

SAFEGUARDING AWARENESS GUIDANCE

PARKINSON'S^{UK} CHANGE ATTITUDES. FIND A CURE. JOIN US.

This booklet is designed to:

- highlight some situations you may encounter during everyday interactions with other volunteers and members
- and help you decide the best course of action

What do I need to consider in each case?

Most situations volunteers will come across will fall into one of the following categories:

- **Managing risk**
- **Volunteering best practice**
- **Health and social care issues**
- **Personal choice**
- **Safeguarding**

What does this mean?

Managing risk: is about considering what could happen and ensuring we take practical steps to minimise any risks.

Volunteering best practice: Parkinson's UK meets similar standards to other volunteering organisations.

Health and Social care issues: where the help an individual is getting might not be sufficient to meet their needs, or their needs have changed.

Personal choice: an individual makes a choice that others may or may not agree with.

Safeguarding: protecting adults who may be at risk of abuse.

What is abuse?

“Abuse is the violation of an individual’s human and civil rights by any other person or persons.”

It can happen in different forms, potentially multiple types in any one situation.

Abuse could be:

- **Physical**
- **Sexual** – potentially where the adult at risk cannot or does not give their consent
- **Emotional/psychological**
- **Financial/material**
- **Neglect/acts of omission** (including institutional abuse)
- **Discriminatory**

Who might be at risk of abuse?

“An adult aged 18 years or over who is, or may be in need of community care services, by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.” (DH,2000)

Primarily for us this will be people with Parkinson’s, their carers and family members.

It isn’t always clear what to do in certain situations. In the next few pages we will look at some scenarios, and consider the checklist questions that go with them.

Scenario one

Jean is a female volunteer at a local group. Alan, one of the male attendees, has difficulties with mobility and needs to go to the toilet. Jean helps out by going with him, and helping him to remove his trousers and sit on the toilet. She stays with him until he has finished and then helps him back to his seat.

One of the group members feels uncomfortable about this and brings it to your attention.

What do you do?

Your checklist of things to consider

1. Is someone in immediate danger?

2. Who do you think is/are at risk?

3. What is/are the risk(s)?

- Is this a safeguarding issue?
 - Is this a health and safety concern?
 - Is this about volunteering good practice?
 - Is this a health and/or social care issue?
 - Is it someone's personal choice?
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4. Is this a one-off or an ongoing issue?

5. Have you been asked to do something about it?

6. Do you need to check with anyone
to get their consent?

7. What could happen if you do nothing?

Let's review this scenario together.

1. Nobody is in immediate danger, however Alan may fall and hurt himself. Who would be liable in that case?

2. Jean could be vulnerable to allegations of abuse. She may not be trained to help Alan.

3. The risks here involve :
 - health and safety
 - volunteering good practice
 - someones personal choice

Jean is putting herself in a vulnerable position if an allegation is made against her. Alan may not be able to attend the meeting again and may feel unsupported. This is personal care, something that Parkinson's UK staff and volunteers are not trained or supported to carry out. In an emergency situation, Alan's friends or colleagues should consider the safest way to help him. In this instance it would have been better for two people to assist. In future perhaps Alan should attend meetings with a carer (who could be paid, a friend or family member) because volunteers cannot meet his care needs.

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4. This is a one-off for now but it could happen again.

 5. In this case, another group member told you the situation made them uncomfortable.

 6. Does not require referral

 7. If you do nothing, Alan may not be able to attend future meetings as his care needs might not be appropriately met.



**EVERYONE HAS
A RIGHT TO
BE TREATED
WITH CARE
AND RESPECT**

Scenario two

Susan is chair of Anytown group of Parkinson's UK. Mrs B is someone Susan met a few years ago at branch meetings but she has been living in a nursing home for the last few years as she couldn't manage alone at home.

Susan has had a call from a friend of Mrs B who is concerned that she is being abused in the nursing home. The friend says that she had a call from Mrs B in the middle of the night, she was crying and said she needed to get out of the home because the staff had hurt her and had locked her in her room on several occasions. The friend didn't really know what to do and was calling Susan for advice.

Please use the checklist that we have compiled to help you.

Your checklist of things to consider:

1. Is someone in immediate danger?

2. Who do you think is/are at risk?

3. What is/are the risk(s)?

Is this a safeguarding issue?

Is this a health and safety concern?

Is this about volunteering good practice?

Is this a health and/or social care issue?

Is it someone's personal choice?

4. Is this a one-off or an ongoing issue?

5. Have you been asked to do something about it?

6. Do you need to check with anyone
to get their consent?

7. What could happen if you do nothing?

8. Who are you going to call next?

9. What other support might be appropriate
in this situation?

Let's review this scenario together

1. In this case, someone could be in immediate danger.

2. Mrs B could be at risk here.

3. The risks here involve:
 - possibly safeguarding
 - potentially health or social care

4. This is potentially an ongoing issue.

5. Yes, you have been asked to do something as Mrs B called you with her concern.

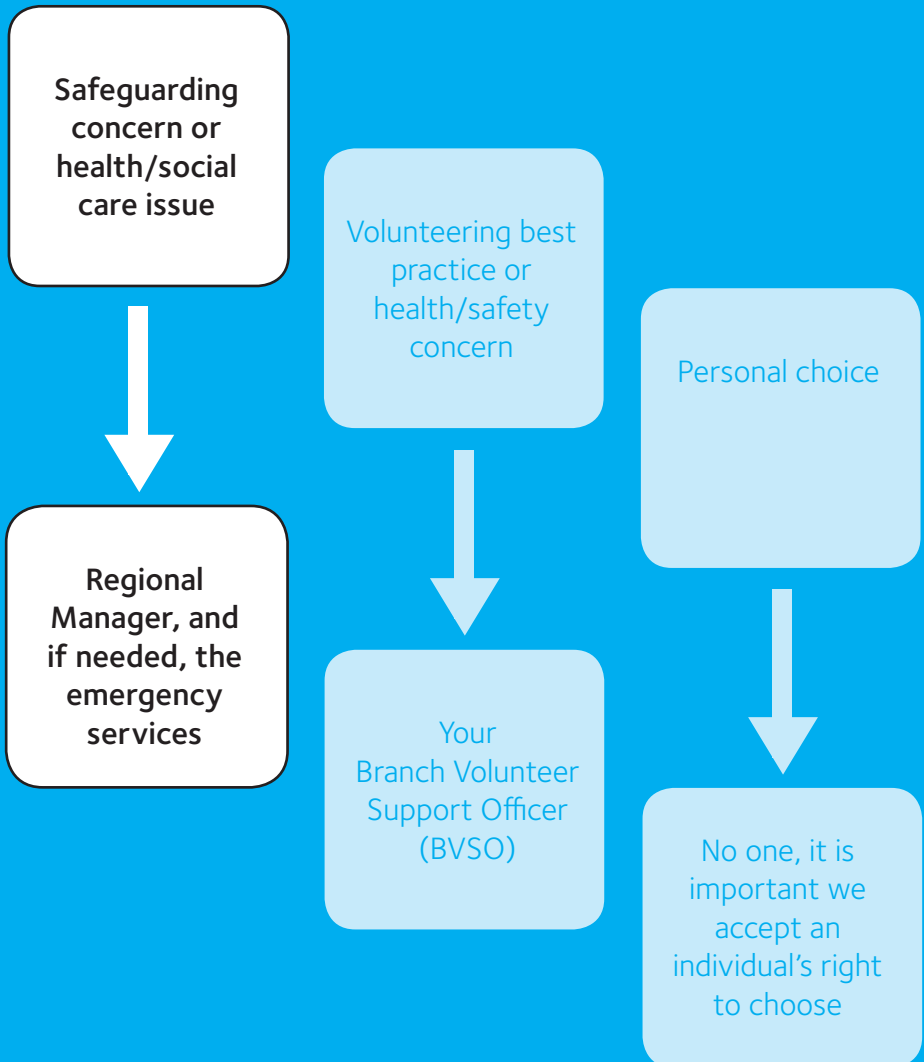
6. You need to check with Mrs B.

7. Mrs B may be at risk of possible abuse if you do nothing.

8. Your Regional Manager would be the best person to call next.

9. Other support may be appropriate, such as a visit from the Information Support Worker.

Who should I talk to?



Scenario three

Fred lives in the same village as Margaret and they both attend the local group meeting. Fred is a volunteer and Margaret has Parkinson's. He knows that Margaret doesn't get out very much and she really enjoys going to the meetings.

He feels obliged to offer her a lift home from the meeting, as he lives close by, but didn't realise how difficult she finds it to get in and out of a car.

Fred tells you that he has been struggling to help Margaret and has to offer her a high level of physical support which he is embarrassed about.

Your checklist of things to consider:

1. Is someone in immediate danger?

2. Who do you think is/are at risk?

3. What is/are the risk(s)?

Is this a safeguarding issue?

Is this a health and safety concern?

Is this about volunteering good practice?

Is this a health and/or social care issue?

Is it someone's personal choice?

4. Is this a one-off or an ongoing issue?

5. Have you been asked to do something about it?

6. Do you need to check with anyone
to get their consent?

7. What could happen if you do nothing?

8. Who are you going to call next?

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in this situation?

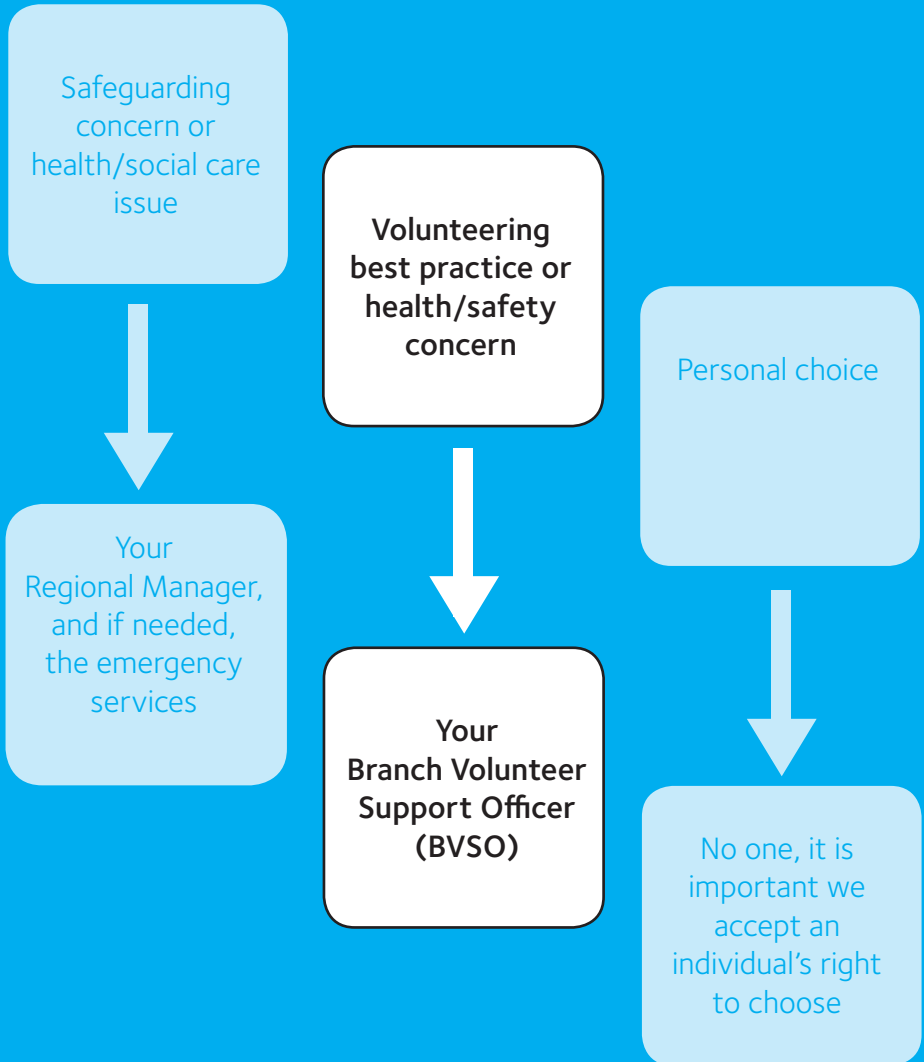
Let's review this scenario together:

1. Nobody is in immediate danger.
2. Fred could hurt or injure himself. Margaret may feel uncomfortable with Fred holding her to get her into and out of the car.
3. The risks here involve:
 - health and safety
 - volunteering good practice
 - potentially health and social care
 - someones personal choice

Fred may not be supporting Margaret in the most appropriate way, risking injury to himself and Margaret. Would an accessible taxi be better or could Margaret have a carer to help her get around?

4. There is evidence that this is an ongoing issue
5. Fred has told you he feels embarrassed so you have been asked to do something about it.
6. Fred has told you and is simply asking for advice.
7. Fred and/or Margaret may be injured if you do nothing.
8. Contact the Branch Volunteer Support Officer who can discuss alternatives.
9. The group may also arrange for a suitable Community transport service for Margaret, such as Dial-a-ride.

Who should I talk to?



What should I do if I have safeguarding concerns?

- If you have a safeguarding concern, consider whether someone is in immediate danger. Call the emergency services if needed.
- Report your concern to your Regional Manager. If you do not have their direct number you can reach them through the helpline on **0808 800 0303**.
- If you are unable to reach your Regional Manager, tell your helpline contact you have safeguarding concerns and that you would like to speak to the 'manager'.
- Your Regional Manager (or Helpline Manager) will consider the matter and decide if a safeguarding referral needs to be made.
- Wherever possible, consent should be gained and the wishes of the person at risk should be considered. Your Regional Manager will ensure this happens where appropriate.

Helpful things to know:

- It is important not to discuss any safeguarding concerns with other volunteers or members of your group and to respect an individual's right to privacy. At Parkinson's UK, we take confidentiality seriously and will only inform the absolute minimum number of people about a safeguarding concern.
- The Director of Support and Local Groups is the Parkinson's UK Designated Protection Officer and will:
 1. Ensure we exercise our duty of care.
 2. Be responsible for our safeguarding policy and procedures.
 3. Take appropriate action.

What we have learnt...

- There are many different types of scenario that a volunteer may find themselves in with Parkinson's UK. Understanding the situation, asking questions is an important first step.
- We are clear on what to do in the different scenarios and who to talk to, either your Regional Manager or Branch and Volunteer Support Officer
- Safeguarding is about protecting people from abuse. There are different types of abuse that may occur and we need to be aware of these
- Although rare, abuse does happen. We have a duty of care to ensure we tell the appropriate authorities if we have safeguarding concerns

Useful numbers for volunteers

- Your Regional Manager:

- Your BVSO:

- UK helpline: **0808 800 0303**

- Your Information and Support Worker:

- Your Parkinson's nurse:

- Adult safeguarding contacts:

- Samaritans: **08457 90 90 90**

Every hour, someone in the UK is told they have Parkinson's. Because we're here, no one has to face Parkinson's alone.

Parkinson's UK

215 Vauxhall Bridge Road
London SW1V 1EJ

Free* confidential helpline **0808 800 0303**

(Monday to Friday 9am–8pm, Saturday 10am–2pm). Interpreting available.

Text Relay **18001 0808 800 0303**

(for textphone users only)

*calls are free from UK landlines and most mobile networks.

hello@parkinsons.org.uk
parkinsons.org.uk

England