

Safeguarding for volunteers

Alzheimer's Society has a safeguarding policy in place that protects adults at risk from abuse and neglect. We also have a policy on safeguarding children. To make sure we are safeguarding our people, we need to make sure we report any concerns when they arise.

Sometimes, it can be hard to know what you can do if you are concerned about the welfare of someone you work with, a person with dementia, their family member or carer. The information below outlines how to report concerns you may have.

Recognise

If you have concerns that an adult or a child might be at risk of harm, let us know. If something does not feel right, even if you're not sure what may be wrong and it's just a feeling, let our Quality Safeguarding team know.

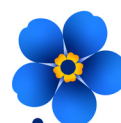


Respond

If you believe that a child or an adult is at **immediate** risk of harm, or in need of medical attention, please call 999 and then let the Quality Safeguarding Team know on **0208 0499290**.

If you believe that the risk of harm is not immediate, or if you are not sure, please contact the Quality Safeguarding Team on **0208 0499290**. Even if you think the matter is not urgent, please share the information with the Quality Safeguarding Team immediately.

During working hours ONLY you may also email the quality safeguarding team at **safeguarding@alzheimers.org.uk**.



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Examples of what might cause concern:

- Someone who is usually friendly, sounding very unhappy and withdrawn.
- Someone cancelling a number of calls in succession.
- Someone displaying injuries they cannot explain.
- Someone discloses that are unable to buy food or pay for heating.
- Someone mentions they feel controlled by family.
- However, it is always best to share any concerns with the Quality Safeguarding Team.

Things to remember:

- Don't investigate the situation yourself.
- Don't tell anyone else apart from your Role Manager and the Quality Safeguarding Team.
- Don't assume someone else has said something or is doing something about it.
- Do say something if it doesn't feel right, even if it is just a "gut feeling".
- Do telephone or email your initial concern to the Quality Safeguarding Team.
- Do keep personal details of the person/s in question anonymised when writing information down or when contacting your Role Manager or the Quality Safeguarding Team by email.
- Do destroy any details written on paper (if there are any) after the information has been passed on. Shredding is the best way if possible.
- Do dial 999 if the person is in immediate danger (and alert the Quality Safeguarding Team that you have done so).

Quality Safeguarding Team:

0208 0499290

Monday to Friday: **9am-5pm**

On call hours:

Monday to Wednesday: **5am-8pm**

Saturday and Sunday: **10am-4pm**

safeguarding@alzheimers.org.uk



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