Medicare People

LIVE-IN CARE

Safeguarding Children Policy and Procedure

Policy Title	Safeguarding Children Policy and Procedure
Organisation	Medicare People Limited
Service Type	Live-In Care Services
Policy Owner	Registered Manager
Version	1.0
Date Created	07/07/2026
Review Date	Annually

1. PURPOSE

Medicare People is committed to safeguarding and promoting the welfare of children and young people who may be encountered during the delivery of live-in care services.

Although Medicare People primarily provides services to adults, employees may have contact with children through family settings, multigenerational households, visitors, young carers, or other arrangements within the service user's home environment.

The purpose of this policy is to ensure that all employees understand their responsibilities in relation to safeguarding children and know how to recognise, respond to, record, and report concerns appropriately.

This policy aims to:

- Protect children from abuse, neglect, exploitation, and harm.
- Promote the welfare and wellbeing of children.
- Ensure concerns are identified and acted upon promptly.
- Support partnership working with safeguarding agencies.
- Comply with legal and regulatory safeguarding requirements.
- Promote a culture of vigilance and responsibility.

2. Scope

This policy applies to:

- All employees.
- Live-In Carers.

- Care Coordinators.
- Assessors.
- Managers.
- Agency workers.
- Contractors and volunteers working on behalf of Medicare People.

This policy applies whenever employees become aware of concerns relating to a child or young person under the age of 18.

3. Definitions

Child	Any person under the age of 18 years.
Safeguarding	The actions taken to protect children from abuse, neglect, exploitation, and other forms of harm, whilst promoting their welfare and development.
Child Protection	The processes undertaken to protect specific children who are suffering, or are at risk of suffering, significant harm.
Significant Harm	The threshold used by safeguarding agencies to determine when intervention is required to protect a child.
Early Help	Support provided to children and families to address concerns before they escalate into more serious safeguarding issues.

4. Policy Statement

Medicare People will:

- Promote the safety and welfare of children.
- Take all safeguarding concerns seriously.
- Act promptly when concerns arise.
- Support employees to recognise safeguarding concerns.
- Work in partnership with local authorities, police, healthcare professionals, and other safeguarding agencies.
- Maintain accurate safeguarding records.
- Ensure safeguarding concerns are escalated appropriately.
- Support a culture where concerns can be raised without fear.
- Maintain appropriate safeguarding training arrangements.

The welfare of the child will always be the primary consideration when safeguarding concerns arise.

5. Roles and Responsibilities

Registered Manager

The Registered Manager is responsible for:

- Acting as the Designated Safeguarding Lead for the organisation.
- Ensuring safeguarding arrangements are effective.
- Receiving and managing safeguarding concerns.
- Making referrals where appropriate.
- Liaising with external agencies.
- Monitoring safeguarding activity.
- Ensuring employees receive appropriate training.

Care Coordinators and Assessors

Care Coordinators and Assessors are responsible for:

- Remaining alert to safeguarding concerns.
- Escalating concerns promptly.
- Supporting investigations where appropriate.
- Maintaining accurate records.

Live-In Carers

Live-In Carers are responsible for:

- Remaining vigilant to signs of abuse or neglect.
- Reporting concerns immediately.
- Maintaining written records of observations and disclosures.
- Following safeguarding procedures.
- Supporting the safety and welfare of children.

All Employees

All employees must:

- Complete safeguarding training.
- Follow this policy.
- Report concerns immediately.
- Cooperate with safeguarding investigations.
- Promote the safety and welfare of children.

6. Procedure

6.1 Recognising Abuse and Neglect

Employees should remain vigilant for signs and indicators of abuse.

Physical Abuse

Examples may include:

- Hitting.
- Shaking.
- Burning.
- Poisoning.
- Physical assault.

Emotional Abuse

Examples may include:

- Persistent criticism.
- Humiliation.
- Bullying.
- Intimidation.
- Rejection.

Sexual Abuse

Examples may include:

- Inappropriate sexual behaviour.
- Sexual exploitation.
- Exposure to inappropriate material.
- Grooming.

Neglect

Examples may include:

- Failure to provide food.
- Inadequate supervision.
- Failure to provide medical treatment.
- Poor living conditions.
- Lack of appropriate care.

Domestic Abuse

Children may be harmed through witnessing or being exposed to domestic abuse within the home.

Child Criminal Exploitation

Examples may include:

- County lines activity.
- Forced criminal behaviour.
- Financial exploitation.

Child Sexual Exploitation

Children may be manipulated, coerced, or pressured into sexual activity in exchange for gifts, money, accommodation, affection, or status.

Online Abuse

Examples may include:

- Online grooming.
- Exploitation through social media.
- Exposure to inappropriate content.
- Cyberbullying.

6.2 Responding to a Disclosure

If a child discloses abuse or neglect, employees must:

- Remain calm.
- Listen carefully.
- Take the disclosure seriously.
- Reassure the child that they have done the right thing by speaking up.
- Avoid making promises that cannot be kept.
- Avoid asking leading questions.
- Avoid investigating the matter themselves.
- Explain that the concern must be shared with appropriate people to keep them safe.

The child's immediate safety should always take priority.

6.3 Immediate Risk of Harm

Where a child is believed to be in immediate danger:

- Emergency services should be contacted immediately.
- The Registered Manager should be informed without delay.
- Immediate action should be taken to protect the child where possible.
- Relevant safeguarding referrals should be made.

Employees must never delay action where there is an immediate risk of significant harm.

6.4 Recording Concerns

Employees must record safeguarding concerns as soon as possible.

Records should include:

- Date and time.
- Factual observations.
- Exact words used where possible.
- Individuals involved.
- Action taken.

- Name of the person making the report.

Records must be factual, accurate, and contemporaneous.

6.5 Reporting Concerns

Any concern regarding a child must be reported immediately to the Registered Manager or Designated Safeguarding Lead.

The Registered Manager will:

- Assess the information received.
- Determine whether referral is required.
- Seek advice from safeguarding professionals where necessary.
- Take appropriate action to protect the child.

Concerns must never be ignored or delayed.

6.6 Referrals to External Agencies

Where appropriate, referrals may be made to:

- Children's Social Care.
- Multi-Agency Safeguarding Hub (MASH).
- Police.
- NHS Safeguarding Teams.
- Local Authority Safeguarding Services.

Referrals should be made promptly where there is concern that a child may be suffering or at risk of harm.

6.7 Young Carers

Employees should remain aware that some children may undertake caring responsibilities for family members.

Where concerns arise regarding a young carer's:

- Safety.
- Wellbeing.
- Education.
- Emotional health.
- Caring responsibilities.

These concerns should be discussed with the Registered Manager and, where appropriate, referred to relevant support services.

6.8 Safeguarding Concerns Identified During Adult Care

Employees providing care to adults may become aware of concerns that affect children within the household.

Examples may include:

- Domestic abuse.
- Substance misuse.
- Unsafe living conditions.
- Neglect.
- Exposure to criminal activity.
- Mental health concerns affecting parenting capacity.

Such concerns must be treated as potential safeguarding matters and reported immediately.

6.9 Allegations Against Employees

Where concerns relate to an employee, contractor, or person associated with Medicare People:

- The concern must be reported immediately to the Registered Manager.
- Appropriate protective action will be considered.
- External agencies will be notified where required.
- Investigations will be managed fairly and confidentially.

Protecting children will remain the priority throughout any investigation.

6.10 Learning and Continuous Improvement

Following safeguarding incidents or referrals, Medicare People will review:

- What happened.
- Actions taken.
- Lessons learned.
- Training requirements.
- Policy effectiveness.

Learning will be incorporated into service improvement activities.

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7. Records and Documentation

The following records may be maintained:

- Safeguarding concern records.
- Referral documentation.
- Incident reports.
- Investigation records.
- Training records.
- Audit reports.
- Action plans.
- Professional correspondence.

Records must be accurate, secure, and retained in accordance with organisational requirements.

8. Training and Competency

All employees will receive safeguarding children awareness training appropriate to their role.

Training may cover:

- Safeguarding responsibilities.
- Recognising abuse and neglect.
- Reporting concerns.
- Child exploitation.
- Domestic abuse.
- Professional boundaries.
- Information sharing.
- Record keeping.

Competency will be monitored through:

- Supervision.
- Audits.
- Training assessments.
- Appraisals.
- Incident reviews.

Refresher training will be provided regularly.

9. Monitoring and Governance

The Registered Manager will monitor compliance through:

- Safeguarding audits.
- Incident reviews.
- Training compliance monitoring.
- Complaints analysis.
- Supervision records.
- Quality assurance reviews.

Key Performance Indicators may include:

- Safeguarding training compliance.
- Number of safeguarding concerns raised.
- Referral timescales.
- Audit outcomes.
- Completion of corrective actions.

Learning identified through safeguarding activity will be used to strengthen safeguarding arrangements and service quality.

10. Related Policies

- Safeguarding Adults Policy and Procedure
- Recruitment and Selection Policy and Procedure
- Whistleblowing Policy and Procedure
- Incident Reporting Policy and Procedure
- Mental Capacity Act and Best Interests Policy and Procedure
- Duty of Candour Policy and Procedure
- Equality, Diversity and Human Rights Policy and Procedure
- Data Protection and Confidentiality Policy and Procedure
- Quality Assurance Policy and Procedure
- Lone Working Policy and Procedure

11. Review and Version Control

This policy will be reviewed annually or sooner following:

- Changes in legislation.
- Changes in safeguarding guidance.
- Serious safeguarding incidents.
- Audit findings.
- Regulatory inspections.
- Service developments.

Approved By: Stuart Wells

Position: Managing Director

Date: 07/07/2026

Medicare People currently provides introductory live-in care services. We have submitted our application to the Care Quality Commission (CQC) and intend to introduce a fully managed live-in care service following registration.