



TOVEY LITTLE DENTAL CENTRE LTD
SAFEGUARDING SERVICE USERS FROM ABUSE AND IMPROPER TREATMENT POLICY

INTRODUCTION

As a practice we are committed to protect children and vulnerable adults from harm. Our practice policy recognises our responsibilities to develop awareness of the issues that cause children and vulnerable adults harm. The policy involves adopting a code of conduct for the dental team. This is achieved by effective staff recruitment, training and management to meet standards laid out by Fundamental Standard 13 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, and the document 'Child Protection and the Dental Team' DOH 2007.

HEALTH AND SOCIAL CARE ACT 2008 REGULATIONS 2014
FUNDAMENTAL STANDARD 13

Safeguarding service users from abuse and improper treatment

- (1) Service users must be protected from abuse and improper treatment in accordance with this regulation.¹¹
- (2) Systems and processes must be established and operated effectively to prevent abuse of service users.
- (3) Systems and processes must be established and operated effectively to investigate, immediately upon becoming aware of, any allegation or evidence of such abuse.
- (4) Care or treatment for service users must not be provided in a way that
 - (a) includes discrimination against a service user on grounds of any protected characteristic (as defined in section 4 of the Equality Act 2010) of the service user,
 - (b) includes acts intended to control or restrain a service user that are not necessary to prevent, or not a proportionate response to, a risk of harm posed to the service user or another individual if the service user was not subject to control or restraint,
 - (c) is degrading for the service user, or
 - (d) significantly disregards the needs of the service user for care or treatment.
- (5) A service user must not be deprived of their liberty for the purpose of receiving care or treatment without lawful authority.
- (6) For the purposes of this regulation "abuse" means
 - (a) any behaviour towards a service user that is an offence under the Sexual Offences Act
 - (b) ill-treatment (whether of a physical or psychological nature) of a service user,
 - (c) theft, misuse or misappropriation of money or property belonging to a service user, or
 - (d) neglect of a service user.
- (7) For the purposes of this regulation, a person controls or restrains a service user if that Person:
 - (a) uses, or threatens to use, force to secure the doing of an act which the service user resists,
 - (b) restricts the service user's liberty of movement, whether or not the service user resists, including by use of physical, mechanical or chemical means.

OBJECTIVE

To provide all staff with the relevant information to help and care for our patients when they suspect there they may be victims of abuse or improper treatment.

ORGANISATION RESPONSIBILITIES

The organisation is responsible for ensuring it employs suitable personnel and for providing adequate training for all members of staff to carry out and deal with the care of patients who they suspect may be victim of abuse

All staff should follow the correct procedures when identifying responsibility for patients safeguarding

RESPONSIBILITY

Legal Person: Mr C S Tovey & Mr P.A.G Little (Practice Owners)

The ultimate and legal responsibility for implementing regulations and managing the policy

PRACTICE CHILD PROTECTION ADVISOR

The practice named person is Mrs Jo Wilson, who as a level 2 qualification in child protection

STAFF RESPONSIBILITIES

All staff has a legal responsibility to adhere to the Policies that are put in place by the Practice

TRAINING STAFF IN SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

This practice recognises the need and our responsibility to develop awareness of the issues that cause children and vulnerable adults harm.

- All members of staff to be trained to recognise signs of abuse in children and vulnerable adults.
- All members of staff to be familiar with methods of recording signs of abuse and who to contact in the event that concerns are severe enough to justify further investigation.
- Training to be undertaken and updated on a regular basis with a maximum 3 yearly cycle.
- Named Trainer of safeguarding procedures: Mrs Jo Wilson

HOW TO RECOGNISE SIGNS OF ABUSE IN CHILDREN AND VULNERABLE ADULTS

This practice recognises the need and our responsibility to develop awareness of the issues that cause children and vulnerable adults harm.

- Record signs of physical injury in the patient's clinical notes if this is considered to be potentially the result of abuse.
- Following the above recording of potential abuse use the 'Record of Facial Injury' form to detail the site and size of injury. This form is to be placed in the 'Safeguarding Patients from Abuse' file for further consideration and action if required.
- If after further consideration and discussion with senior management within the practice it is decided there are sufficient grounds for referral to outside agencies all relevant evidence will be forwarded by the Practice Manager.
- A practice incident report form must be completed

WHO TO CONTACT WHEN THERE ARE SIGNS OF ABUSE

This practice recognises the need and our responsibility to develop awareness of the issues that cause children and vulnerable adults harm. Should there be justifiable grounds to refer concerns to an outside agency the following options are considered:

- Local Care Direct 0345 8503 503 (Adults and Children)
- If immediate protective action is required contact the Police directly on 999
For non urgent call 0845 6060606 or 101
- Wakefield Adult Protection Manager: Tel:01924 302149 (deals with Adults under 25s only)

- Any incident reported to the Police that affects or may affect the health, safety or welfare of the person using the services should be reported directly to the Care Quality Commission

QUESTIONS

If you have any questions or comments regarding this policy, please contact the practice manager. If you do not have any questions, the organisation presumes that you understand and are aware of the requirements of the policy and will adhere to them.

The Practice Manager is responsible for enforcing, maintaining and auditing the policy. This includes an annual review.