



DUTY OF CARE POLICY

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VERSION	1.0
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Version	1.1
Description of Changes	Line added in E-Safety section 5.7: "Under no circumstances should any service user be given access to Daisy Chain's wifi passwords."
Date of Change	13 March 2019

This policy should be read in conjunction with Daisy Chain Policies on:

- Health and Safety
- Risk Assessments
- Safeguarding for Children and
- Safeguarding for Adults

DUTY OF CARE POLICY

1.0. Introduction & Definition

This policy should be read in conjunction with Daisy Chain's Health and Safety, Risk Assessment, Safeguarding for Children and Safeguarding for Adults policies.

A duty of care is a general legal duty that applies to us all to avoid carelessly causing injury to another person and it requires we do everything 'reasonably practicable' to protect the health and safety of those persons in our care. As a provider of short breaks, educational and therapeutic services Daisy Chain has a duty to provide a safe environment for the children, young people and at-risk adults in our care. This includes ensuring that we have a robust risk assessment process in place and as part of this have identified any potential risks and put measures in place to minimize those risks.

2.0. Policy Statement

Daisy Chain as an Employer and all its staff as Employees have a duty of care to the people we support and to each other. This policy and its associated procedures will address the ways in which we as an organization plan to carry out our duty of care by anticipating any potential risks and putting measures in place to minimize those risks to ensure that the children, young people and at-risk adults in our care do not come to any harm.

3.0. Policy Scope

This policy applies to all paid staff, including senior managers, sessional and agency staff, volunteers, the board of trustees, students and anyone else working on behalf of Daisy Chain.

4.0. Responsibilities

4.1. Chief Executive

The Chief Executive will uphold the policy and nominate a member of the Senior Leadership Team to investigate if at any time the policy is abused or not adhered to.

4.2. Senior Leadership Team

The Senior Leadership Team will ensure that managers are adequately trained and supported to implement this policy and its associated procedures. A nominated member of the Senior Leadership Team will investigate if at any time the policy is abused or not adhered to.

4.3. Managers

Managers will read and ensure they fully understand this policy and associated procedures. Managers will ensure that all staff read, fully understand and adhere to this policy and its associated procedures at all times and will provide training if necessary to ensure that this is the case.

4.4. Staff

Staff will read and ensure that they fully understand this policy and associated procedures and that they adhere to the procedures laid out in this policy at all times. Staff will undertake any training deemed necessary to carry out the procedures laid out in this policy.

5.0. Procedures

5.1. Security on Site

Whilst access to Daisy Chain is restricted to staff, volunteers, service users and supervised visitors it is not a completely secure site so the security of the children, young people and at-risk adults must be considered at all times. All staff and volunteers (including the board of trustees) are required to have a current and enhanced DBS certificate. Visitors are required to sign in at reception upon arrival and prominently display a visitor's badge at all times whilst on site. They must also be closely supervised by an appropriate person for the duration of their visit. Sight of an enhanced DBS must be obtained before any person will be permitted to spend time at Daisy Chain unsupervised. Should a staff member or volunteer come across an unsupervised person on-site then they are required to immediately confront them and request proof as to the reason for their visit. Staff will be given appropriate training to ensure that they have the confidence to do this but should they feel intimidated then they should report their concerns to a senior manager who will investigate further on their behalf.

5.2. Safer Collection

Before a child or young person accesses Daisy Chain's short breaks services their parent or carer is first required to complete a detailed care plan which contains information about the person(s) who have permission to collect their child. This information will be kept on the child or young persons file and can be used by staff to identify the designated person(s). Should the parent or carer be unable to collect their child then they must inform Daisy Chain of the name of the person who will be collecting their child and provide a password that Daisy Chain can use to identify that person. No child will be released from our care if staff are not first informed of who the person will be and provided with a password.

It is Daisy Chain's policy that no child or young person shall be released into the care of someone under the age of 16. If Daisy Chain staff feel that the person collecting a child or young person may be under the influence of either alcohol or drugs or is behaving in any way that might mean the safety and well-being of the child or young person may be compromised the staff member must inform a designated safeguarding lead or member of the Senior Leadership Team who will assess the situation. If they agree that the person is unable to take responsibility for the child or young person then they will take appropriate action which may include contacting another person on the child or young person's emergency contact list or if necessary social care and/or the police.

In the event of the breakdown of a relationship between the child’s parents or carers Daisy Chain is unable to legally deny access to the child unless we are in possession of a copy of a court order preventing one parent’s contact. Should a parent of known concern to Daisy Chain ask to access their child we will immediately contact their first parent to come to Daisy Chain as soon as possible and ask their second parent to wait. Under no circumstances would the second parent be allowed access to the child until their first parent was present. If there is a concern about violent or aggressive behaviour from either parent, we would seek guidance from the police and follow their recommendations.

Should Daisy Chain be supporting an at-risk adult who is not deemed to have capacity then the above procedures will be adhered to.

5.3. Non-Collection

Should a child, young person or at-risk adult not be collected within 15 minutes of their arranged pick-up time then a team leader or manager must attempt to make contact with their parent or carer to ascertain their whereabouts. This can be done by locating the child’s emergency contact information which can be found within their care plan. If the parents are contactable then the staff member must request that they pick their child up immediately or make alternative arrangements if this is not possible. If no contact can be made, then after a period of no more than one hour the team leader or manager must contact social services to seek their guidance on what the most appropriate action to take next is. Social services can be contacted in the following ways:

Children’s Services	Office hours	Out of hours	Email
Hartlepool	01429 284284	01642 524552	childrenshub@hartlepool.gov.uk
Middlesbrough	01642 726004	01642 524552	MiddlesbroughMACH@middlesbrough.gov.uk
Redcar & Cleveland	01642 130700	01642 524552	RedcarMACH@redcar-cleveland.gov.uk
Stockton-on-Tees	01642 130080	01642 524552	childrenshub@hartlepool.gov.uk
North Yorkshire	01609780780	01609780780	children&families@northyorks.gov.uk
Durham	03000 267979	03000 267979	First.contact@durham.gov.uk
Darlington	01325 406252	01642 524552	childrenfrontdoor@darlington.gov.uk

At no point should the child be left unattended and where possible the child should be kept distracted so that they are as unaware of the situation as possible. Two members of staff must remain on the premises with the child until the situation has been resolved. A senior manager or the designated safeguarding lead must be informed during or as soon as possible after the incident and the incident should be logged in the safeguarding folder.

5.4. Lost Child

Daisy Chain takes its safeguarding responsibilities seriously and ensures that all children, young people and at-risk adults are given appropriate supervision whilst on-site with low staff to child ratios and 1:1 supervision available if necessary. Daisy Chain also makes sure that if there are persons on-site who are a flight risk that the main gate remains closed and if necessary locked. It is therefore extremely unlikely that a child, young person or at-risk adult will go missing whilst in our care however if this did occur then the following procedures should be adhered to and a senior manager or the designated

safeguarding lead must be informed as soon as possible. After ensuring that all other service users continue to be supervised appropriately all other available responsible adults must immediately conduct a thorough search of the site and surrounding areas.

If the child, young person or vulnerable adult cannot be found after a good search then the parents must be contacted to advise them their child is missing but that everything is being done to locate them. At this point staff must make detailed notes of the circumstances in which the child, young person or at-risk adult went missing, where he/she was last seen and prepare a detailed description of the child, young person or at-risk adult including hair and eye colour, approximate height and build and the clothing that he/she was wearing.

The concern should be reported to the police no more than 20 minutes after the child, young person or at-risk adult was originally reported missing if they have not been successfully located by this time. At this point police guidance should be followed and close contact should be maintained with the police and parents or carers.

If the child, young person or at-risk adult is located at any stage during this process then all adults involved including the parents, searchers, designated safeguarding lead and police should be informed as soon as possible.

5.5. Sickness & Infection Exclusion

Daisy Chain operates a strict exclusion procedure for staff, volunteers and children/young people/at-risk adults who have encountered an infectious illness. The exclusion periods are followed in conjunction with advice set out by The Public Health Agency.

Both staff and children/young people/at-risk adults must abide by the exclusions in order to isolate the infection and reduce the likelihood of others contracting the illness. The guidance for exclusion is displayed on a poster in the main office and can also be found by following the link below:

http://www.publichealth.hscni.net/sites/default/files/Guidance_on_infection_control_in%20schools_poster.pdf

If a parent/carer calls to inform us that their child has an illness/infection, this document should be referred to in order to correctly advise on when their child can safely access Daisy Chain again. Consideration should also be given for adequate time for rest and recuperation following an illness.

If in doubt staff are asked to obtain the following information and then discuss further with the Head of Services or a senior member of the care team before contacting the parent or carer to advice on an exclusion period:

- Type of illness
- Date and time of the onset
- Date and time of last episode of illness (if applicable)
- Any medical treatment sought, advice, medication from GP, hospital
- Contact details of the parent

5.5.1 Covid-19

If a parent/carer calls to tell us that their child is displaying symptoms of COVID-19 and/or has tested positive OR if a child, young person or at-risk adult displays symptoms of COVID-19 whilst on-site then the COVID-19 risk assessment should be adhered to ensure that the most recent government guidelines are being followed.

5.6. Emergency Shut Down

In the event of an emergency where it is not possible for the children, young people or at-risk adults to remain in the building then emergency procedures must be followed. A manager or member of the Senior Leadership Team must be informed immediately and all parents/carers must be contacted and asked to pick their children up as soon as possible from either the venue itself or in the case of an evacuation a temporary safe location.

If the venue is still habitable and the safety of the children, young people and at-risk adults is not an issue then they should be brought together with all their belongings to await collection by their parents or carers. Daisy Chain staff will introduce activities to keep everyone involved from becoming alarmed i.e. physical exercise to keep warm if the heating has broken down. If the venue is uninhabitable the children, young people or at-risk adults will need to be moved to a temporary safe location. If evacuation is necessary all emergency contact information, registers, medication, feeds for babies, first aid boxes and belongings will be taken to the safe location.

Staff should be aware that in the event of a failure of the electricity supply, the building is fitted with emergency lighting that will activate immediately if the mains supply fails. These lights are designed to work for approximately 3 hours but at a much-reduced lighting level. The telephone system also works on mains electricity so in the event of a mains failure, staff will need to use mobile phones for contacting parents or guardians. The door access equipment works on electricity so in the event of an electricity failure the locks would all release and remain unlocked until the electricity is restored. All exit doors can be locked using the relevant keys. Under no circumstances should any member or staff attempt to rectify any faults that occur themselves and help should always be sought from a manager or member of the Senior Leadership Team.

5.7. E-Safety

Daisy Chain recognises that the internet is an invaluable resource for education and social interaction but that it also poses a potential risk to children, young people and at-risk adults. Service users are permitted to access the internet on Daisy Chain owned or in certain circumstances personal devices when at Daisy Chain after first signing our mobile phone and computer agreement. Daisy Chain is committed to educating our service users about e-safety and will offer regular training and support to both our service users and their parents.

Daisy Chain takes e-safety very seriously and for that reason ensures that service users are closely supervised at all times when accessing a Daisy Chain own device (including iPads, mobile phones and computers). For this reason it is very unlikely that a service user would be able to access an inappropriate site

but should it be discovered that they have this will be investigated by a senior manager and if necessary access to the internet will be limited for all service users until this investigation has been completed. Under no circumstances should any service user be given access to Daisy Chain's WIFI passwords.

Service users under the age of 12 are not permitted to have access to a mobile phone whilst at Daisy Chain and if they do have a mobile phone on them when they arrive then this must be handed to a member of staff who will put it in a secure place for them and return it to them when they depart the site. Service users over the age of 12 are permitted to have a mobile phone on them whilst at Daisy Chain but must be prepared to show a staff member what they are looking at if asked and adhere to the following rules:

✓	It is ok to bring your mobile phone to Daisy Chain. If you choose to bring your phone, you will be responsible for looking after it.
✓	You will need to lock your mobile phone away or keep it out of sight during work times.
✓	It is ok to listen to music on your mobile phone if you use headphones and it is not disturbing your work or anyone else.
✓	It is ok to use your mobile phone for texts and calls at break time or lunchtime.
✓	It is ok to use your phone to take photographs as long as you ask permission first.
✗	It is not ok to use your phone during work times.
✗	It is not ok to use the internet on your phone or to use social networking sites while you are at Daisy Chain.

5.8. Bullying

Bullying and unkindness, whether physical or emotional, are entirely unacceptable at Daisy Chain. Bullying can be defined as any behaviour by an individual or group, repeated over time, that intentionally hurts another individual or group either physically or emotionally. Daisy Chain recognizes that bullying can take many forms (for instance cyber-bullying via text messages or the internet) and that emotional bullying can be just as damaging to a child, young person or vulnerable adult as physical bullying. Bullying is fortunately not a normal feature of life at Daisy Chain but all staff should be aware that it can happen at any time and be confident in what procedures to follow should they become aware of bullying or unkind behavior towards others.

Daisy Chain requires all children and young people and their parents to sign a rules of behavior document prior to accessing any of services. This document is available in a child friendly format and details the kind of behavior that we expect at Daisy Chain including being kind and courteous to staff members and each other as well as the consequences of inappropriate or unkind behavior. All children and young people accessing our services are supervised in ratios of no less than 1 adult to every 6 children and staff are required to remain vigilant at all times and look out for signs of bullying and/or unkind behavior. Should a staff member become aware of or be concerned about a child or young person's behavior towards others then this must be immediately reported to a team

leader who will remind the child and/or young person involved of the 'rules' that they signed and the consequences should they continue to break those rules. Should the bullying or unkind behavior continue the child or young person involved will be given a second warning which will be accompanied by a 'yellow card' and reminded that if the behavior continues they will be given a 'red card' and sent home.

If a child or young person does receive a 'red card' for bullying or unkind behavior then their parent or guardian will be asked to immediately collect them and they shall receive 1:1 supervision until this happens. Their parent or guardian will be informed as to the reason why they have been sent home and a meeting will be arranged with a manager to discuss what will need to be put in place before their child will be allowed to access Daisy Chain's services again. This is likely to be a more formal 'behaviour contract' that both the parent and child or young person will be required to sign. The parent and child or young person will also be informed that if their bullying/unkind behavior continues after signing the 'behaviour contract' they will be permanently excluded from Daisy Chain's services. The decision to exclude a child or young person from Daisy Chain's services would not be made lightly and can only be taken by the Head of Services or a senior manager. The decision requires sign off at board level before it can be communicated to the family and prior to this the child or young person will be temporarily suspended until a final decision is reached.

Due to the close supervision provided for all of our service users it is unlikely that bullying or unkind behavior could or would occur without a staff member being aware of it. However, if a parent, child or young person informs a staff member that they have been the victim of bullying or unkind behaviour then a meeting will be arranged by a manager for all persons involved and if the bullying or unkind behavior is identified to have occurred the above procedure will be followed.

The same procedures as above will be followed if an at-risk adult who has not been deemed to have capacity is involved in bullying or unkind behavior. If the at-risk adult does have capacity and/or lives independently then we would follow the above procedures but only involve their parents if it was deemed appropriate.

6.0. Supporting Documents

- 6.1. This policy must be read in conjunction with Daisy Chain's Health & Safety, Risk Assessment, Safeguarding for Children and Safeguarding for Adults policies.