



SAFEGUARDING ADULTS AT RISK POLICY & PROCEDURE

1. Policy Purpose & Commitment

Qualitas Cleaning Limited is committed to delivering safe, dignified, non-clinical home support, deep hygiene, and enablement services to adults at risk. We operate a zero-tolerance approach to abuse, neglect, or exploitation. This policy ensures that all directors, employees, and sub-contractors understand their legal duty to promote well-being, recognise signs of harm, and take immediate, appropriate action to protect vulnerable clients.

2. Legal Framework & Core Principles

This policy is written in accordance with the **Care Act 2014** and adheres to the six statutory principles of adult safeguarding:

- **Empowerment:** Supporting clients to make their own choices and give informed consent.
- **Prevention:** Taking proactive action before harm occurs through safe environmental practices.
- **Proportionality:** Delivering the least intrusive response appropriate to the risk identified.
- **Protection:** Offering clear advocacy and support for individuals in greatest need.
- **Partnership:** Working transparently with local authorities, social workers, and health teams.
- **Accountability:** Maintaining transparent, auditable practices across all home visits.

3. Scope & Non-Clinical Boundary

Qualitas Cleaning Limited provides non-personal home support (environmental sanitation, monitoring food freshness, household organisation, and companionship). We explicitly do **not** provide CQC-regulated personal care (such as bathing, dressing, or medication administration).

However, because our staff operate directly inside clients' homes, we maintain strict procedures to identify environmental neglect, financial exploitation, or physical deterioration.

4. Recognising Signs of Harm or Neglect

Personnel are trained to observe and record indicators of harm, including:

- **Self-Neglect / Environmental Neglect:** Inadequate food supply, severe hoarding, unhygienic living conditions, or lack of heating/utilities.
- **Financial Abuse:** Unexplained loss of money, pressure from third parties, missing valuables, or sudden changes to financial arrangements.
- **Physical or Psychological Distress:** Unexplained bruising, withdrawal, fearfulness, or drastic mood changes.

5. Designated Safeguarding Lead (DSL)

- **Name:** Antoinette McLean
- **Role:** Managing Director & Designated Safeguarding Lead (Level 2/3 Trained)
- **Contact:** 07368644358 | a.mclean@qualitascleaning.co.uk
- **Responsibilities:** Receiving reports of concern, completing internal documentation, and making formal multi-agency referrals to local authority safeguarding teams.

6. Reporting Procedure (Step-by-Step)

1. **Immediate Safety:** If a client is in immediate physical danger or requires medical emergency care, staff call **999** immediately.
2. **Record Factually:** Staff document observations using exact dates, times, facts, and direct quotes without speculation.
3. **Escalate Internally:** The concern is reported to the DSL within 2 hours of completing the home visit.
4. **Local Authority Referral:** The DSL contacts the relevant borough's **Multi-Agency Safeguarding Hub (MASH)**(e.g., Havering, Barking & Dagenham, Newham, or Redbridge) within 24 hours to submit a formal safeguarding concern.

7. Safer Recruitment & Training Standards

To maintain trust, Qualitas Cleaning Limited enforces:

- Enhanced **Disclosure and Barring Service (DBS)** checks on the Update Service for all personnel.
- Two verified professional reference checks prior to client placement.
- Mandatory CPD-accredited **Level 2 Safeguarding Adults** training for all frontline staff.
- Comprehensive Public Liability and Employer's Liability Insurance.