



Safeguarding Leaflet

Chester House is managed by the Guy Chester Centre. The Guy Chester Centre is the trading name of the Trustees of the North Bank Estate.

If you have concerns about abuse for yourself or for another resident, **don't keep it to yourself**. This leaflet tells you what you can do and how the Accommodation Team can help.

Our Policy

We are committed to safeguarding everyone living in Chester House, regardless of age, class, ethnicity, gender, marital status, religion or belief, disability, sexual orientation or gender reassignment.

Specifically, we include residents aged under-18 and vulnerable adults. We have adopted the following definitions:

Abuse

Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological. It may be an act of neglect or an omission to act or it may occur when a vulnerable person is persuaded into actions to which she or he has not consented or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subject to it. (Adapted from Department of Health 2000 No Secrets)

Vulnerability

Vulnerability is a part of being human and no-one is invulnerable. Vulnerability can be permanent or temporary and can be of a greater or lesser degree.

Anyone under the age of 18 and any adult who, by reason of mental or other disability, age, illness or other situation is permanently or for the time being unable to take care of themselves or to protect themselves from significant harm or exploitation.

Who can I tell?

You can speak to any member of the Accommodation Team including our Senior Residents:

- When the office is open - say you would like a quiet word and they will find a safe, quiet place to talk or arrange a time to speak to you when the office is closed
- If the office is closed - use the emergency phone in reception to call the person on duty
- Speak to a manager - if you would prefer to speak to a manager and/or you wish to discuss a member of staff's behavior, please ask to speak to a manager and a day/time will be arranged



What can I say?

You can say anything, and you won't be judged.

- What happened or is happening to you
- If you suspect abuse has happened or is happening to someone else (physical, sexual, financial, spiritual or political)
- If the behaviour of a resident / staff member / visitor has been inappropriate
- How it makes you feel
- What you want to happen next

We will listen carefully to you. This won't be an interview, it is a way to have someone who will listen to you and take your concerns seriously.

What happens next?

The person you speak to will:

- Establish whether there is any immediate concern about your (or someone else's) health, safety or welfare
- Take notes and discuss these with you to be sure that they are accurate (this is so they don't forget anything)
- Pass information on to those who need to know about it (and nobody else) such as other staff members and relevant authorities
- Contact the relevant agencies in this area and where appropriate, will refer your concerns to them
- Help you find support from someone trained in counselling and support, if you feel that this would be helpful

Our pledge:

The Guy Chester Centre regards safeguarding as very important (including if a staff member may be involved). Whatever you say will be taken seriously and dealt with sensitively and thoroughly.

Above all else: if you have concerns: don't keep it to yourself.