



How does Mencap keep people safe?

Keeping people safe as we support them to enjoy happy and healthy lives is a responsibility we take seriously. We want you to know you can entrust the safety of your family member to those that support them. Our safeguarding policy and practices support us to ensure that you can do so with confidence.

What is abuse?

Abuse means illegal, improper or harmful practice. The forms it takes can include:

- physical abuse
- psychological or emotional abuse
- financial or material abuse
- sexual abuse
- neglect or acts of omission.

Abuse or neglect may be deliberate or the result of negligence or ignorance.

For information on the signs and different types of abuse, you can visit:

<https://www.scie.org.uk/publications/atagance/69-adults-safeguarding-types-and-indicators-of-abuse.asp>

Mencap's safeguarding responsibilities

Mencap works together with people, their families and other organisations to prevent the risk and experience of abuse or neglect, whilst promoting people's wellbeing.

To do this:

- We have policies and procedures in place which help us to protect vulnerable adults and children from harm and abuse, and enable our colleagues and volunteers to know what to do if they have concerns.
- All colleagues throughout the organisation are required to be aware of safeguarding and their responsibilities to protect, prevent and support people where a safeguarding matter arises.

Safeguarding means protecting a person's right to live in safety, free from abuse and neglect.

- If a safeguarding concern is raised about one of our services, we will investigate the concern and notify the local authority, and any other external agencies accordingly.
- There are a range of legal and regulatory requirements around our safeguarding responsibilities. We are committed to acting promptly, responsibly and sensitively when safeguarding issues arise, working with relevant organisations and families throughout the process.
- Our national safeguarding panel is made up of people from across from across the organisation and has an independent chair. The panel oversees our responsibilities and reports into our board of trustees.

Here at Mencap, safeguarding is not just about systems and processes, we engage with individuals throughout to ensure that people’s voices are heard, that they are kept informed and are involved in solutions and outcomes.

We work closely with local authorities to ensure that we meet our safeguarding requirements.

Reporting allegations of abuse

If you are concerned that a vulnerable person has been, or is being abused, or is at risk of harm, you should always tell someone. Share your concerns immediately with the service manager, or area operations manager if Mencap supports the person you are concerned about.

We will:

- take your concerns seriously
- investigate thoroughly
- keep you involved and informed of progress
- report the outcome to you and act appropriately where action needs to be taken
- make appropriate referrals and notifications to local authorities and other agencies as and when these are required.

Mencap is committed to creating an environment in which everyone feels welcome and safe. We have a safeguarding culture that focuses on the outcomes that a person we support wants to see, and we will include them throughout the process.



Duty of Candour

As a social care organisation, Mencap is required to be open and transparent with the people we support, families, and other relevant people, about the care and support that they receive. This is called our Duty of Candour.

The Duty of Candour legally applies to services that are regulated by Care Inspectorate Wales (CIW).

For more information about this duty, you can ask the managers that oversee the service, or visit: <https://socialcare.wales/resources/openness-and-honesty-when-things-go-wrong-the-professional-duty-of-candour-explanatory-guidance?record-language-choice=en-cy>