



*Holistic Care And Wellbeing Support*

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## **Safeguarding Adults Policy**

**Policy Owner:** Xandria Noir

**Business Type:** Holistic Care and Wellbeing Support

**Date Approved:** January 15, 2025

**Review Date:** January 15, 2026

**Designated Safeguarding Lead:** Xandria Noir

# **1. Mission Statement**

Sips & Smiles Holistic Care provides person-centred, respectful and compassionate support to adults, with a focus on wellbeing, dignity, independence and quality of life. All services are delivered in a way that promotes safety, trust and choice.

# **2. Policy Statement**

Sips & Smiles Holistic Care is committed to safeguarding adults and believes that every individual has the right to live free from abuse, neglect and exploitation. Abuse of any kind is not tolerated.

Safeguarding is everyone's responsibility. As a sole trader, I accept my duty of care and will act promptly on any safeguarding concerns, always placing the safety and wellbeing of the individual first.

# **3. Scope**

This policy applies to:

- The sole trader (Xandria Noir)
- All adults supported through Sips & Smiles Holistic Care

This policy applies during all activities, services and interactions delivered by the business.

# **4. Purpose**

The purpose of this policy is to:

- Set out the commitment of Sips & Smiles Holistic Care to safeguarding adults
- Clarify roles and responsibilities in relation to safeguarding
- Explain how to recognise, respond to and report safeguarding concerns
- Ensure safeguarding concerns are handled promptly, safely and appropriately

## **5. Implementation**

Safeguarding is embedded into practice through the following measures:

- The sole trader holds an enhanced DBS check
- Safeguarding adults training is undertaken and refreshed regularly
- Professional boundaries are maintained at all times
- Consent is sought and respected wherever possible
- Activities are risk assessed to ensure safety and wellbeing
- Clear records are kept and stored securely
- This policy is made available to clients and relevant parties

## **6. What is Adult Safeguarding**

Safeguarding adults means protecting an adult's right to live in safety, free from abuse and neglect. It involves people and organisations working together to prevent harm while respecting the individual's wishes, feelings and beliefs.

Types of abuse may include:

- Physical abuse
- Emotional or psychological abuse
- Sexual abuse
- Financial or material abuse
- Neglect or acts of omission
- Discriminatory abuse
- Professional abuse

## **7. Procedures for Raising and Managing a Concern**

### **Recognising a Concern**

A safeguarding concern may arise if abuse is witnessed, suspected, or disclosed by an individual.

## **Immediate Risk**

If an adult is in immediate danger:

- Call emergency services on **999**
- Ensure personal safety at all times

## **Non-Emergency Concerns**

If there is no immediate danger:

- Contact the local authority Adult Safeguarding Team
- Record the concern factually and accurately

The sole trader does not investigate safeguarding concerns but reports them to the appropriate authority.

## **8. Responding to a Disclosure**

If an adult discloses abuse:

- Remain calm and listen carefully
- Take the disclosure seriously
- Reassure the individual they have done the right thing
- Explain that information may need to be shared to keep them safe
- Record the disclosure using the individual's own words where possible

## **9. Whistleblowing**

If a safeguarding concern relates to the sole trader, or if there is a conflict of interest, concerns should be reported directly to the local authority Adult Safeguarding Team or the police if appropriate.

## **10. Recording and Information Sharing**

- All safeguarding records are factual, dated and signed
- Records are stored securely in line with data protection requirements
- Information is shared only with relevant authorities and on a need-to-know basis
- Confidentiality is respected, except where sharing information is necessary to protect an individual from harm

## 11. Key Contacts

- **Emergency Services:** 999
- **NHS Non-Emergency:** 111
- **Local Authority Adult Safeguarding Team:** 0800 917 1109  
0808 800 4005

## 12. Review

This policy will be reviewed annually, or sooner if there are changes to legislation, guidance or the nature of services provided.

*Everyone has the right to be treated with dignity, respect and safety.*