

**Primary Care Directorate**  
**Cauldwell Medical Centre**  
**Safeguarding SOP**

## Document Control

### Confidentiality Notice

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### Document Details

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**This document is to be used in conjunction with the safeguarding policy:**

## **Policy**

To access the safeguarding policy please click this link whilst on an ELFT network:

<https://www.elft.nhs.uk/intranet/teams-support-me/governance-and-risk-management/policy-management/trust-policies>

Responsibility

**WHO IS RESPONSIBLE FOR SAFEGUARDING?**

**You are!!!**



**Safeguarding is EVERYBODY'S  
business.**

**If you have a concern REPORT  
IT!!!!!!**

## Data Protection

Protect our data!  
#bedatasafe



# Data Protection Tips



### ALL INFORMATION HAS A VALUE.

All the information you work with has value, think before you take it home. If you need to dispose of it, do this securely (confidential waste / shred it).



### ONLY SHARE DATA WHEN YOU ARE ALLOWED TO.

There are many rules around sharing personal data. Be cautious when sharing data with others. Follow your companies policies, if you are not sure, ask.



### KNOW WHAT TO DO IF YOU'VE HAD A BREACH.

If you think you've made a mistake and it could have compromised personal data, make sure you report it immediately. This includes if it has happened outside working hours.



### SENDING EMAILS, CHECK AND CHECK AGAIN.

Many breaches occur due to an incorrect recipient or the wrong attachment document. Do not rush, check the attachment, check the intended recipient, then hit send.



### NEVER LEAVE INFORMATION UNATTENDED.

Always lock your computer in the office and at home. Never leave papers on your desk. If you are working on a train or at home, ensure others cannot see your screen.

## Resources

# Need help communicating?

The NHS must follow these **5 steps** if you have a **communication need** (eg. a BSL interpreter, language interpreter, or information in braille)



### Domestic violence woman's aid and refuge

The Freephone, 24-hour National Domestic Abuse Helpline 0808 2000 247

Website - <https://www.nationaldahelpline.org.uk/>

Family Action  
Family Action Head Office  
34 Wharf Road  
London, N1 7GR  
Tel: 020 7254 6251

### Help with cost of living

<https://www.bedford.gov.uk/benefits-and-support/grants-and-funding/help-cost-living>

### Luton All woman Centre

<https://www.lutonallwomenscentre.org.uk/contact>

### Rape Crisis

Help 24/7 with a 24 hour helpline

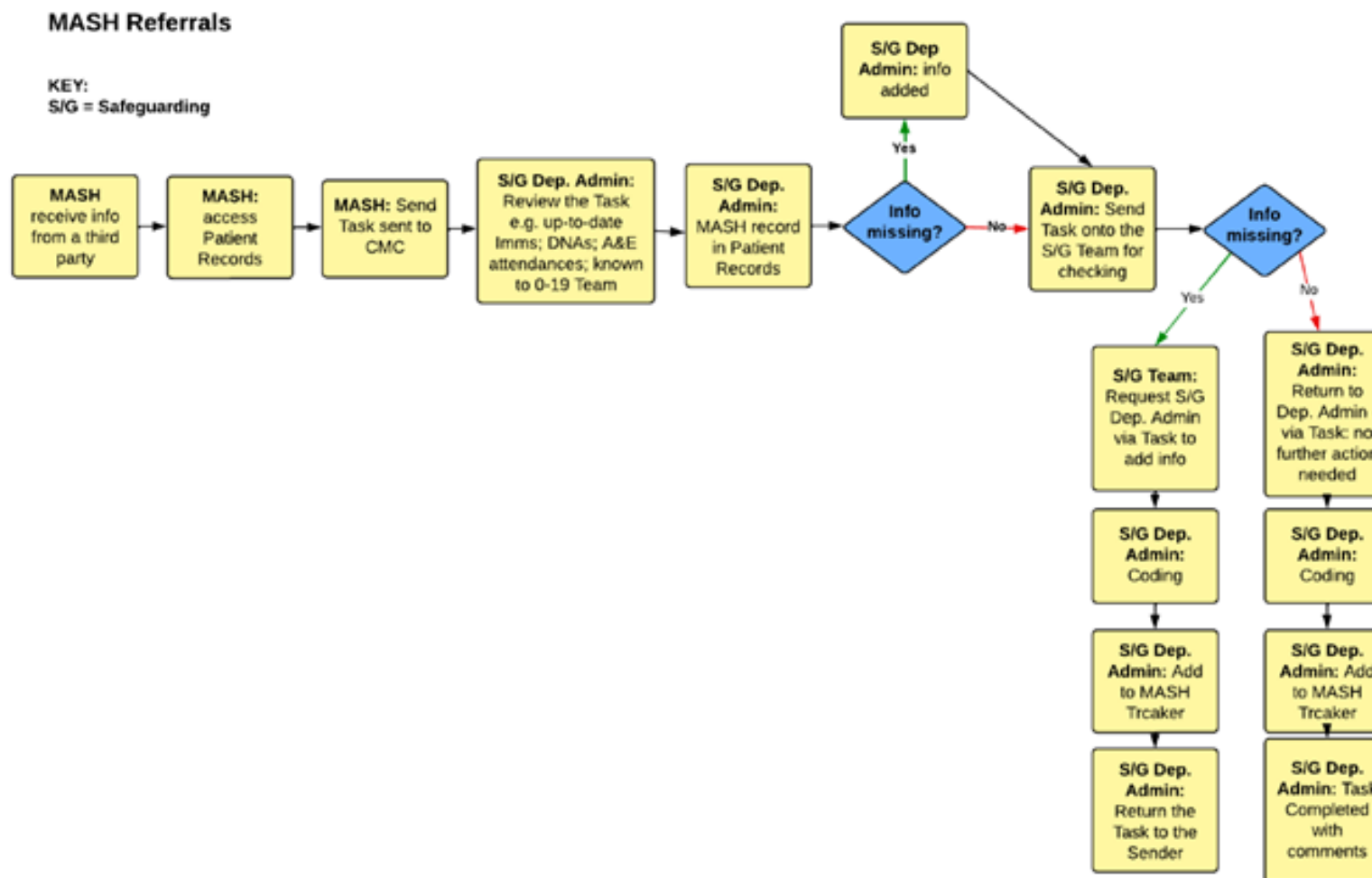
Email [rcewinfo@rapecrisis.org.uk](mailto:rcewinfo@rapecrisis.org.uk)

Emerald Centre  
Telephone Number  
01234 842750  
Email Address  
[admin.emeraldcentre@nhs.net](mailto:admin.emeraldcentre@nhs.net)

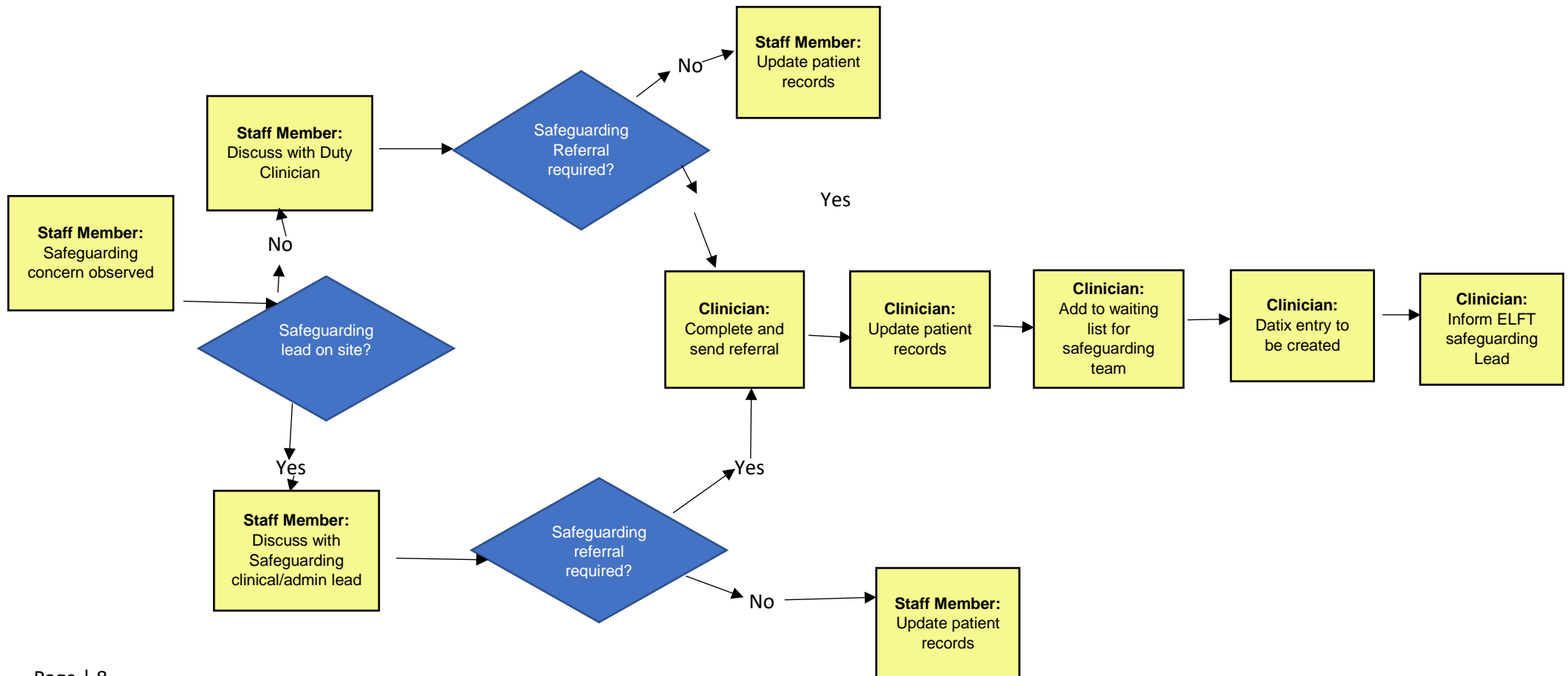
## Safeguarding and Information Governance Leads

Practice Name	Cauldwell Medical Centre
<b>Our ELFT Information Governance (GDPR) Lead is:</b>	Chris Kitchener
<b>Our ICB Data Protection Officer is:</b>	Paul Couldry at PCDC <a href="mailto:info@pcdc.org.uk">info@pcdc.org.uk</a>
<b>Our ICB Information Governance Lead is:</b>	Lynda Harris <a href="mailto:Lynda.harris2@nhs.net">Lynda.harris2@nhs.net</a>
<b>Our Local Safeguarding Lead is:</b>	Margaret Kailian- Themuka Gogo Abbey
<b>Our ELFT Safeguarding Adults Lead is:</b>	Suzaan Jenkinson <a href="mailto:suzaan.jenkinson@nhs.net">suzaan.jenkinson@nhs.net</a>
<b>Our ICB Safeguarding Adults Lead is:</b>	Nadean Marsh <a href="mailto:nadean.marsh1@nhs.net">nadean.marsh1@nhs.net</a>
<b>Our ELFT Safeguarding Children Lead is:</b>	Esme DeMay
<b>Our ICB Safeguarding Children Lead is:</b>	Deborah Spencer <a href="mailto:deborahspencer1@nhs.net">deborahspencer1@nhs.net</a>
<b>Our ELFT Caldicott Guardian Lead is:</b>	David Bridle
<b>Our Local Caldicott Guardian Lead is:</b>	Gogo Abbey Margaret Kalilani-Themuka

## Information Received by MASH team into the Practice



## Practice Staff Raising a Safeguarding Concern





# Adult Referral Process

**Is there a safeguard concern for an adult at risk of harm?**

**Referral process**

- Are they in immediate danger?
- Has a crime been committed?
- Is there a need to protect forensic evidence?

- Has an adult at risk been harmed whilst receiving service by ELFT?
- Has an allegation of a safeguarding concern been made about a patient/service user that concerns colleagues?

- Do you have a concern that an adult that is being harmed or is at risk of harm by a carer, family member, friend, self, stranger, or another provider agency i.e nursing home or residential home?

Contact appropriate emergency services on 999

- Ensure the patients/SU's Safety
- Ensure that the person alleged to have caused harm/potential harm does not have contact with the adult 'at risk'

- Contact:
- Social care 01234 276222
  - Line Manager
  - Safeguarding Leads
  - Seek advice from a clinician

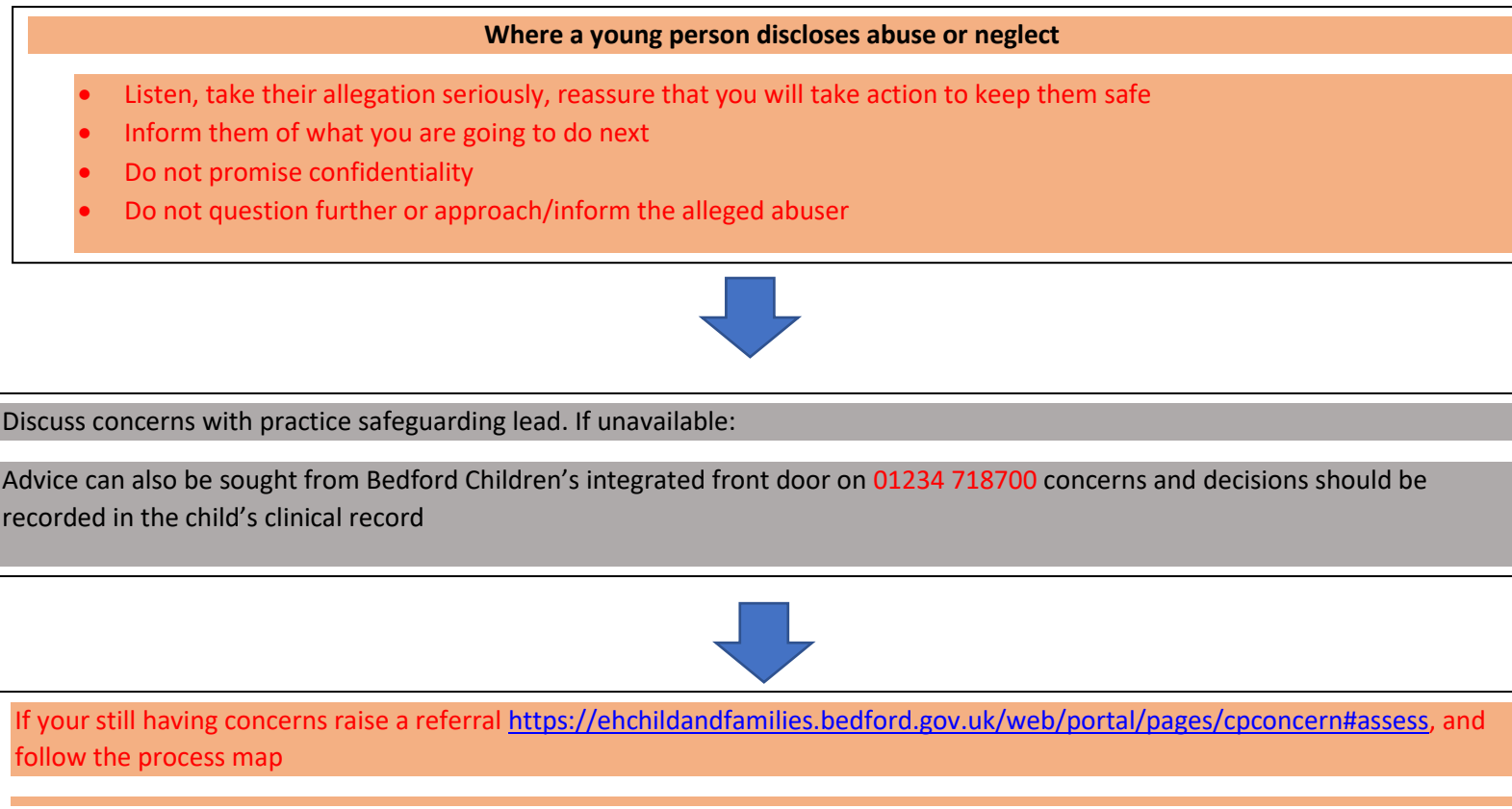
- Contact SG Lead or senior colleague
- Refer to Bedford Social Services 01234 276222
- Inform Practice Manager
- Complete incident form
- Follow safeguarding policy

- Send written copy of concern to social services referral into records
- Inform line manager
- Inform Safeguard leads
- Log safeguarding concern on ELFT
- Add locally agree read codes

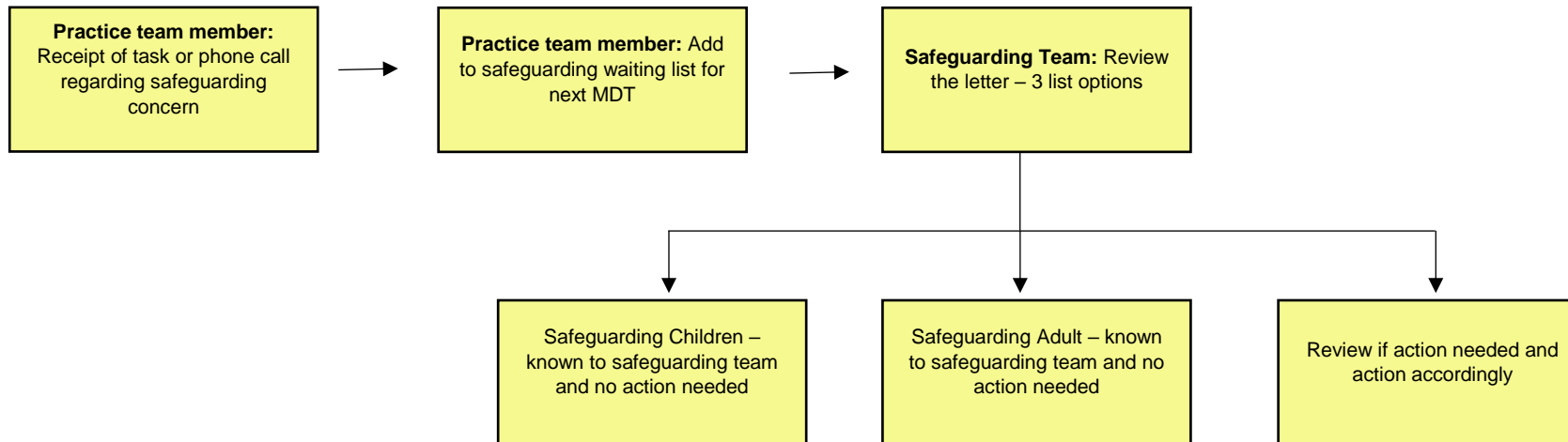
- Consider Other options i.e CQC referral
- Discuss with Safeguard concerns in incident report
- Document appropriately

**Continue to risk assess and monitor at regular intervals**

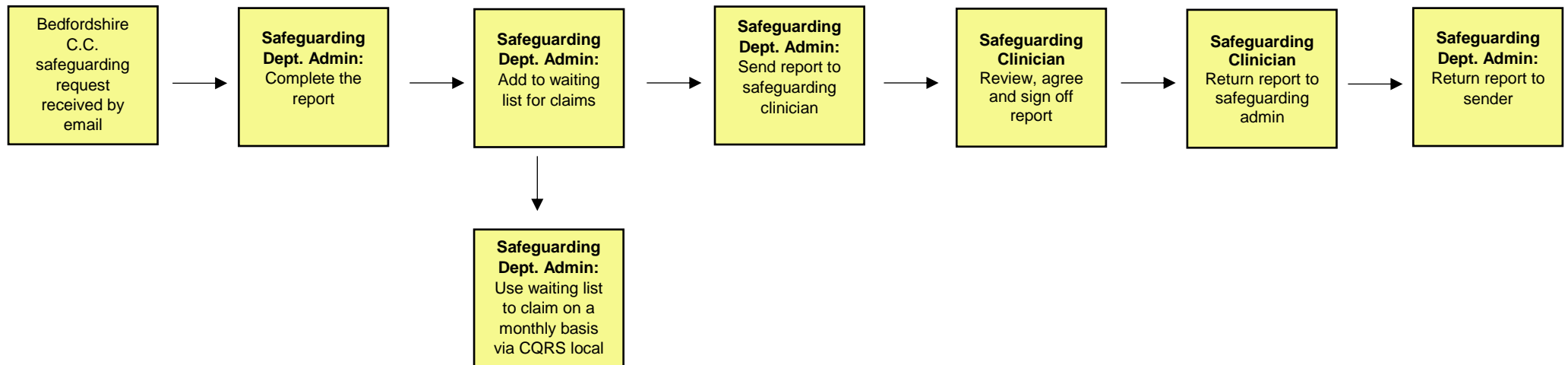
## Child Referral Process



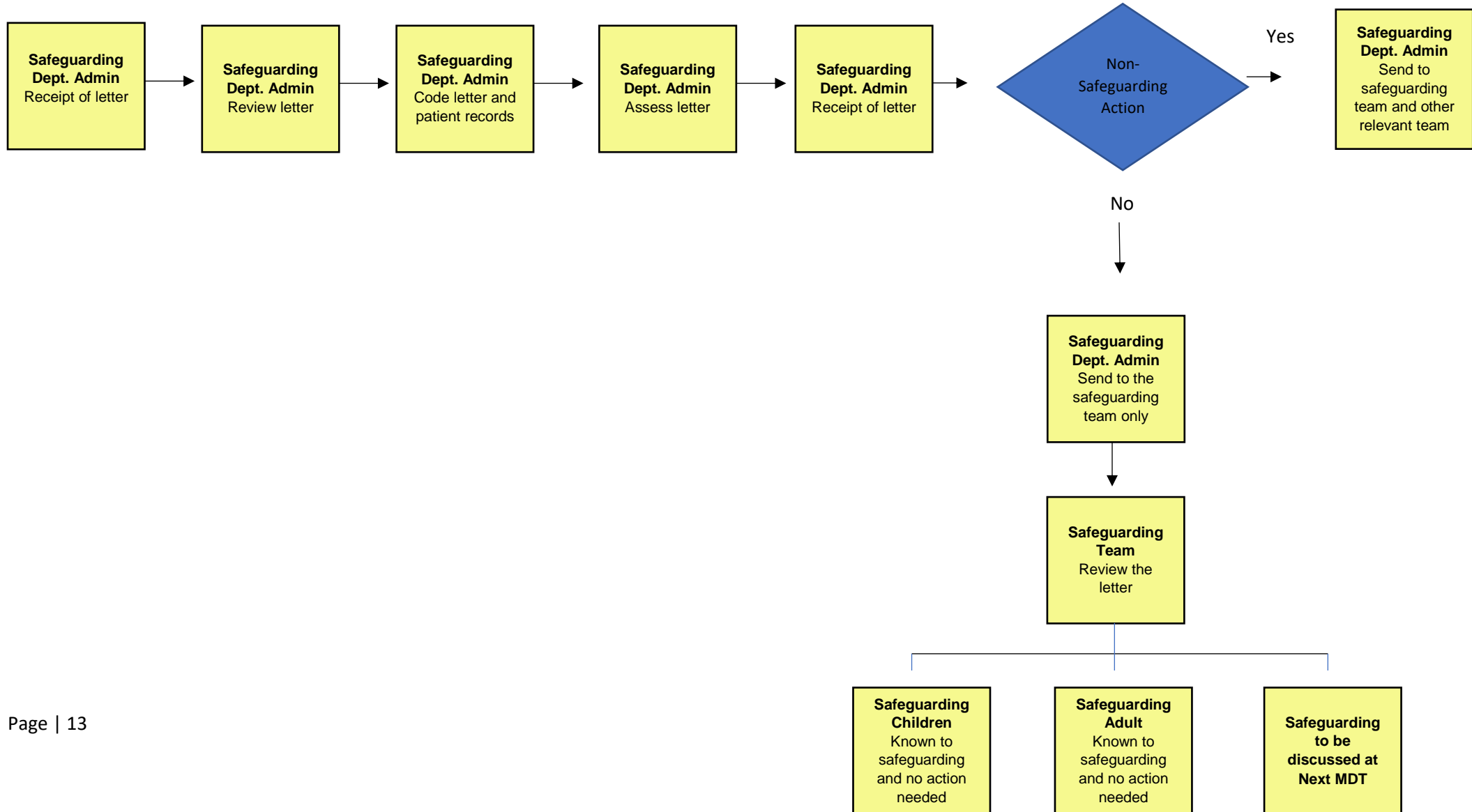
## Processing for Incoming Safeguarding Concerns from third parties



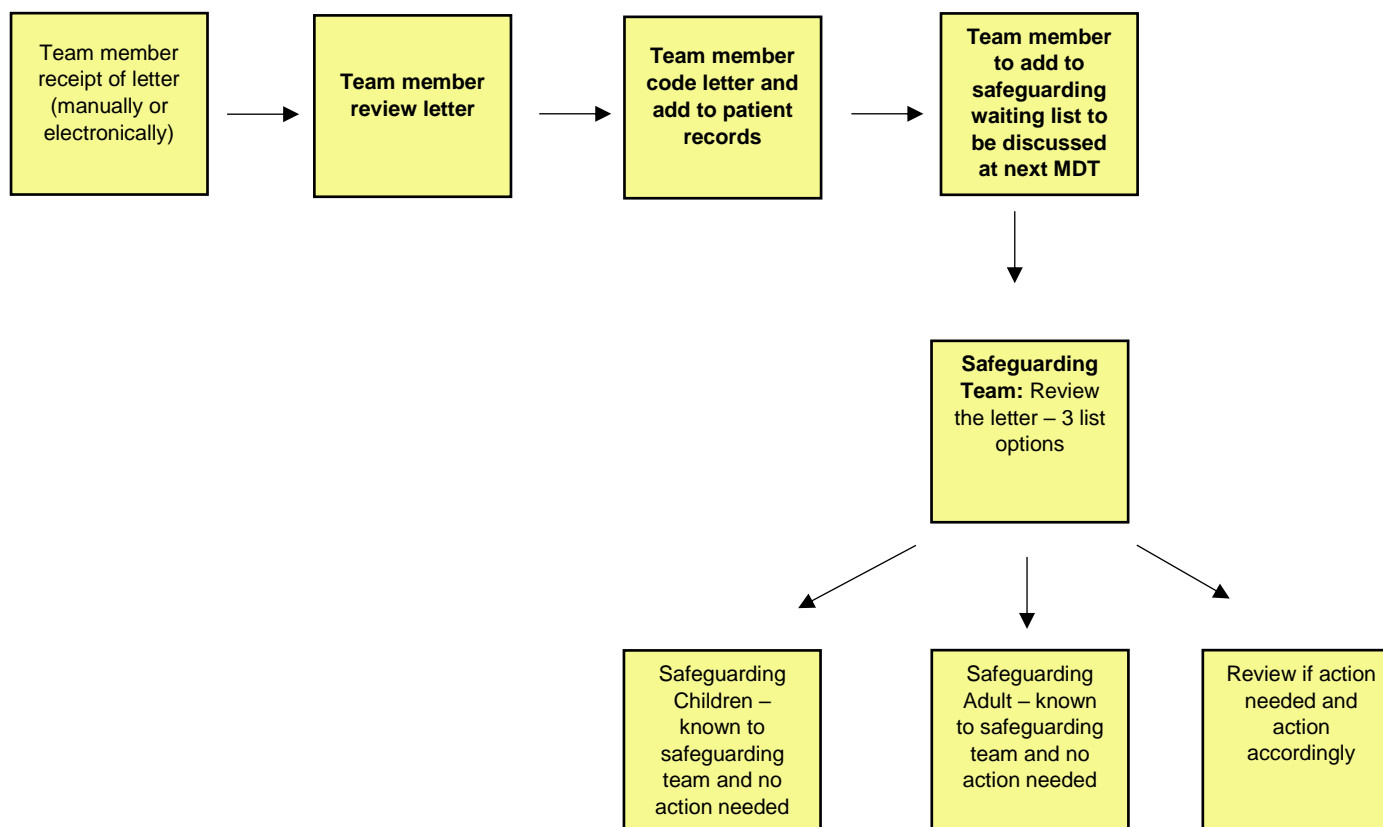
## Process to respond to Bedfordshire County Council Safeguard Conference Review Reports



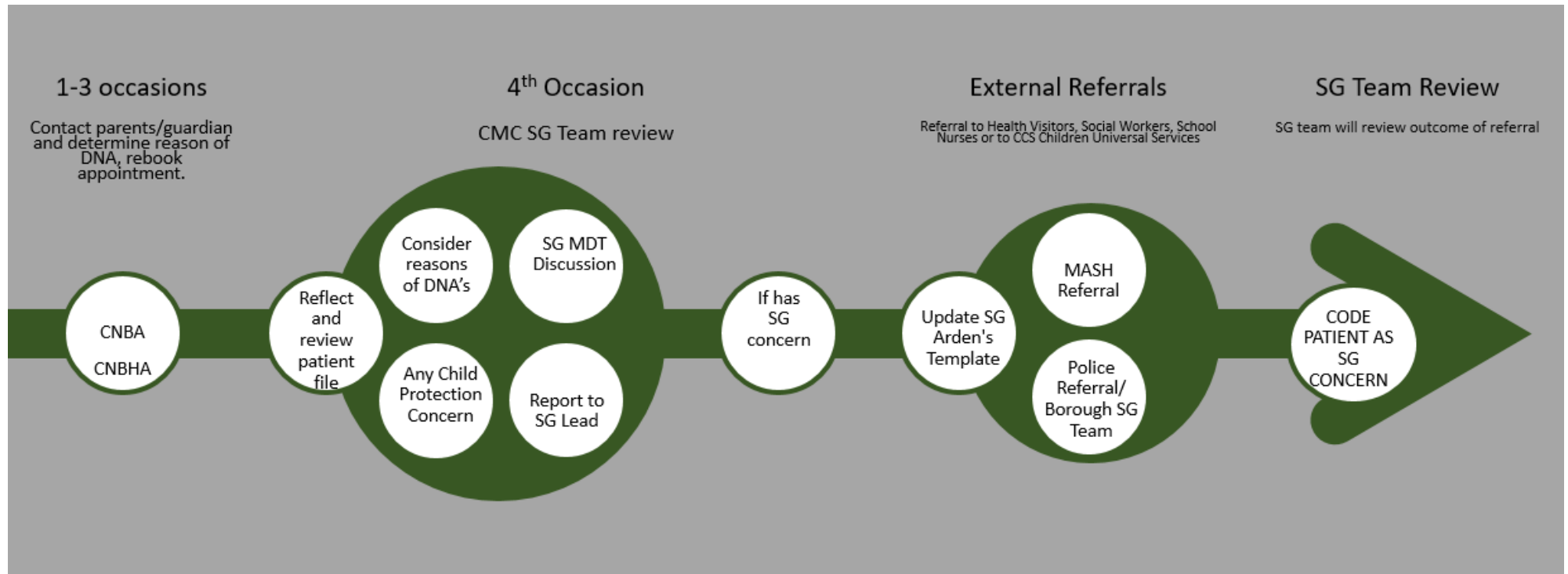
## Processing for correspondence received relating to Safeguard Concerns



## Bedfordshire County Council Safeguard Conference Review Reports



## Process for Child Not Brought to Appointment



# CMC CHILD NOT BROUGHT TO APPOINTMENT

1. CHILD NOT BROUGHT TO A GP/PRACTICE NURSE APPOINTMENT (CNBA)
2. GP PRACTICE RECEIVES NOTIFICATION THAT A CHILD WAS NOT BROUGHT TO A HOSPITAL APPOINTMENT (CNBHA)

## Available training on Arden Templates in SystemOne

The best way to record safeguarding is to use Ardens Templates.

You can access information on how to do this here:

<https://support.ardens.org.uk/support/solutions/articles/31000070364-safeguarding>

Training can be fund here:

<https://www.ardens.org.uk/training-sessions/>

You know you are using Ardens by the logo:





## 10 Important rules for information Governance

1. Treat all personal confidential data (PCD) and follow “need to know” principles
2. Use your own surname and password when logging onto computers and only save information in secure locations that are provided
3. Keep your smart card secure and don't lend it to anyone
4. Lock your computer when it's not in use
5. Always follow sending and transferring information securely procedures
6. Keep your desk clear and secure ALL confidential information when you leave your desk
7. Record and report ALL information related incidences
8. Contact your Caldecott guardian of information and governance lead before sharing confidential data with external organisations where no sharing protocol exists
9. Remember YOU are RESPONSIBLE for what you do!
10. If in doubt, ask a senior lead or manager

**For further information contact your local Caldecott Guardian**