

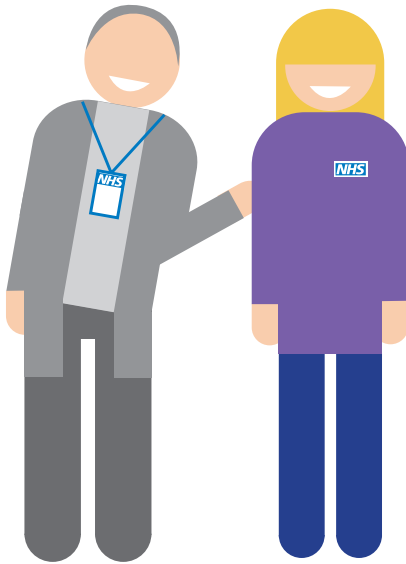
NHS

Professionals



Safeguarding Complaints & Concerns





NHS Professionals has received feedback from a client Trust that you may be involved in an incident which is safeguarding in nature

Safeguarding is the term that describes the function of protecting adults and children from abuse or neglect. It is an important shared priority of many public services and a key responsibility of local authorities.

An issue has been raised either by the person directly involved or someone known to that person, and the individual involved is deemed to be vulnerable:

What does 'a person who is vulnerable' mean?

A vulnerable person is someone who is at risk, the definition of a which is:

A person "who is or may be in need of care services by reason of mental or other disability, age or illness: and who is or maybe unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation."

This can be:

1. Someone who is suffering from health issues either physical or mental.
2. A person (adult or child) who requires support from the Health and Social Care sector, or friends, family, or voluntary organisations, with their activities of daily living.





Who is involved in a Safeguarding concern?

1. Your Trust will refer the matter to the local safeguarding authority which is run by social services. Along with the Trust they (social services) will determine how the issue raised should be managed.
2. NHS Professionals are also involved as you are registered to work in the healthcare sector through us.
3. The local Safeguarding Authority will determine if the issue raised requires investigation and who will be responsible for any investigation which is required.

What does that mean for you?

1. We will not be able to offer you further shifts until we are provided with more information.
2. Initially we may not be able to provide you with any information about the issue which has been raised, this will only be until social services and the Trust confirm how the complaint will be managed.
3. When we are able to provide you with more information we may ask you to provide a statement surrounding the issue which has been raised.
4. You may be asked to attend a meeting to discuss the issues raised.



What we will do for you

1. We will provide you with the contact details of our investigator who will also be your point of contact.
2. We will be open and honest with you at all times although sometimes that maybe to say that we have no new information or that we have been told we cannot share information with you.
3. We will keep you informed at all times when we have information which we can share.
4. We will contact you weekly.
5. As soon as we receive any information which the local authority confirm can be provided to you we will pass that information onto you immediately.
6. You can contact us at any time to discuss your concerns.

We appreciate that this will be a very stressful time for you. You may seek support from family or friends, however if you feel that this is not an option we can offer you external independent counselling support. Your investigator will discuss this with you.

We are committed to supporting the principles set out in the 'No Secrets' statutory guidelines which outlines a multi-agency approach to keeping vulnerable adults safe.

We are also committed to supporting our members through the complaints and safeguarding process. We want you to keep you informed and we want you to be clear about safeguarding concerns therefore if you have any questions or are still not clear what is happening in your case, then please speak with the **investigator** who is your liaison within NHS Professionals.

