



Trigeminal Neuralgia Association (TNA UK)

Safeguarding Policy

Named Safeguarding Lead: Aneeta Prem

This version prepared by Aneeta Prem CEO

Date Approved by Board of Trustees:

Review date:

Introduction

TNA UK (the "Charity") provides a range of services to adults to further the relief of those suffering from trigeminal neuralgia (TN) in particular providing information, support and adding to knowledge about TN; providing support, information and advice to people with TN; raising awareness of TN, and supporting research.

Aims

TNA UK will not tolerate the abuse in any of its forms and is committed to safeguarding all with care and support needs from harm.

This policy outlines the steps TNA UK will make to safeguard individuals with care and support needs if they are deemed to be at risk or at risk. This policy sets out the roles and responsibilities of TNA UK in working together with other professionals and agencies in promoting the welfare of individuals and safeguarding them from abuse and neglect.

TNA UK will ensure that decisions made will allow individuals to make their own choices and include them in any decision making. TNA UK will also ensure that safe and effective working practices are in place.

This policy is intended to support staff and volunteers working within TNA UK to understand their role and responsibilities in safeguarding those they have contact with through TNA UK. All staff and volunteers are expected to follow this policy.

The key objectives of this policy are for all employees and volunteers of TNA UK to:

- have an overview of safeguarding
- be clear about their responsibility to safeguard
- ensure the necessary actions are taken where an individual with care and support needs is deemed to be at risk

Under the Human Rights Act 1998, everyone has the right to live free from abuse and neglect.

<https://www.equalityhumanrights.com/en/human-rights/human-rights-act>

Copies of this policy should be available within TNA UK and TNA UK will not tolerate the abuse of anyone in the organisation and staff and volunteers should be made aware of how this policy can be accessed.

What is Safeguarding adults?

'Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.'

Care and Support Statutory Guidance, Department of Health, updated February 2017

Everyone should be able to live free from fear and harm. But some may find it hard to get the help and support they need to stop abuse.

An individual may be unable to protect themselves from harm or exploitation due to many reasons, including their mental or physical incapacity, sensory loss or physical or learning disabilities. This could be an individual who is usually able to protect themselves from harm but maybe unable to do so because of an accident, disability, frailty, addiction or illness.

Who do I go to if I am concerned?

The named responsible person for safeguarding duties for TNA UK is Aneeta Prem
Aneeta.prem@tna.org.uk

All staff and volunteers should contact Aneeta Prem for any concerns/queries they have in regards to safeguarding individuals. A log of the concern must be kept.

Aneeta Prem will be responsible to make decisions about notifying social services if required and consider alternative actions, where necessary.

Aneeta Prem will also ensure that the safeguarding policy and procedures are in place and up to date.

What should I do if I am concerned?

Staff and volunteers at TNA UK who have any safeguarding concerns should:

1. Respond
 - Take emergency action if an individual is at immediate risk of harm/in need of urgent medical attention. Dial 999 for emergency services
 - Get brief details about what has happened and what the individual would like done about it, but do not probe or conduct a mini-investigation
 - Seek consent to take action and to report the concern. Consider whether the individual concerned may lack capacity to make decisions about their own and other people's safety and wellbeing. If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this.
2. Report
 - Name the person to whom staff/volunteers need to report any potential safeguarding concerns. This will usually be the organisation's designated safeguarding lead (see above). Aneeta Prem
3. Record

As far as possible, records should be written contemporaneously, dated and signed. TNA UK will keep records about safeguarding concerns confidential.
4. Refer

In making a decision whether to refer or not, the designated safeguarding lead should take into account:

- (1) the individual's wishes and preferred outcome
- (2) whether the individual has mental capacity to make an informed decision about their own and others' safety
- (3) whether there is a person in a position of trust involved
- (4) whether a crime has been committed

This should inform the decision whether to notify the concern to the following people:

- the police if a crime has been committed and/or
- service commissioning teams
- family/relatives as appropriate

The designated safeguarding lead should keep a record of the reasons for referring the concern or reasons for not referring.

What are your roles and responsibilities?

All staff, management, trustees and volunteers at TNA UK are expected to report any concerns to the named person for safeguarding. If the allegation is against one of TNA UK members, volunteers, trustees or staff, seek advice from TNA UK safeguarding lead. If the allegation is against the safeguarding lead, seek advice from The Chair, Anne-Marie Poynor (anne-marie.poynor@tna.org.uk)

The designated safeguarding lead should be responsible for providing acknowledgement of the referral and brief feedback to the person raising the original concern. Feedback should be given in a way that will not make the situation worse or breach the Data Protection Act. If the police are involved, they should be consulted prior to giving feedback to the referrer to ensure any criminal investigation is not affected.

Complaints procedure

TNA UK promotes transparency and honesty when things go wrong. All staff and volunteers should apologise and be honest with service users and other relevant people when things go wrong.

TNA UK is committed to ensuring that staff and volunteers who in good faith whistle-blow in the public interest, will be protected from reprisals and victimisation.

Confidentiality and information sharing

TNA UK expects all staff, volunteers, trustees to maintain confidentiality at all times. In line with Data Protection law, TNA UK does not share information if not required.

It should however be noted that information should be shared with authorities if an individual is deemed to be at risk of immediate harm. Sharing the right information, at the right time, with the right people can make all the difference to preventing harm.

Recruitment and selection

TNA UK is committed to safe employment. Safe recruitment practices, such as Disclosure and Barring checks reduce the risk of exposing individuals with care and support needs to people unsuitable to work with them.