

Eleanor Music Services CIC

Safeguarding Policy

This policy has been set out by Eleanor Music Services CIC. It applies to all staff, contractors, volunteers and anyone working on behalf of Eleanor Music Services CIC. It has been signed off by the Board.

The purpose of this policy is:

- to protect adults and care home residents who use Eleanor Music Services CIC services
- to provide staff, contractors and volunteers with the principles that guide our approach to safeguarding and the protection of adults at risk.

OUR USER GROUPS

By 'adult at risk', we mean 'an adult who resides in a care home, or a member of the community in day-centre settings, and is in receipt of services provided by Eleanor Music Services CIC i.e. *'service users'*.

By 'team member', we mean a member of Eleanor Music Services CIC's team of contractors, volunteers, staff and directors.

INTRODUCTION

Eleanor Music Services provides live music for people with dementia in care home settings and day centres. It provides stimulating and interactive sessions using personalised and familiar music to provide cognitive stimulation and pleasure, create emotional connections, to promote social bonding and engage in light physical activity. In addition, the music sessions and post-session support aim to provide valuable communication tools to help care staff and improve morale.

In following the safeguarding policy our team members are always expected to maintain a sense of proportion, apply common sense to situations and protect our service users' welfare as a priority. All team members working for or on behalf of Eleanor Music Services CIC must always consider how an action or activity may be perceived. It is also Eleanor Music Services CIC's duty to ensure that team members are not placed in situations where actions may be misinterpreted and risk allegations of abuse. The organization has developed this Safeguarding Policy to support Eleanor Music Services CIC's team in putting into practice our commitment to adults' welfare, safety and protection of their rights.

EQUALITY

Eleanor Music Services CIC is committed to anti-discriminatory practice and strives to ensure all service users have the same protection regardless of age, gender, disability, racial heritage, religious belief, sexual orientation or identity.

Policy prepared by Eleanor Meynell and Lawrence Wallington
Board approval date: August 7th 2024
Review date (annual): August 1st

OUR APPROACH

This policy should be read alongside our policies and procedures on:

- Privacy policy
- Risk assessment

We listen and take seriously those that disclose abuse or safeguarding issues. Eleanor Music Services CIC's response to any concerns raised is rapid, with appropriate investigations carried out.

Our Designated Safeguarding Officer (DSO) is the first point of contact for any safeguarding concerns.

Eleanor Meynell 07939 265991 / eleanormusicservices@gmail.com

We will seek to keep adults at risk safe by the following means:

Safe training

- All members of Eleanor Music Services CIC's team who will, or may have reason to, come into direct contact with adults at risk as part of their role, or who will be in a particular position of influence such as a director, will be subject to an enhanced DBS certificate, renewed every three years, and must be in possession of a valid public liability insurance certificate of up to £10 million.
- Contractors working one-to-one in homes must have a Safeguarding for Adults Level 2 certificate (or above).
- All new contractors must shadow lead musician, Eleanor Meynell, in at least one session before commencement of first contract.
- Two independent references will be taken prior to the commencement of a role.

- Eleanor Music Services CIC will adhere to each care home's Safeguarding Policy and all team members know the identity of the safeguarding lead of homes where they are working.
- Contracted musicians will attend supervision with a senior music therapist on a regular basis while under contract with Eleanor Music Services CIC.
- New contractors will be subject to a focused induction given by the DSO, on safeguarding policy, information sharing, confidentiality and data protection prior to providing services.

In-Person Event/Activity

- We will ensure that we provide a safe physical environment for adults at risk and team members by applying health and safety measures in accordance with the law and regulatory guidance and carrying out a comprehensive risk assessment in collaboration with any partner organization with which we may be working.
- It is unusual for Eleanor Music Services CIC's activities to include children, but in the event of a child such as a relative of a resident being in the room, children will remain the responsibility of their accompanying parent/guardian/teacher and will not be left unattended with the Eleanor Music Services CIC's team at any time.

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- For activities taking place in residential care settings (e.g. care homes, nursing homes), at least two members of the care staff must be present in the group activity space at all times when Eleanor Music Services CIC's team are on site. No adults at risk should be left unattended by the setting's staff at any point during the group activity.
- Residential care settings are required to assess the suitability of each resident to attend the activity, principally with regards to any challenging behaviour they may present particularly relating to loud noises.
- Eleanor Music Services CIC's contractors and volunteers must work within their role descriptions and not take on additional tasks such as accompanying adults at risk to the bathroom or assisting with personal care. Any requests of this nature made by either a service user or a partner organization must be reported to Eleanor Music Services CIC's safeguarding lead.
- Personal contact details/personal social media account details must not be shared between Eleanor Music Services CIC's team members and adults at risk. Any attempts by an adult at risk to initiate personal contact (such as a social media 'friend request') must be ignored or rejected and reported to the safeguarding lead.
- For one-to-one sessions the musician must introduce themselves to the home's member of the care staff team and inform them who they are visiting. Contractors are to be informed of any issues in advance of visiting. The door of the room where the contractor is working must be left open for the duration the visit.

Photography consent

- Written permission must be obtained via signed consent forms for any filming or photography of any child or vulnerable adult (completed by an appropriate representative for the vulnerable adult where necessary).
- Any filming or photography publicly shared on social media by third parties (of themselves or of those in their care) tagging Eleanor Music Services CIC, or using other hashtags linking the post to Eleanor Music Services CIC's activities will be considered as consent to share by Eleanor Music Services CIC on our own digital platforms. Eleanor Music Services CIC will always undertake an assessment as to the suitability of each piece of content before sharing further.

Concerns or complaints

Safeguarding is the responsibility of all those working for or on behalf of Eleanor Music Services CIC and it is their duty to hold the welfare of adults at risk as their paramount consideration. All team members have responsibility for adhering to this Safeguarding Policy when, during the course of their work, they believe that an adult may be at risk of harm. If a team member has any concerns at all, even if it is a 'gut-feeling' or is passed any concerns regarding the safeguarding of a child or vulnerable adult, these should be reported to the Safeguarding Lead by phone or email immediately.

Points of Contact

To report a concern or disclosure, please contact the Safeguarding Lead Eleanor Meynell at eleanormusicservices@gmail.com or 07939 265991

Local Greenwich Safeguarding Adults aops.contact.officers@royalgreenwich.gov.uk.

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