

Safeguarding Policy and Procedure

Document Control

Organisation Name: MyPharmacyServices (part of Slotab Ltd)

Policy Lead: Uros Hostnik

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Purpose

This policy outlines how MyPharmacyServices protects the welfare of adults in our care and recognises safeguarding responsibilities toward children, young people, and others who may be at risk, even where they are not service users. We ensure a safe service environment through training, robust processes, and multi-agency collaboration, in line with current legislation and CQC guidance. The policy applies to our Mobile Doctor Service (MBS).

Scope

This policy applies to all adults using MyPharmacyServices' Mobile Doctor Service. The clinic does not provide services to persons under the age of 18. However, safeguarding responsibilities extend to the entire population, including children and vulnerable individuals, in accordance with statutory guidance. Staff must act upon any concerns they encounter, even where the person at risk is not a direct patient of the service.

Objectives

- Ensure all safeguarding concerns are identified, reported, and managed effectively
 - Provide a clear, accessible process for patients, advocates, and staff to raise concerns
 - Define appropriate safeguarding procedures
 - Meet legal obligations and align with CQC standards
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Types of Abuse

Staff must be alert to:

- Physical abuse (e.g. hitting, restraint)
- Emotional abuse (e.g. threats, bullying)

- Sexual abuse (e.g. exploitation, non-consensual acts)
 - Neglect (e.g. failure to provide essential care)
 - Financial abuse (e.g. coercion, theft)
 - Discriminatory abuse (e.g. harassment based on protected characteristics)
 - Organisational abuse
 - Domestic abuse
 - Modern slavery
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Preventative Measures

- **Training:** All staff receive safeguarding training on induction and regularly thereafter
 - **Recruitment:** Enhanced DBS checks, reference verification, and employment history checks are completed
 - **Awareness:** Regular policy updates and safeguarding discussions take place in staff briefings
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Raising and Reporting Concerns

How to Raise a Concern

Patients, family members, or advocates may raise safeguarding concerns through:

- **Email:** info@mypharmacyservices.co.uk
- **Phone:** 07435212996
- **Online:** Contact form on www.mypharmacyservices.co.uk/contact/
- Or by speaking with any staff member

All concerns are treated confidentially and investigated promptly.

Safeguarding Lead

Name: Uros Hostnik

Email: info@mypharmacyservices.co.uk

Phone: 07435212996

Responsibilities:

- Receive and triage concerns
 - Report to the Local Authority Safeguarding Team as appropriate
 - Maintain secure safeguarding records
 - Coordinate safeguarding training and updates
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Procedures for Safeguarding

Adults at Risk

- Assess mental capacity and support decision-making
- Refer to the Adult Safeguarding Team as needed
- Respect autonomy while safeguarding well-being

Children and Young People

Although children are not service users of MyPharmacyServices, staff must report any safeguarding concerns involving children or young people that arise during adult consultations. In such cases:

- Concerns must be reported to the Children's MASH Team
- If a staff member is the subject of the concern, the matter must be escalated to the LADO

Local Authority Safeguarding Contacts – Southampton

Children's Services – MASH (Multi-Agency Safeguarding Hub)

- Phone: 023 8083 3336
- Out of Hours: 023 8023 3344
- Email: mash@southampton.gov.uk

Adult Safeguarding Team

- Phone: 023 8083 3003
- Email: adultsocialcareconnect@southampton.gov.uk

Southampton Local Authority Designated Officer (LADO)

- Phone: 023 8091 5535
- Mobile: 07500 952 037
- Email: LADO@southampton.gov.uk

National Helplines

- NSPCC Helpline: 0808 800 5000
 - ChildLine: 0800 1111
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Accessibility of Safeguarding Information

Safeguarding information is accessible to:

- **Patients:** via the website and during onboarding. Link to safeguarding resources is clearly displayed on the clinic's website under the "Regulation" section.
 - **Advocates/family:** on request or via care communications
 - **Staff:** through the internal knowledge base and induction materials
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Monitoring and Review

- Reviewed annually or when legislation or guidance changes
 - Safeguarding records are audited for compliance
 - Learnings from incidents are shared in staff training and used to update this policy
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References

- Care Act 2014
- Children Act 1989 & 2004
- Working Together to Safeguard Children (2018)
- CQC Regulation 13
- NICE Safeguarding Guidelines
- Data Protection Act 2018 and UK GDPR