

**ABOVE & BEYOND**  
cancer foundation



**SYSTEMS & PROCEDURES TO  
PROMOTE SAFE WORKING  
PRACTICE & SAFEGUARDING  
POLICY**

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## **1. AIM**

Above and Beyond Cancer Foundation supports the local community by offering people impacted by cancer a safe and confidential network where they can access emotional and practical support and meet other people who have been diagnosed with cancer to share experiences and gain reassurance. We offer one-to-one support and provide practical advice as well as signposting to other organisations. This policy will outline Above & Beyond Cancer Foundation's systems, practices and procedures dealing with patient support, paperwork and safeguarding.

## **2. RECORDS AND PAPERWORK**

To protect the confidentiality of those supported by Above & Beyond Cancer Foundation, and to respect their privacy, staff/volunteers will:

- Ensure that all electronic information is stored on a PC/laptop/tablet only accessed by themselves.
- Ensure that all printed paperwork uses first name only.
- Ensure that all shared documents, paper or electronic, refer to patients by first name only.
- Ensure that consent is given for the use of any names and personal stories in any publicity or promotional materials.

## **3. VERBAL COMMUNICATION:**

### *Between Staff/Volunteers:*

Patients will be referred to by first name only and any information shared will be essential to the discussion. Full names will be disclosed as and when it is deemed appropriate, ie, discussing patient support, holistic treatments etc. All information is strictly confidential

### *Between Staff/Volunteers and Patients:*

At all times during discussions, the confidentiality of other patients will be paramount; where reference is made to other situations to support the current patient, those being referred to will be simply known as 'another patient' or 'someone else we support'.

## **4. PATIENT MEETING:**

To safeguard our staff/volunteers and the patients we support; it is important that the procedures and advice outlined below are followed: Notify another adult of location prior to meeting a patient. This can be done by calendar sharing and/or verbal communication.

- Ensure that safe and easy exit is considered when parking.
- Ensure that safe and easy exit is considered at the venue.
- Call 999 if unsafe conditions ensue which affect staff/volunteer or patient safety.
- Ensure that conversations offer emotional and practical support only: for any medical advice always refer to GP/oncology team; for any financial/housing advice always refer to Citizen's Advice or any other relevant agency.

## **5. SAFEGUARDING CHILDREN**

Above & Beyond Cancer Foundation do not support children under the age of 18 and at no point will support be offered. Should a family member/guardian approach Above & Beyond Cancer Foundation for support of a child in their care that has received a cancer diagnosis they will be signposted to the relevant local and national cancer charities. Above & Beyond Cancer Foundation will offer to support family member/guardian of the child who has been diagnosed with cancer should they wish to be supported.

## **6. SAFEGUARDING ADULTS (based on The Care Act 2014)**

*‘Safeguarding means protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.’* **Care and Support Statutory Guidance, Department of Health, updated February 2017**

Above & Beyond Cancer Foundation adheres to following six key principles that underpin safeguarding work (See Care Act guidance)

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

The Care Act 2014 sets out that adult safeguarding duties apply to *any* adult who:

- has care and support needs, and
- is experiencing, or is at risk of, abuse and neglect, and
- is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs.

Above & Beyond Cancer Foundation will not tolerate the abuse of adults. Staff and volunteers should ensure that their work reflects the principles above and ensure the adult with care and support needs is involved in their decisions and informed consent is obtained. Above & Beyond Cancer Foundation should ensure that the safeguarding action agreed is the least intrusive response to the risk.

Partners from the community should be involved in any safeguarding work in preventing, detecting and reporting neglect and abuse. Above & Beyond Cancer Foundation should be transparent and accountable in delivering safeguarding actions.

i) Named Responsible Person

Above & Beyond Cancer Foundation's named responsible person for safeguarding is:

Name: Liz Roe

Position with Charity: Trustee

Email: [liz.roe@outlook.com](mailto:liz.roe@outlook.com)

Tel No: 07901 684538

All staff and volunteers should contact Liz Roe for any concerns/queries they have in regards to safeguarding adults.

Liz Roe will be responsible to make decisions about notifying adult social services if required and consider alternative actions, where necessary.

Liz Roe will also be responsible in keeping safeguarding adult policies and procedures up to date and in place.

Liz Roe will be responsible in keeping any records of safeguarding concerns. These records will be kept in a location that is confidential and out of reach of an alleged abuser. These records will be password protected and not shared with any third party unless required by safeguarding authorities (ie, police, social services) should the matter have escalated to this point.

All Staff, trustees and volunteers at Above & Beyond Cancer Foundation are expected to report any concerns to the named person for safeguarding. Should the allegation be against the safeguarding lead, seek advice from The Charities Commission or approach Co-Founders of Above & Beyond Cancer Foundation in the first instance.

ii) Training

Above & Beyond Cancer Foundation ensures that all staff and volunteers receive basic awareness training on safeguarding adults as they may come across adults with care and support needs who may be at risk of abuse.

Those adults may report things of concern to staff or volunteers who should be equipped with the basic knowledge around safeguarding adults and be confident to identify that abuse is taking place and action is required.

All personal and volunteers will be signposted to the free online safeguarding training at <https://www.cvsbeds.org/safeguarding/> provided by Community Voluntary Service. Above & Beyond Cancer Foundation are aware that staff and volunteers may come into the charity with existing knowledge and prior experience of safeguarding. All staff and volunteers should be clear about the core values of Above & Beyond Cancer Foundation and commitment to safeguarding adults.

It is also useful to discuss training with staff who have attended training sessions to ensure they are embedding this in practice.

As part of Above & Beyond Cancer Foundation's support external organisations/salons/therapists are used to offer wellbeing and holistic services. All third party organisations and individuals are required to follow their own safeguarding requirements and Above & Beyond Foundation will signpost them to the above CVS online safeguarding training should this be appropriate.

### iii) How to raise concerns

If someone is believed to be at immediate risk, dial 999 for the police

Contact Liz Roe by phone or email as soon as possible. Decisions will then be made, which will include but not limited to whether to make a formal referral, who will make the referral and how the information about the safeguarding concern will be securely recorded, stored and if appropriate shared.

To report a concern or to get advice, the following resources may be of help:

- Bedford Borough Council (01234 276222)
- Central Bedfordshire Council (0300 300 8122)
- Luton Borough Council (01582 547730)
- Out of Office Hours (0300 300 8123)

This out of office hours service is shared across all three local authority areas

### iv) Making Safeguarding Personal (MSP)

MSP means a case should be person-led and outcome-focused. The individual should be involved in identifying how best to respond to their safeguarding situation by giving them more choice and control as well as improving quality of life, wellbeing and safety.

Above & Beyond Cancer Foundation will not tolerate the abuse of adults Above & Beyond Cancer Foundation will ensure that adults are involved in their safeguarding arrangements and each individual is dealt with on a case by case basis. As adults may have different preferences, histories and life styles, the same process may not work for all.

Due to the nature of support that Above & Beyond Cancer Foundation provides it needs to be noted that cancer patients can be temporarily at risk due to the vulnerable nature of a cancer diagnosis. Above & Beyond Cancer Foundation recognises that their sole priority is to offer support in relation to their diagnosis first and foremost, offer support and signposting where relevant and necessary and therefore using the MSP approach is paramount to Above & Beyond Cancer Foundations safeguarding policy.

## **7. DIGITAL SAFEGUARDING**

Digital safeguarding means: 'the protection from harm in the online environment through the implementation of effective technical solutions, advice and support and procedures for managing incidents'.

In other words, digital safeguarding is how we help to keep our patients, volunteers and staff safe online, and it's just as important as keeping safe offline.

Above & Beyond Cancer Foundation is committed to the safeguarding and protection of all patients, staff and users of our digital services and social media channels. Above & Beyond Cancer Foundation have ceased to use this medium of support for one to one, face to face support due to all restrictions being lifted, but are aware that due to the world in which we live in, should support need to revert back to digital means, safeguarding procedures are in place.

This means protecting our patients, volunteers and staff from online harms such as:

- Online bullying and harassment
- Discrimination and abuse on the grounds of any protected characteristics
- Sharing of illegal and inappropriate imagery
- Cyberstalking
- Impersonation and hacking
- Disinformation and misinformation
- The oversharing of personal information
- Use best practice digital safeguarding for technical solutions, processes and procedures, such as;
  - i) 1 to 1 support which are face to face will only use personal laptops/mobile phones.
  - ii) 1 to 1 support which are face to face will only be given by the Trustees of the Charity that understand Above & Beyond Cancer Foundations safeguarding policy.
  - iii) 1 to 1 support which are face to face will only take place in the patients and the Trustees residence and will not take place while outside of their residence unless this is at the express wish of the patient.
  - iv) 1 to 1 support which are face to face will only be given at the request of the patient.
- Maintain links with key organisations to raise awareness and refer and report incidents as set out in this document.
- Support volunteers and staff via our safeguarding structure.

To put these principles into practice, our volunteers, patients and staff must:

- follow all community guidelines and terms and conditions set out by third party social media providers, including age restrictions.
- Recognise that digital safeguarding is an important part of all our work, and that we are committed to always delivering best practice.

## **8. PROFESSIONAL CHALLENGE & WHISTLEBLOWING**

Should any staff/volunteer have cause for concern regarding the above safe practices and feel that the above practices are not being adhered to, and therefore the wellbeing/confidentiality of staff/volunteers/patients is at risk, it is imperative that these concerns are raised respectfully and dealt with as a matter of urgency. An impartial trustee must be present for the conversation, and all challenges must be dealt with in accordance with our Constitution (Clause 27). Where disputes cannot be resolved through internal challenge, whistleblowing procedures must be followed via the Charities Commission.

Above & Beyond Cancer Foundation is committed to ensuring that staff and volunteers who in good faith whistle-blow in the public interest, will be protected from reprisals and victimisation

## **9. ACCEPTANCE OF THE GUIDELINES OUTLINED ABOVE.**

Although not all volunteers meet with patients, all volunteers need to support the safe working practices outlined above and follow the guidelines relevant to their role. All staff are expected to support the practices outlined in this document and to follow the guidelines given.

## **10. LINKS WITH OTHER POLICIES**

This policy has links to the following policies

- GDPR
- Equality Policy
- Holistic & Wellbeing Treatment Guidance Document