

**Your line manager has arranged training for safeguarding in the setting.**

**Why is this good practice?**

**Answer**

This will provide an update for all staff in the setting and will ensure that policies and procedures are consistently followed. Some staff may not have had any training for safeguarding of vulnerable adults.

**Your setting regularly reviews its policies and procedures around safeguarding.**

**Why is this good practice?**

**Answer**

To ensure that the setting's policies and procedures are current.

**All staff are required to maintain confidentiality about any client who is suspected of being abused.**

**Why is this good practice?**

**Answer**

To ensure that evidence is not lost or changed. Staff only need certain information on a 'need to know' basis.

**Information about clients is only shared with learners on placement on a 'need to know' basis.**

**Why is this good practice?**

**Answer**

In order to maintain client confidentiality, sensitive information is only shared with learners on placement if it is required for them to carry out their tasks effectively.

**The setting runs training sessions for clients to raise awareness of safeguarding.**

**Why is this good practice?**

**Answer**

Clients will be given information to allow them to safeguard themselves. Clients may feel that they cannot report abuse against someone who cares for them, fearing that they will make things worse.

**Your setting is very committed to a multi-agency approach to safeguarding clients.**

**Why is this good practice?**

**Answer**

This allows all services to share information and to support each other in safeguarding clients, for example, health and social care and medical services.

**All members of staff are required to read the policies and procedures for safeguarding. They then need to sign to say that they have understood them.**

**Why is this good practice?**

**Answer**

To ensure that all staff are aware of the safeguarding procedures within the setting, and to ensure that they are able to follow the guidelines for reporting safeguarding issues.

**Your setting ensures all staff write detailed objective records for their clients.**

**Why is this good practice?**

**Answer**

Records should be factual. Any records of opinion should be identified as such. Records provide evidence if abuse is suspected. Detailed notes and records will enable you to provide accurate evidence if there is an allegation of abuse.

**You cannot promise to keep a secret when a client discloses information regarding abuse.**

**Why is this good practice?**

**Answer**

You must report any instances of abuse and are not able to make any promises to keep secrets, even if the client asks you to. You must tell your client this before they disclose the information. It is then their decision whether to tell you or not.

**A client is using behaviour that concerns you. You inform your line manager as soon as possible.**

**Why is this good practice?**

**Answer**

If you have concerns, you must always tell your line manager. Your concerns may not be taken any further, but you must report any concerns that you may have. You may not be aware of additional concerns that may have been reported by your colleagues.

**Your setting provides training for all staff on producing objective records.**

**Why is this good practice?**

**Answer**

If there are any suspicions or allegations of abuse, the setting will need to share observations/records of the client. Staff training on producing objective records ensures that documentation is consistent and records are not subjective. Staff will only record what they actually see and hear.

**All staff are required to have a Criminal Records Bureau (CRB) check before they can begin to work in your setting.**

**Why is this good practice?**

**Answer**

A CRB check confirms whether the staff member has convictions including dishonesty, or sexual or violent offences. The member of staff may not be suited to working with the clients and you may have put the clients at risk from harm if you have allowed them to work before the check was carried out.

**You see a member of staff roughly handling a client, and you immediately tell your line manager.**

**Why is this good practice?**

**Answer**

The rough handling of a client is unacceptable and must be reported and monitored. This is an assault against the client.

**Confidential information was discussed at your staff meeting and has become gossip outside the setting. Your manager holds an investigation.**

**Why is this good practice?**

**Answer**

Your manager needs to source the 'leak' and to deal with this person appropriately. This person has breached confidentiality.

**Your setting regularly monitors the use of the computers at work.**

**Why is this good practice?**

**Answer**

This monitors the types of websites that the staff access. Accessing of some sites, including pornographic sites is not acceptable. Accessing websites containing sexual images of young children is a criminal offence.

**Staff only talk to each other on a 'need to know' basis about a client who is suspected of being abused.**

**Why is this good practice?**

**Answer**

One reason is to prevent rumours from spreading. If a member of staff is suspected of abusing a client, any rumours could lead to evidence being lost or changed.