

AECC Clinic and Clinical Services Safeguarding Policy for Children and Adult Patients

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Abbreviations

AECC – Anglo European College of Chiropractic

BU – Bournemouth University

DBS – Disclosure and Barring Service

DoC – Director of Clinic

DSO – Designated Safeguarding Officer

FGM – Female Genital Mutilation

ROA – Rehabilitation of Offenders Act

SIP – Staff Information Portal

SMG – Senior Management Group

UK – United Kingdom

1. Introduction

The AECC is a leading education provider in Chiropractic education and other health care professions related largely to the musculoskeletal system. The college boasts a large out-patients clinic, centre for ultrasound studies and Upright-MRI facility. The college is also involved in a number of other health care activities away from its main site. The clinic alone has approximately 60,000 outpatient visits per year. In providing care to the community the college is involved at times with care of children and adults at risk. Some staff and students may also be considered children and vulnerable adults, as well as this policy the AECC has its own Safeguarding policy that should be considered in these cases.

The AECC is committed to ensuring the welfare and safeguarding of children and adults at risk within all the activities it undertakes.

Safeguarding and promoting the welfare of children is defined for the purposes of this document as:

- Protecting children from maltreatment;
- preventing impairment of children's health or development;
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
- taking action to enable all children to have the best outcomes.

Safeguarding and promoting the welfare of adults at risk is defined for the purpose of this document as:

- Preventing abuse or neglect to someone aged 18 years or over who has needs for care and support and as a result of those care and support needs is unable to protect themselves from the risk or the experience of abuse and neglect.

When considering the protection of children and vulnerable adult's consideration of the Prevent Strategy and Female Genital Mutilation (FGM) is also required. Training for all staff, students and volunteers regarding the Prevent Strategy and Female Genital Mutilation is mandatory.

2. Contacts

Name of Designated Safeguarding Officer:	Daniel Heritage
Telephone Number:	Ext 376
Office Number:	Rm: 216
Name of contact if DSO Unavailable:	Neil Osborne (DoC)
Dorset Children's Social Work Service Telephone Number:	01202 458102
Dorset Children's Services (Out of Hours):	01202 657279
Hampshire Children's Services:	0845 6035620
Dorset Safeguarding Adults Triage team (during office hours)	01929 557712
Dorset Adults Safeguarding (Out of Hours):	01202 657279
Hampshire Adult Service	0300 555 1386

If you think a child or adult may be at immediate risk of harm, contact the Police: 999

3. Recognising the signs and symptoms of abuse

There are many different signs and symptoms that could indicate that a child or adult have been subject to some form of abuse or at risk of being abused. All members of staff will undergo training to help identify and act upon findings or suspicion of abuse.

Below details some common signs and symptoms of abuse;

Children:

There are four main categories of child abuse and neglect which are: physical abuse, emotional abuse, sexual abuse and neglect. Each has its own specific warning indicators, which you should be alert to. Some of the following signs may be indicators of these forms of abuse:

Physical Abuse	Children with frequent injuries, Children with unexplained or unusual fractures or broken bones and Children with unexplained: bruises or cuts; burns or scalds; or bite marks.
Emotional Abuse	Children who are excessively withdrawn, fearful, or anxious about doing something wrong, Parents or carers who withdraw their attention from their child, giving the child the 'cold shoulder', Parents or carers blaming their problems on their child and Parents or carers who humiliate their child, for example, by name-calling or making negative comparisons.
Sexual Abuse	Children who display knowledge or interest in sexual acts inappropriate to their age, Children who use sexual language or have sexual knowledge that you wouldn't expect them to have, Children who ask others to behave sexually or play sexual games and Children with physical sexual health problems, including soreness in the genital and anal areas, sexually transmitted infections or underage pregnancy. Children who appear with unexplained gifts or new possessions, Children who associate with other young people involved in exploitation, Children who have older boyfriends or girlfriends, Children who suffer from changes in emotional well-being, Children who misuse drugs and alcohol, Children who go missing for periods of time or regularly come home late and Children who regularly miss school or education or don't take part in education.
Neglect	Children who are living in a home that is indisputably dirty or unsafe, Children who are left hungry or dirty, Children who are left without adequate clothing, e.g. not having a winter coat, Children who are living in dangerous conditions, i.e. around drugs, alcohol or violence,

	Children who are often angry, aggressive or self-harm, Children who fail to receive basic health care and Parents who fail to seek medical treatment when their children are ill or are injured.
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Adults:

There are ten main categories of adult abuse and neglect: Physical, Psychological, Sexual, Neglect, Financial, Organisational, Discriminatory, Domestic Violence, Modern Slavery and Self neglect (not self-harm). Each has its own specific warning indicators, which you should be alert to. Some of the following signs may be indicators of these forms of abuse:

Type of Harm	Signs of harm
Physical	Unexplained bruises, wounds, fractures, becoming quiet and withdrawn, changes in normal character, same injuries occurring more than once
Psychological	Fear, Depression, confusion, unexpected or unexplained change in behaviour, deprivation of liberty
Sexual	Sleep disturbances, unexpected or unexplained change in behaviour, bruising, soreness around the genitals, torn, stained or bloody underwear, a preoccupation with anything sexual
Neglect	Malnutrition, untreated medical problems, bed sores, confusion, over-sedation
Financial	Unexplained withdrawals from the bank, unusual activity in bank accounts, unpaid bills, unexplained shortage of money, reluctance on part of person with responsibility for the funds to provide basic food and clothes etc.
Organisational	Inflexible and non-negotiable systems and routines, lack of consideration of dietary requirements, lack of adequate physical care
Discriminatory	Harassment, insults or similar due to race, religion, gender, gender identity, age, disability, sexual orientation, pregnancy
Domestic Violence	Pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family member.
Modern Slavery	Slave masters will deceive, coerce and/or force adults into a life of abuse and slavery
Self-Neglect	Includes; disregarding one's personal hygiene, health or surroundings resulting in a risk that impacts on the adults wellbeing

4. Becoming aware of a safeguarding concern:

There are many ways that you may become aware of a safeguarding issue relating to a child or adult at risk.

Examples of becoming aware include:

- A third party or anonymous allegation is received;
- A child's or adult at risk's appearance, behaviour, play, drawing or statements cause suspicion of abuse and/or neglect;
- A child or vulnerable adult reports an incident(s) of alleged abuse
- A written report is made regarding the serious misconduct of a worker towards a child or vulnerable adult.

5. What to do if you are concerned about a child or adult at risk;

It is important that you act on any concerns you have or brought to your attention. Never think that someone else may be dealing with it.

The below flow chart illustrates the pathway to follow if there are any safeguarding concerns.

Use the electronic Safeguarding form found on all clinic computer desktops and Ipads to record and submit your concerns. If an electronic device is not to hand record details on a piece of paper and secure it safely.

Concern Identified

Record details: electronic and paper forms available

- Date & time of incident
- Exactly what the child or adult at risk said, using their own words
- Appearance and behaviour of the child or adult at risk
- (The views of the adult at risk)
- Any injuries observed
- What the person alleged to have caused the harm said or did, if present

- Details of the person alleged to have caused harm
- Likely movements of the child or adult at risk and the alleged harmer within the next 24 hours
- Any actions or decisions taken
- Name and signature of the person making the record
- If the incident was witnessed, write down exactly what was seen

Preserve any evidence

If appropriate inform the individual you will be sharing your concerns with the DSO

Is the individual in immediate danger?

Yes

Contact Police
Tel: 999

Inform DSO

No

Is the patient safe to leave?

Yes

Give advice about contacting police or relevant safeguarding agency

Contact DSO

No

Keep individual safe

Contact DSO

Discuss concerns with DSO who will offer advice and support on appropriate actions

Possible actions:

- No action
- Refer to relevant safeguarding team (Child or Adult) or GP
- Police if crime has been committed
- Follow organisations disciplinary proceedings if allegation refers to a member of staff
- If the person causing the harm is also an adult at risk, arrange an employee to attend their needs.

DSO will log all details on central database and act as point of contact for further follow-up

Case closed

Continue monitoring and involvement

6. Safe Recruitment

The AECC is committed to ensuring all members of staff, students and volunteers are recruited in a fair and non-discriminatory way, whilst at the same time ensuring that candidates are appropriate for the role.

STAFF

For all employment posts at the AECC there is a requirement for two character references to be provided and verified before an applicant can commence employment. For posts that involve regular and unsupervised contact with children or vulnerable adults and the role falls within The Exceptions Order to the Rehabilitation of Offenders Act (ROA) 1974 a Disclosure and Barring Service (DBS) check is made.

For full details of the AECC recruitment and DBS policies, please refer to the AECC SIP.

Staff are also required to inform the AECC immediately if cautioned by Police or receive a conviction or that another aspect of their personal life may impact on their professional role and duties. Staff, including visiting staff must also sign an annual declaration confirming that there are no changes in their personal life that may affect their professional role. The AECC will seek reassurance from these staff members by requesting copies of their main employers recruitment policies, DBS policies and safeguarding policies including training documentation and reassurances that all staff may come to the AECC have been recruited following the procedures of these policies.

STUDENTS

Before commencing their chosen degree programme students undergo a DBS check if they are a UK national or are required to supply a similar type document if an overseas student from their country of residence. Each student's documentation is reviewed and any concerns considered as to whether the candidate is appropriate to commence the course or not.

Prior to the students clinical placement a further DBS check will be performed, at this point a DBS check will be performed for both UK national students and overseas students as by this point an overseas student will have been a resident of the UK for at least 3 years. Again if any concerns are raised at this point consideration as to whether the student may complete their clinical placement will be made on an individual basis.

All students are also required to inform the AECC immediately if cautioned by Police or receive a conviction or that another aspect of their personal life may impact on their professional role and duties. All students must also sign an annual declaration confirming that there are no changes in their personal life that may affect their professional role.

Post graduate students on courses that involve clinical placements within the AECC clinics will also need to sign an annual declaration confirming that there are no changes in their personal life that may affect their professional role and will also be asked to provide evidence that they have undergone DBS checks with their main employer and safeguarding training.

VOLUNTEERS

The AECC does not regularly recruit or use volunteers. In the unusual situation that this does happen, volunteers will be required to provide two character references and undergo a DBS check before their volunteering commences if they have a clinical role.

Volunteers are also required to inform the AECC immediately if cautioned by Police or receive a conviction or that another aspect of their personal life may impact on their professional role and duties. Volunteers must also sign an annual declaration confirming that there are no changes in their personal life that may affect their professional role.

Volunteers will also be subject to a DBS check every three years.

WORKING WITH OTHER ORGANISATIONS

At times the AECC works closely with other organisations and members of staff and students from these organisations spend time at the AECC working with vulnerable people (i.e. Bournemouth University (BU) Midwifery course). In these circumstances the AECC will seek reassurance from these organisations that they have taken all

reasonable steps to ensure that their staff and students are appropriate to undertake the roles expected at the AECC. This will be done by requesting copies of the organisations recruitment policies, DBS policies and safeguarding policies including training documentation and reassurances that all staff and students that may come to the AECC have been recruited following the procedures of these policies.

The DSO will keep a record of all this documentation on a central record and will ensure that annually the organisations are contacted to ensure that the documentation is still up-to-date. The DSO will also request further documentation and reassurances when deemed appropriate based on changes in legislation and guidance.

7. Management and Supervision of staff, volunteers and students

All staff, volunteers and students may discuss any concerns or ask questions regarding their role in safeguarding children and vulnerable adults at any time with the DSO or Director of Clinic. This can be arranged by contacting the individual through the contact details at the beginning of this document.

Volunteers and observers (i.e. work experience observers) must not be left on their own with children and vulnerable adults.

In the case of observers being classed as children themselves, they should not be left on their own either with a patient of the AECC or with staff, volunteers or students.

8. Training of staff, volunteers and students

All clinical staff (including reception and administration staff), volunteers and students must undergo safeguarding training to at least Level 2 both in regards to children and vulnerable adults, as described in the Safeguarding for children and young people: roles and competences for health care staff intercollegiate document 2014 (RCPCH). Training relating to Female Genital Mutilation (FGM) and the Prevent Strategy will also be included for all.

This training may take many forms, including lectures, workshops and online teaching.

For students this training will take place prior to commencing their clinical internship.

For staff and volunteers this will take place as part of their induction training to the AECC and then at least every three years, but may be sooner in circumstances where changes in legislation and/or guidance change significantly.

9. Allegations against staff, volunteers and students of the AECC

A concern regarding a member of staff, student or volunteer of the AECC can be raised by anybody including a member of the public (including patients), another staff member, student or volunteer of the AECC.

When a concern is raised the person who is notified of the concern has a duty to first ensure the child or vulnerable adult is safe and then must notify the DSO (in cases where a concern has been raised against the DSO the Director of Clinic should be notified).

All details of the concern/incident should be recorded using the electronic Safeguarding forms unless an electronic device is not available, in those circumstance record details on paper and secure safely.

When a concern is raised and the DSO or Director of clinic has been notified the following procedures should be followed:

- **If it is clear that harm has occurred or likely to occur, contact the Police and/or Child social services/Adult safeguarding team**
- If it is not clear whether harm occurred or likely to, it still may be appropriate to contact the Police and/or Child social services/Adult safeguarding team for advice.
- In any circumstance an internal investigation must take place.

- This will follow the AECC Staff Disciplinary Procedure, if related to staff members.
- The volunteer Disciplinary Procedure, if related to volunteers.
- The Student Fitness to Practice regulations, if related to a student.
- Whilst the investigation is carried out the individual may be placed on restrictive duties or suspended.
- The DSO (DoC in cases where a concern has been raised against the DSO) will keep a record of all investigations and outcomes.

10. Recording and managing confidential information

Details of any concern should be recorded on the electronic Safeguarding Form, See appendix 1. If an electronic device is not available at the time, record details on paper and safely secure until passed to the DSO who will then ensure its safe storage.

All details of safeguarding concerns will be stored securely, following the guidance from the AECC Caldicott guardian and local data protection policies. If a concern about a child or adult at risk needs to be passed to other agencies then in some circumstances the rights to that individuals confidentiality may be broken.

11. Distributing and reviewing policies and procedures

This policy and its supporting documents will be distributed to all members of staff, students and volunteers of the AECC. It will also be included in the AECC staff handbook and Clinic Manual. Copies will also be displayed in key areas of the college, such as the clinic staff rooms and centre for Ultrasound Studies staff room. Copies will also be available in patient waiting areas for stakeholders to see and on the college's website.

Staff will be trained on safeguarding practices including the college's policy.

The policy will be reviewed at least once annually and will be confirmed by the Senior Management Group (SMG). When appropriate, stakeholders will be consulted in its review.

12. Responsibilities of management committees.

The SMG will review every three years the AECC Safeguarding Policy and with the help of the DSO, will ensure that staff, students and volunteers adopt the principles of the policy into their everyday practice. The SMG will ensure that all staff receive regular training to recognise the signs and symptoms of abuse and ensure all other policies are consistent with the practices of safeguarding.

Version:	1
Approved by:	Senior Management Group
Originator/Author:	Daniel Heritage – Designated Clinical Safeguarding Officer
Policy Owner	Daniel Heritage – Designated Clinical Safeguarding Officer
Reference source:	Referenced within policy
Date approved:	12 September 2016
Effective from:	September 2016
Review date:	September 2019
Target:	All staff and students
Policy location:	Staff Information Portal, AECC Clinic website
Equality Analysis:	No direct impact.

13. Appendix 1 – Electronic Safeguarding Form

Safeguarding Log form

Sent: None

To: safeguarding@aecc.ac.uk

Cc:

09/06/2016 10:54:59

Name of person report relates to: [Type text]

Date and time of incident (if incident has occurred): [Type text]

If there was an incident and the incident was witnessed, write exactly what was seen: [Type text]

Details of what the child or adult at risk said (using their own words): [Type text]

Adults Only – The views of the Adult at risk (what do they wish to happen?): [Type text]

Describe any injuries observed: [Type text]

What the person alleged to have caused the harm said or did, if present: [Type text]

Details of the person alleged to of caused harm (Name, DOB, Address, relationship to the child/adult at risk): [Type text]

Detail the likely movements of the adult at risk and the alleged harmer over the next 24 hours: [Type text]

Any actions or decisions taken at the time (i.e. contacted the Police): [Type text]

Your First Name: [Type text]

Your Surname: [Type text]

Please note if you have not already been in touch with the Designated Safeguarding officer, please also do this by contacting ext 376.

14. Appendix 2 – Female Genital Mutilation Information Sheet

Key facts

- Female genital mutilation (FGM) includes procedures that intentionally alter or cause injury to the female genital organs for non-medical reasons.
- The procedure has no health benefits for girls and women.
- Procedures can cause severe bleeding and problems urinating, and later cysts, infections, as well as complications in childbirth and increased risk of newborn deaths.
- More than 200 million girls and women alive today have been cut in 30 countries in Africa, the Middle East and Asia where FGM is concentrated¹.
- FGM is mostly carried out on young girls between infancy and age 15.
- FGM is a violation of the human rights of girls and women.

Female genital mutilation (FGM) comprises all procedures that involve partial or total removal of the external female genitalia, or other injury to the female genital organs for non-medical reasons.

The practice is mostly carried out by traditional circumcisers, who often play other central roles in communities, such as attending childbirths. In many settings, health care providers perform FGM due to the erroneous belief that the procedure is safer when medicalized¹. WHO strongly urges health professionals not to perform such procedures.

FGM is recognized internationally as a violation of the human rights of girls and women. It reflects deep-rooted inequality between the sexes, and constitutes an extreme form of discrimination against women. It is nearly always carried out on minors and is a violation of the rights of children. The practice also violates a person's rights to health, security and physical integrity, the right to be free from torture and cruel, inhuman or degrading treatment, and the right to life when the procedure results in death. Female genital mutilation is classified into 4 major types.

No health benefits, only harm

FGM has no health benefits, and it harms girls and women in many ways. It involves removing and damaging healthy and normal female genital tissue, and interferes with the natural functions of girls' and women's bodies. Generally speaking, risks increase with increasing severity of the procedure.

Immediate complications can include:

- severe pain
- excessive bleeding (haemorrhage)
- genital tissue swelling
- fever
- infections e.g., tetanus
- urinary problems
- wound healing problems
- injury to surrounding genital tissue
- shock
- death.

Long-term consequences can include:

- urinary problems (painful urination, urinary tract infections);
- vaginal problems (discharge, itching, bacterial vaginosis and other infections);
- menstrual problems (painful menstruations, difficulty in passing menstrual blood, etc.);
- scar tissue and keloid;
- sexual problems (pain during intercourse, decreased satisfaction, etc.);
- increased risk of childbirth complications (difficult delivery, excessive bleeding, caesarean section, need to resuscitate the baby, etc.) and newborn deaths;

- need for later surgeries: for example, the FGM procedure that seals or narrows a vaginal opening (type 3) needs to be cut open later to allow for sexual intercourse and childbirth (deinfibulation). Sometimes genital tissue is stitched again several times, including after childbirth, hence the woman goes through repeated opening and closing procedures, further increasing both immediate and long-term risks;
- psychological problems (depression, anxiety, post-traumatic stress disorder, low self-esteem, etc.).

Who is at risk?

Procedures are mostly carried out on young girls sometime between infancy and adolescence, and occasionally on adult women. More than 3 million girls are estimated to be at risk for FGM annually.

More than 200 million girls and women alive today have been cut in 30 countries in Africa, the Middle East and Asia where FGM is concentrated.

The practice is most common in the western, eastern, and north-eastern regions of Africa, in some countries the Middle East and Asia, as well as among migrants from these areas. FGM is therefore a global concern.

Signs that someone is at risk of FGM or has undergone FGM

- Older visitor coming to see the family
- Discussion/reference to FGM
- Child discloses to you they are to undergo FGM
- A long holiday abroad is planned
- Parental statement regarding FGM
- Difficulty walking, sitting or standing
- Spending longer than normal in toilet due to difficulties urinating
- Lengthy absence from school due to bladder and menstrual problems
- Prolonged repeated absences from school
- Noticeable behaviour changes

12. Appendix 3 – Prevent Strategy Information sheet

The Prevent Strategy is part of the UK Governments Counter-terrorism strategy (CONTEST). Its aim is to reduce the threat to the UK from terrorism by stopping people becoming terrorist or supporting terrorism. We have a duty to report concerns about children, young people and vulnerable adults who may be at risk of radicalisation.

The Prevent strategy has three specific strategic objectives:

- Respond to ideological challenge of terrorism and the threat we face from those who promote it
- Prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support
- Work with sectors and institutions where there are risks of radicalisation that we need to address.

Extremism is defined in the Prevent strategy as “vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism calls for death or members of our armed forces”.

Healthcare professionals will meet and treat people who may be vulnerable to being drawn into terrorism. Being drawn into terrorism includes not just violent extremism but also non-violent extremism which can create an atmosphere conducive to terrorism and can popularise views which terrorists exploit.

Signs that someone may be at risk of radicalisation include:

- Experiencing a life changing event
- Feelings of grievance and injustice
- A susceptibility to being influenced or controlled
- “Them & Us thinking”
- An individual who becomes fixed on one topic
- An individual closed to discussion/debate
- Unhealthy use of the internet
- An individual who uses new phrases

Remember these alone could all be quite normal behaviours and may not in themselves mean that someone is becoming radicalised. Any action taken must be proportionate. It is advised that you take the following three steps:

- Notice – be aware of the signs and be on the lookout for them
- Check – check with someone else whether you think your concerns are well founded most often this should be the Designated Safeguarding Officer (DSO)
- Share – Share your concerns with appropriate people/agencies i.e. local Channel programme