

PREVENTING ABUSE

Keeping people safe is Ambient's highest priority. Below are some examples of how we keep people safe:

- Ambient has clear policies and procedures in place that support employees to fulfil their legal obligations and follow best practice guidelines.
- Ambient's training and personalised approach to care, contribute to the delivery of safe & respectful care.
- All Ambient's employees receive safeguarding training which includes:
 - How to prevent, recognise and stop the risks and experience of abuse or neglect.
 - What they need to do if they are worried a person is experiencing, or at risk of, abuse or neglect.

Visit www.ambient.org.uk/safeguarding

Contact Ambient's Speak Up Trustee

Samantha Dunlop | Email: samantha.dunlop@ambient.org.uk

There is an Ambient enquiry line you can call to report your concerns, and leave an anonymous message.

 Call: 0208 4181 822

Alternatively, you can email hello@ambient.org.uk

Report directly to CQC

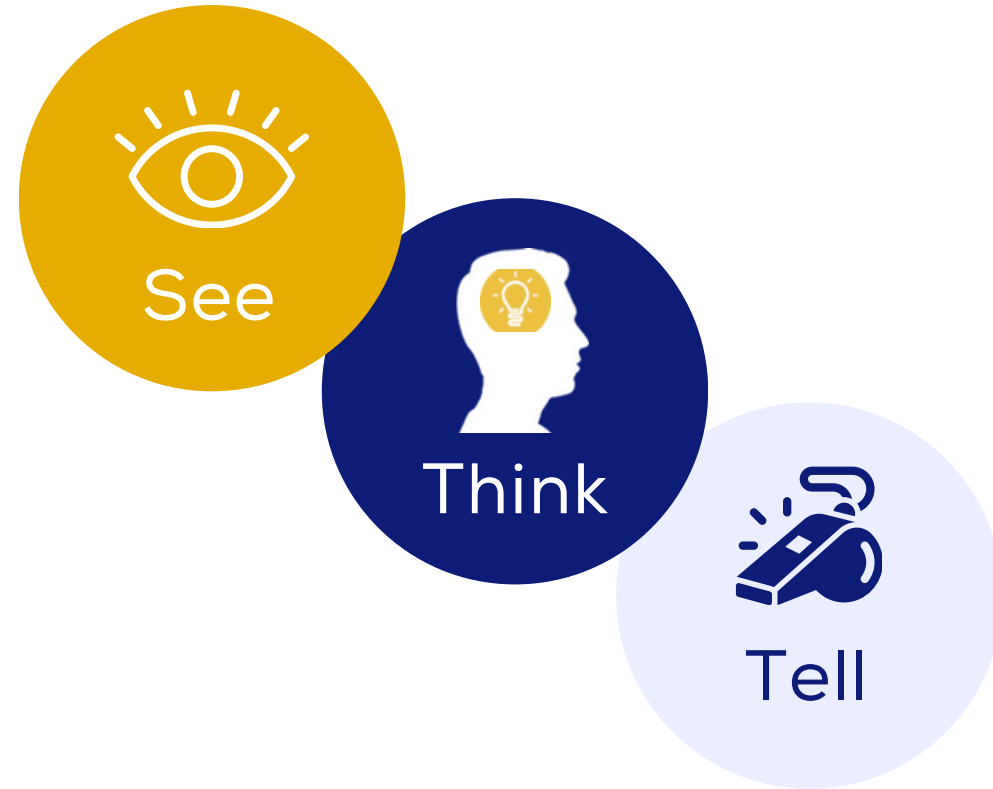
To contact the Care Quality Commission (CQC), you can call them directly: **03000 616161**

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Telephone: 020 8502 3933
Email: hello@ambient.org.uk
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ambient
Passionate About People



Reporting concerns about abuse or bad practice in Ambient Support

www.ambient.org.uk

What is abuse?

Abuse can happen to any person who uses our services and it can be carried out by anyone who has contact with them.

Physical Abuse: Physically hurting someone or roughly handling them. This could include violence, restraint or inappropriate physical sanctions, misuse of medication or poor manual handling.

Neglect and acts of omission: Not meeting someone's basic needs such as medical, emotional or physical care including medication, adequate nutrition and heating; failure to provide access to appropriate health, care and support

Psychological Abuse: Negatively affecting someone's emotional wellbeing or development. This could involve threats, intimidation, verbal abuse, humiliation, blaming, controlling, coercion, harassment, cyber bullying, isolation, unjustified withdrawal of services or support or denying someone dignity and respect.

Sexual Abuse: Involving a person in sexual activities, relationships or discussions which they do not want or cannot understand. This includes inappropriate touching and sexual teasing or innuendo.

Financial or Material Abuse: This could include theft, fraud, coercion in relation to a person's financial affairs or arrangements including in connection with wills or financial transactions; misappropriation of property, possessions or benefits; denying access to money or spending it inappropriately.

Organisational Abuse: This includes neglect and poor care practice within the whole organisation or in a specific care setting. This may range from one-off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of structure, policies, processes and practices within the organisation. It often includes regimented regimes and inflexible care of individuals supported.

Domestic Violence: This includes psychological, physical, sexual, financial or emotional abuse; so called 'honour' based violence.

Modern Slavery: This includes slavery, human trafficking, forced labour and domestic servitude; coercing, deceiving and forcing individuals into a life of abuse, servitude and inhumane treatment.

Discriminatory Abuse: This includes forms of harassment, slurs or similar treatment because of race, gender, gender identity, age, disability, sexual orientation or religion.

Self-Neglect: This covers a wide range of behaviour including neglecting to care for one's personal hygiene, health or surroundings and behaviours such as hoarding.

It is important to speak out if you are worried about abuse or bad practice.

This leaflet tells you how to report abuse or raise concerns about somebody's welfare.

When should I raise a concern?

Whenever you are worried that abuse might be happening. This could be because you have seen something that makes you uneasy, or because someone has told you abuse has taken place. You do not have to be 100% certain that abuse has happened in order to raise a concern.



Who can I contact?

REMEMBER

NEVER KEEP SILENT



Naomi Atkinson, Director of Operations: naomi.atkinson@ambient.org.uk

Vicky Morris, Head of Quality: victoria.morris@ambient.org.uk

Samantha Downer, Divisional Director (South): samantha.downer@ambient.org.uk

Rob Anscomb-Gates, Divisional Director (North): rob.anscomb-gates@ambient.org.uk

Samantha Dunlop, Ambient's 'Speak Up' Trustee: samantha.dunlop@ambient.org.uk

If you don't feel comfortable contacting an above named member of the Ambient team, you can email: hello@ambient.org.uk or call our general enquiry line: 0208 4181 822

You can also report directly to external agencies. See the back of this leaflet for CQC's direct phone number.

What will happen when I raise a concern?

- We will take immediate action to keep the person/people safe.
- We will report any safeguarding concern to the local authority.
- If the person we support lives in a CQC (Care Quality Commission) registered home or service we will notify them.
- Any suspected crime will be reported to the police.
- We will involve the person and their circle of support in the safeguarding process
- We will investigate the concern and take further action if needed.
- If we have made a mistake, we will acknowledge it, say we are sorry and put things right so it doesn't happen again.
- We will learn from our mistakes and share the lessons learned within Ambient.
- All safeguarding concerns, actions taken and lessons learned are reported to Ambient's Trustees and Ambient's Executive Team.