procedures with timescales, how our findings will be discussed and reviewed and with whom — usually to a case conference
- 111. agree how the outcomes will be managed.

G. Appoint a suitable person or persons to carry out any agreed further enquiries

When carrying out enquiries on behalf of the local safeguarding adults authority we will:

- 112. adopt all “making safeguarding personal” principles by making the welfare of the person who is subject to enquiries paramount
- 113. appoint someone who is not in any line manager role to the staff member(s) involved to carry out the enquiries. This to avoid any conflict of interest in the enquiry process and automatically excludes the registered manager (as they are accountable for their staff)
- 114. appoint another employee of Crossroads Barnsley Ltd only if they are in a non-line management role which might be the safeguarding lead (assuming there is no conflict of interest with any other roles) or a

quality control and compliance officer who can only carry out their primary role impartially and objectively.

If we cannot carry out any enquiries impartially and objectively, we will expect the safeguarding authority to carry out the enquiries or to appoint a suitably qualified and trained person to act for them.

H. Carrying out the safeguarding enquiries

When one of our employees is responsible for carrying out the enquiries, and Crossroads Barnsley Ltd might be responsible for causing or contributing to the abuse through its staff practices and conduct, we will expect them to consider:

115. the fears and sensitivity of the abused and harmed person

116. any risks of intimidation or reprisals

117. the need to protect and support witnesses

118. any confidentiality or data protection issues

119. the possible involvement of other agencies, including the police, local safeguarding team and the CQC

120. the obligation to keep the abused and harmed person, and in specific instances, the alleged staff member as alleged perpetrator informed on the progress of the enquiries

121. the mental capacity of the person and any need or wish for them to have support from an independent advocate to make their views heard

122. how they will conduct their enquiries in person-centred ways in line with their terms of reference agreed with the safeguarding authority and how they will keep everyone informed of the progress of their enquiries.

I. Reporting and outcomes

We will, in line with our agreed terms of reference:

123. prepare and present a report of our findings to the safeguarding authority

124. take part on any case conference to discuss the findings and

125. respect and act on the findings as they relate to the safeguarding of the person using Crossroads Barnsley Ltd and the conduct of our staff, and specifically if the findings show on the balance of probability test that we are responsible for the abuse, including neglect and acts of omission and the harm to the person resulting from it

126. implement any safeguarding action plan agreed to be necessary to protect the person from further harm

127. issue any apology necessary under our duty of candour and show how we will prevent any recurrence.

J. Reviewing and learning the lessons

We will always review every safeguarding concern we receive including those which do not require Section 42 enquiries to identify any errors or shortcomings in our practices.

These could include how we:

- 128. recruit and select staff
- 129. train staff particularly in respect of safeguarding
- 130. support and supervise staff
- 131. monitor the care people receive from our staff
- 132. audit our safeguarding procedures.

K. Deaths, coroner's inquests and serious case reviews

In the event of there being any suspicious circumstances or allegations of abuse or neglect following the death of a person who had been receiving our care we will:

- 133. Notify the CQC under its reporting procedures
- 134. fully co-operate with any coroner's inquest by providing all information requested
- 135. fully co-operate with any enquiries the local authority initiates under Section 44 of the Care Act 2014
- 136. contribute as required to any serious case review convened as a result of a person's death while receiving care.

Safeguarding Protocols

These are examples of protocols which we might use in line with the different circumstances on which abuse is reported. We will develop new protocols as we encounter new safeguarding situations.

1. A staff member observes a person being abused or is at risk of being abused (see Section A of our reporting framework)

- 137. A staff member who witnesses a situation in which a person receiving care is in actual or imminent danger of harm, for example from a physical assault taking place in or outside of their home, must take immediate action to protect the person and summon available help as set out in Section A of Crossroads Barnsley Ltd protocol.
- 138. To do this they should use pre-arranged emergency protocols and contacts, as well as risk assessments. This could involve contacting their own management, using a panic alarm, summoning a colleague and/or phoning 999 for the police.
- 139. A manager or safeguarding lead on receipt of the information must immediately take any further action necessary to provide protection, support or additional care to a harmed person.
- 140. The responsible manager or safeguarding lead will risk assess the situation and initiate appropriate risk assessment measures — usually after discussion with the safeguarding professionals or agencies involved.
- 141. As a domiciliary care provider, we might contribute to but will not be responsible for the decisions taken, eg to remove a person to a place of safety. We could be in a position to offer support to the person harmed and to others affected by the abuse.

2. How we respond to a person who alleges or reports abuse to a staff member (see sections B of our reporting framework)

- 142. This might happen, for example, while a person receiving care alleges physical, sexual, emotional, financial abuse, control and coercion or possibly modern slavery.

143. The care worker should report the allegations without delay to the safeguarding lead/manager providing as full an account as possible of the disclosure made to them and how it was made.
144. The safeguarding lead/manager should carry out an immediate risk assessment and decide the next steps, eg to raise an alert with the local safeguarding authority, discuss it with them informally and confidentially or to obtain further information to decide if a referral should follow.
145. This might result in discussions with the person making the disclosure and the appropriate actions to take. In some circumstances, the person might not wish any action to be taken, will want or could be encouraged to refer the matter directly to the safeguarding authority or agree to a referral being made on their behalf to the safeguarding team (though this would not apply to children for whom we have a duty of care to act).
146. In such cases, the safeguarding lead or designated manager will consider if there are reasons for overriding the person's wishes, eg because it is in the public interest and to prevent further harm, or because the harmed individual is a child. This could include seeking advice, where necessary maintaining confidentiality, on the correct action to take from the safeguarding team (using the contact details described above).
147. If the abused person expressly states a wish that no further action should be taken, the enquirer will consider if:
- a. a danger to others exists from not investigating further
 - b. in the light of that assessment, it is possible to follow the person's wishes
 - c. any case precautionary measures should be taken to protect others from the possibility of abuse from the same source
 - d. the person will be informed of what is to happen.
148. Any adult "victim" whom it is thought might lack mental capacity to give their consent for the abuse/harm to be reported will be assessed for their capacity to decide and we will take "best interests" decision in line with Mental Capacity Act procedures.

3. Referring incidents of abuse or of alleged abuse to the safeguarding authority (see section E of our reporting framework)

149. Once a person has consented to further action being taken, or for someone unable to give their consent, it has been decided that it is in their best interests to do so, the safeguarding lead (or whoever has authority at the time) will then alert the safeguarding team using the online facility or downloaded form (together with any body map that can be completed if there are visible signs of physical injury).

Note:

The specific procedures described should be those of the local safeguarding adults authority.

150. Once the safeguarding team has acknowledged the referral, assessed risks and other follow-up action, Crossroads Barnsley Ltd will follow local safeguarding adult procedures and guidance from that point on as set out in the local authority guidance. The safeguarding team should proceed from its initial assessment and risk assessment to decide if there is sufficient evidence for it to carry out further enquiries under Section 42 of the Care Act 2014.
151. We recognise that this could result in several possibilities. The care service might be asked to carry out its own internal enquiries, become involved in safeguarding meetings in which Crossroads Barnsley Ltd safeguarding lead would be expected to attend and helping to implement a safeguarding plan.
152. In line with its remit, the care service will take steps in co-operation with the statutory agencies to prevent further risk of the victim being abused and harmed by the alleged or suspected perpetrator.

153. Crossroads Barnsley Ltd will also address at the outset, and subsequently throughout the proceedings, the needs of the alleged victim of the abuse and harm for any special or additional care, support or protection or for checks on health or wellbeing.
154. If the alleged abuser is a staff member and there is sufficient evidence that they could have abused and harmed the person, we will suspend the person from duty pending the outcome of a disciplinary investigation.
155. In some cases where there is clear evidence of abuse by a staff member, we might seek to dismiss the person with immediate effect. We will look for guidance from the safeguarding team/police according to the different circumstances.

If the evidence is insufficiently strong to warrant suspension, we will carry out a risk assessment, following which we could instruct the staff member against whom the allegation has been made not to have further unsupervised contact with any people receiving care until the matter is resolved.

4. Police investigations (see sections C and D of our reporting framework)

A decision to involve the police in any investigation might be taken at the beginning or during the initial process as new evidence come to light. Crossroads Barnsley Ltd recognises that in the event of a referral being made to the police, the police investigation will take precedence, and we will not take any action that might jeopardise their enquiries, which might contaminate the evidence it is seeking and collecting.

5. Protocol for carrying out enquiries (see sections G and H of our reporting framework)

When Crossroads Barnsley Ltd agrees to carry out further enquiries, the following applies with adjustments made as necessary to the individual circumstances.

156. Crossroads Barnsley Ltd will use its Safeguarding Enquiry/Investigation Form to guide the process and recording involved.
157. The enquirer will always reassure the person who may have been abused and harmed that:
- a. they will be taken seriously
 - b. their statements will as far as possible be treated confidentially within any information sharing protocol
 - c. they will be protected from reprisals and intimidation, and that they will be kept informed of all actions taken and of the outcome.
158. The enquirer will consider if the person needs independent help or representation, including the services of an independent advocate, in making their statements which we will help to arrange if possible.

6. Following the enquiries (see Section I in our reporting framework)

For this stage of the safeguarding process, Crossroads Barnsley Ltd will apply the following principles and procedures.

159. If it seems from the enquiries that on the balance of probabilities a person suffered abuse resulting from the conduct of one or more of our employees, the care service will initiate disciplinary proceedings against the staff member or members implicated (assuming that they will not be subject to police action or criminal charges).
160. Findings of gross misconduct could result in their dismissal and referral to the DBS to prevent them from being employed further in regulated activity.
161. Other employment sanctions could apply depending on whether there might have been mitigating or extenuating circumstances. In some cases, retraining could be appropriate.

162. The person using Crossroads Barnsley Ltd or representatives will be informed of the outcome of the enquiries and any further action and will be consulted about whether any redress or apology would be appropriate and helpful to them in line with the service's duty of candour.
163. Crossroads Barnsley Ltd manager will take appropriate steps to inform the DBS for possible inclusion of the person on its barring lists as someone who is unsuitable to work again in regulated activity with at risk adults and/or children.
164. Crossroads Barnsley Ltd will at every stage of the process keep a careful record of the progress of the investigation with particular paid to the sensitivity and wellbeing of the abused person and their support needs.

7. Planning further action (see section J of our recording framework)

At the end of an incident involving the possible or actual abuse of a person receiving our care, regardless of the causes, Crossroads Barnsley Ltd will carry out a formal review view to assess:

165. if we have been in any way culpable, ineffective or negligent
166. learning lessons for the way the care service should operate in the future
167. passing on any appropriate information to other agencies.

We will review all relevant policies, procedures and training arrangements and modify them in response to our review findings.

Crossroads Barnsley Ltd will co-operate fully in the event of there having to be a Care Act 2014 Section 44 review into the circumstances of someone receiving our service who has died as a result of possible abuse or neglect.

Section 5: Additional Safeguarding Considerations

People in Positions of Trust (PIPOT)

Crossroads Barnsley Ltd is aware of the responsibilities under the Care Act 2014 to act appropriately if it has intelligence of or receives information about any of its employees or volunteers that raises concerns about the safeguarding and wellbeing of any child or vulnerable adult.

We will always deal with this information in line with the safeguarding principles described above with particular attention to people's rights to confidentiality and data protection.

On receipt of any relevant information, the registered manager/safeguarding lead will always carry out an immediate risk assessment, and where there is evidence that anyone is at risk discuss the concerns with the safeguarding authority or police if there is evidence of criminal behaviour.

If we have evidence that a person would pose a risk to vulnerable people if employed in a position of trust elsewhere, for example because they have their last employment before completion of a full safeguarding disciplinary investigation, we will alert the Disclosure and Barring Service (DBS).

Information Sharing Protocols

Crossroads Barnsley Ltd has policies and procedures for the sharing of safeguarding information amongst other forms of information that might be shared with other agencies and professionals. These are written to comply with confidentiality principles and data protection laws.

We follow all local information sharing protocols in line with the requirements of the Care Act 2014, Data Protection Act 2018 / UK GDPR, Human Rights Act 1998 and our Confidentiality of Information and Consent policies.

We share information only when it is necessary, proportionate, relevant, accurate, timely, and secure. We seek consent should where appropriate, but we accept that if there is a safeguarding concern it will usually be necessary to share the information with partner agencies that have safeguarding duties.

We have a separate policy to which we refer when necessary: Sharing Information about People Receiving Care Policy.

Safe Staff Recruitment Practices

Crossroads Barnsley Ltd takes great care in the recruitment of its staff and carries out all possible checks on recruits to ensure that they are of a high standard and co-operate in all initiatives regarding the sharing of information on care workers who are found to be unsuitable to work with people at risk.

We carry out all the required checks for new employees who might be involved in both regulated and unregulated activity.

We carry out the correct level of Disclosure and Barring Service (DBS) criminal records and barred lists in line with the current requirements.

We explain our safe recruitment policies in detail in our Safe Staff Recruitment and Selection Policy.

Record Keeping

Crossroads Barnsley Ltd will keep detailed records associated with allegations of abuse/harm. It keeps all records securely and carefully and follows all rules on confidentiality. It will make reports as required to the CQC and other safeguarding agencies involved.

Referrals to DBS Barred Lists

The care will always comply with its legal requirement to refer a care worker, where it has evidence that the staff member in question has been guilty of misconduct by harming or putting a person at risk of harm during the course of their work, to the DBS barred lists following the procedures issued by the DBS.

Related Policies

This policy should be read with several other policies that relate to safeguarding of people receiving care. They include the policies on complaints, physical restraint, the management of people's money and financial affairs, recruitment, induction, staff development and training, staff supervision and importantly whistleblowing. The policy on mental capacity and deprivation of liberty will also be relevant in some circumstances.

Key policies that come under this overarching policy are as follows.

168. Advocacy.

169. Concerns and Complaints.

170. Equality, Diversity and Human Rights.

171. Escalation.

172. Human Rights and Deprivation of Liberty.

173. Antisocial Behaviour.

174. Modern Slavery and Human Trafficking.

175. Recruitment and Selection.

176. Referring Employees to the Disclosure and Barring List Service.

177. Safeguarding: Minimising Restraints and Restrictive Practices in Domiciliary Care.
178. Keeping Staff Safe: Disrespectful Behaviour and Abuse of Staff, Including Aggression and Violence and Appropriate Response in Care Homes.
179. Persons Missing from Their Home.
180. People Without Mental Capacity to Take Decisions.
181. Speaking Up/Whistleblowing.

Training

All our staff will receive training in recognising abuse or harm and carrying out their responsibilities under this policy as part of their induction programme, and further training in line with their training needs as identified by their supervision, appraisals and policy developments and changes.

182. We update the training on a regular scheduled basis and at least annually.
183. We develop all training, including induction training, in line with the guidance and learning and development programmes offered by the safeguarding authority.
184. We expect our safeguarding lead to develop their knowledge and understanding to an advanced level to carry out their management responsibilities effectively.
185. We expect all our staff to be familiar with and understand the and other resources available on the safeguarding website and to refer to them whenever necessary.
186. Training on the Mental Capacity Act 2005 includes safeguarding issues.

Monitoring and Review

Crossroads Barnsley Ltd's safeguarding policies are kept under constant review, particularly in the light of any safeguarding incidents and changes in local authority guidelines. They are comprehensively audited at least annually.

Signed:

(As person responsible for policy. Name and title): Joseph David (CEO)

Date policy created: 18th February 2026

Current date/date of this review: 6th May 2026

Next policy review date: 6th May 2027

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