Safeguarding Adults Policy

SINCERESPONSE C.I.C. (trading as Sincere Home Support) • Version November 2026 • Review date: November 2027 (at least yearly)

1. Purpose and scope

SINCERESPONSE C.I.C. is committed to protecting the health, wellbeing and human rights of every client. We provide practical, non-regulated support and do not deliver personal care. Our companions still work alone in the homes of adults who may be vulnerable, so everyone working for us must know how to spot and report abuse, neglect and risk. This policy applies to all companions, staff, volunteers and directors.

2. Who is responsible

Role	Details
Designated Safeguarding Lead (DSL)	Leah Thomas. Reached on the Home Support line 020 4592 8451 (8am–8pm daily) or support@sinceresponse.com.
Deputy DSL	Davious Carney, Director, on the corporate line 020 3036 2757 or 020 4592 8451. Used if the DSL is unavailable or the concern is about the DSL.
Out of hours	In an emergency call 999. Otherwise leave a message and the DSL will respond the next morning.
Adult social care referrals	Leicester City Council adult social care: 0116 454 1004 (24 hours). Leicestershire County Council adult social care: 0116 305 0004 (office hours); out of hours, Emergency Duty Team 0116 255 1606. Police: 101 (not an emergency) or 999 (emergency).

3. What abuse and neglect can look like

Examples include: physical abuse; domestic abuse; sexual abuse; psychological or emotional abuse; financial or material abuse (such as missing money or pressure over wills); modern slavery; discriminatory abuse; organisational abuse; neglect and acts of omission; and self-neglect. Warning signs can include unexplained injuries, fear of a person, sudden changes in mood, missing belongings or money, poor hygiene or no food in the home.

4. Vetting and training

- Before any visit, every companion must have: proof of the right to work in the UK; an **Enhanced DBS check with a check of the Adults' Barred List**; two references; and photo ID and proof of address. All are recorded on the Companion Vetting Checklist.
- Before their first visit, every companion completes a safeguarding induction covering this policy, the limits of the role, handling client money, lone working and emergency action. Refresher training is given at least once a year and recorded.
- Every companion signs the **Non-CQC Boundary Declaration** and confirms they have read this policy.

5. If you have a concern

1. **Make the person safe.** If someone is in immediate danger or needs medical help, call 999.
2. **Tell the DSL the same day**, by phone, and as soon as it is safe to do so. If the concern is about the DSL, tell the Deputy DSL or contact adult social care directly.

3. **Write it down** on our Incident & Safeguarding Log: what you saw or were told, in the person's own words where you can. Do not investigate, and do not promise to keep a secret.
4. **The DSL decides on action** and refers to the right council's adult social care team (City or County, depending on where the client lives), and to the police where a crime may have been committed. Where a child may be at risk, the DSL refers to children's services under our Safeguarding Children & Young People Policy.

Reporting a concern in good faith will never lead to any detriment for the person who raises it.

6. Consent and capacity

We assume an adult has the mental capacity to make their own decisions unless shown otherwise, in line with the Mental Capacity Act 2005. We support clients to make their own choices, including choices we would not make. We will normally ask the client's permission before sharing information about them, unless doing so would put them or someone else at greater risk, or the law requires or allows us to share.

7. Concerns about a member of our team

- Report it straight to the DSL (or the Deputy DSL if it is about the DSL).
- The person may be taken off visits while the concern is looked into.
- Where the law requires or allows it, we will refer the matter to the Disclosure and Barring Service and tell the relevant authorities.

8. Client money, gifts and conduct

- Client money is handled only for shopping the client has requested, with itemised receipts and the Shopping Receipt & Cash Log signed by the client.
- Staff never accept gifts, loans or money, never borrow from or lend to clients, never hold keys unless agreed in writing, and never keep a PIN.

9. Confidentiality and records

Safeguarding records are confidential and kept securely. They are shared only with people who need them to keep someone safe, as set out in our Client Privacy Notice. Records are kept for at least 6 years after the service ends.