

Team Member Conduct

If you are concerned about the conduct of a Team Member following observation or disclosure the following actions must take place:

Immediately inform the **Manager of the setting**

If they are not available please immediately inform;

Support Hub: 0330 135 8 135
hello@plcl.org.uk

Keeping Yourself Safe

Be professional. Be mindful how you interact with individuals as this maybe interpreted differently to your intention. Avoid being on your own, where possible, always ensure that a door is open and that you are visible to others. It's best not to do anything for the individual that he or she can do for themselves.

Always tell someone if an individual touches you or speaks to you inappropriately. Record or report the incident, with time and date and pass it on to the Manager, Team Member or Phoenix. If you have concerns about the conduct of a Team Member it is your responsibility to inform the Manager or contact the Phoenix Support Hub with the details above.

If in doubt...ask!

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Visitor Procedures

All visitors will be signed in by a Team Member who will ask for ID if required.

Visitors will be asked to remain under supervision of a designated member of the team whilst in the setting.

Visitors wishing to speak to a particular member of the team should telephone to arrange. If you are seeking an urgent visit please contact the Manager.

Visitors bringing tools and or building equipment should ensure that this is secured and that any missing items are reported immediately.

All visitors will be signed out by a Team Member when leaving.

E safety

Mobile Phones: to protect the People we support we respectfully ask that you do not have your phone out or use it during your time in the setting.

Photographs: under no circumstances should you take photographs of the People we support whilst visiting (unless prior arrangements have been made).



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VISITORS SAFEGUARDING GUIDE

Safeguarding Statement

Phoenix Learning and Care is committed to safeguarding and promoting the welfare and safety of the People we support. We require all Team Members and visitors to share this commitment.

This leaflet contains information about our expectations of you whilst visiting. If you are unclear about anything, please speak to the Manager or Team Member supporting your visit. Please keep the leaflet in a safe place so that you can read it again if you need to. If you are concerned about the safety of any individual or about the conduct of Team Members you **must report this to the Manager of the home. If you are concerned about the Manager please refer to Phoenix Learning and Care.**

A copy of the safeguarding policy can be made available on request.

Phoenix Learning and Care;

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Fire Procedure

On arrival, please make yourself aware of the nearest fire exit from where you are based. In the event of a fire alarm please use the nearest fire exit and make yourself known to a Team Member.

Accidents and Illness

All accidents, regardless of severity, need to be reported to a first aider. A Team Member will inform you of where to access the first aid. All accidents are logged in the accident book.

Should you require a comfort break during your visit a Team Member will be happy to direct you to our facilities.

Individual's Behaviour

During your visit you might observe an individual struggling to manage their behaviour. We would like to reassure you that the team have been trained to manage these situations keeping the person we support, themselves and others safe. You can help by moving away if appropriate. Please be aware that a Team Member may ask you to leave the room or the setting, until the situation has calmed.

What do I do if I am worried about an individual?

If you are concerned about something a person we support says, marks or bruising or changes to an individual's behaviour or demeanour you must inform the Manager of the home. If you feel that an individual may be at risk of harm but are not sure then inform the Manager or Team Member immediately who will offer advice and take appropriate action. If there is no one available please contact Phoenix Learning and Care via our Support Hub.

Abuse can happen to any child or adult regardless of gender, culture, religion, social background and those with or without a disability. A copy of the safeguarding policy is available on request. Sometimes an individual may disclose information to you. If this happens then the following actions must be taken.

What do I do if an individual discloses they are being harmed?

React calmly. Listen carefully, particularly what is said spontaneously. Do not promise confidentiality. Explain that you may need to pass on the information if you are worried about their safety. You may clarify your concern using, *'tell, explain, describe, how'* but as soon as your concern is confirmed ask no further questions as further enquiries may be compromised.