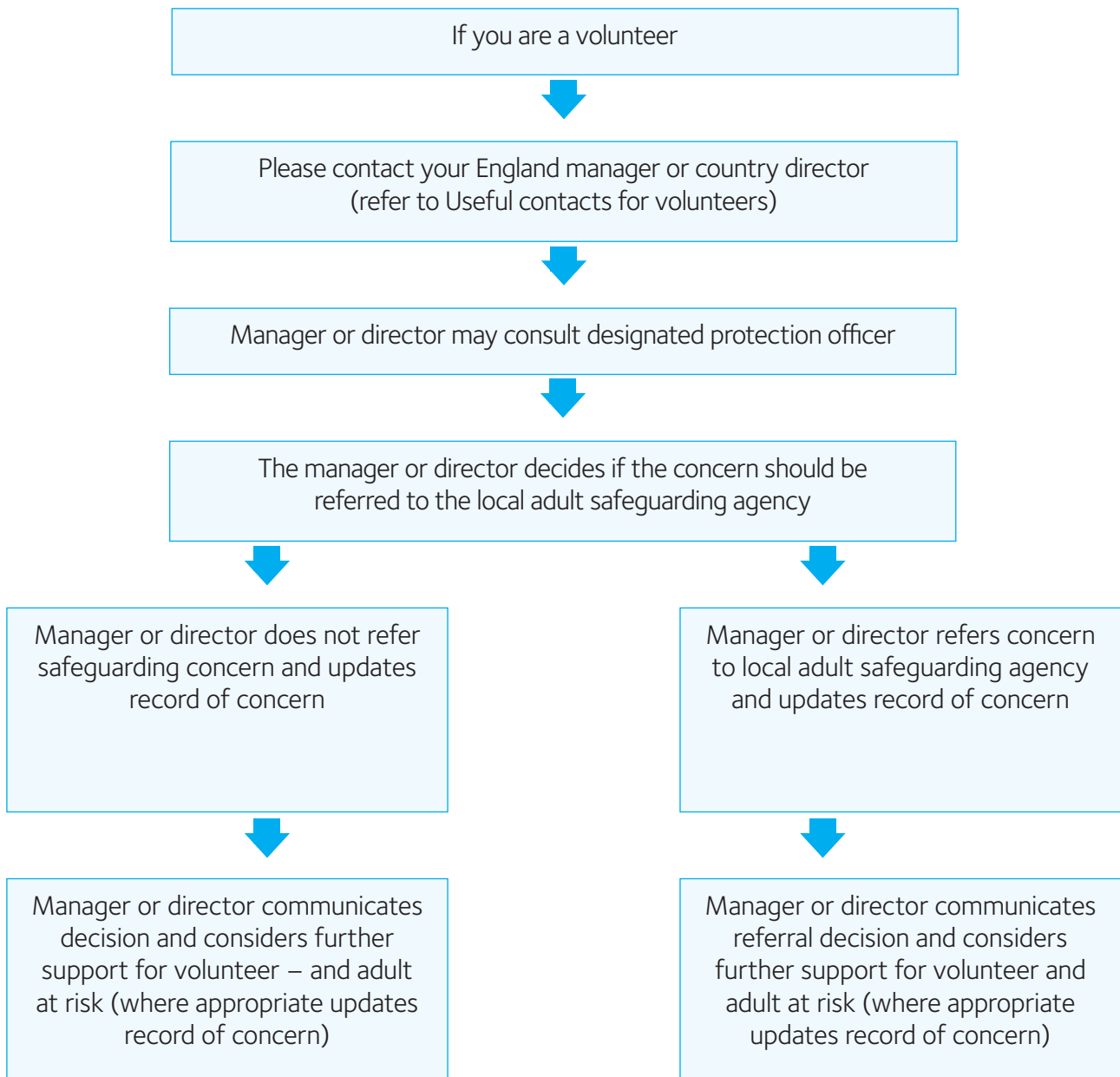


# Safeguarding –

adults at risk – guidance for  
volunteers not at UK office



As a volunteer with Parkinson's UK, it's important you know what to do in any safeguarding situation. Please do bear in mind that our duty of care to staff and volunteers is to act responsibly and to report concerns to the appropriate local safeguarding agency, rather than investigate the situation.

**In a safeguarding situation do:**

- take all safeguarding situations seriously
- consider the safety and wellbeing of the person affected and contact the emergency services (Police, Ambulance or Fire) if needed. Tell the member of the emergency services you are concerned about the person's safety
- stay calm, don't panic, and support the person you are talking to
- explain to the person that any safeguarding situation is important and that you will need to talk with your manager and potentially the designated protection officer. Avoid making promises regarding confidentiality
- always seek consent for a referral and bear in mind the wishes of the person
- be an active listener, get an overview and keep to the basic facts
- keep an open mind and do not confront any alleged abuser

This procedure must be followed whenever an allegation of abuse is made, or where you or someone else suspects that an 'adult at risk' has been abused. Any suspicion, allegation or incident of abuse must be discussed with your England manager or country director who may wish to consult the designated protection officer. It is important that the England manager or country director takes into account the wishes of the 'adult at risk' when deciding whether or not to refer the concern.

Please note: if you are unable to speak with your manager or director then please contact the UK helpline direct on **0808 800 0303**.

Remember, there may be a need for ongoing support for the 'adult at risk'. Your England manager or country director can discuss options with you. This could potentially involve support from Parkinson's UK, for example support from a Parkinson's local adviser, or signposting to an external party such as a Parkinson's nurse.

Your England manager or country director will confirm to you and any other parties involved if the concern required safeguarding action and was referred to a local adult safeguarding agency. Parkinson's UK will not usually have any further information about the safeguarding agency's investigation or decisions.

Please be aware it's very important you don't discuss any safeguarding concerns with other volunteers or members of a local group and to recognise an individual's right to privacy. At Parkinson's UK we take confidentiality seriously and will only inform the absolute minimum number of people of a safeguarding concern.