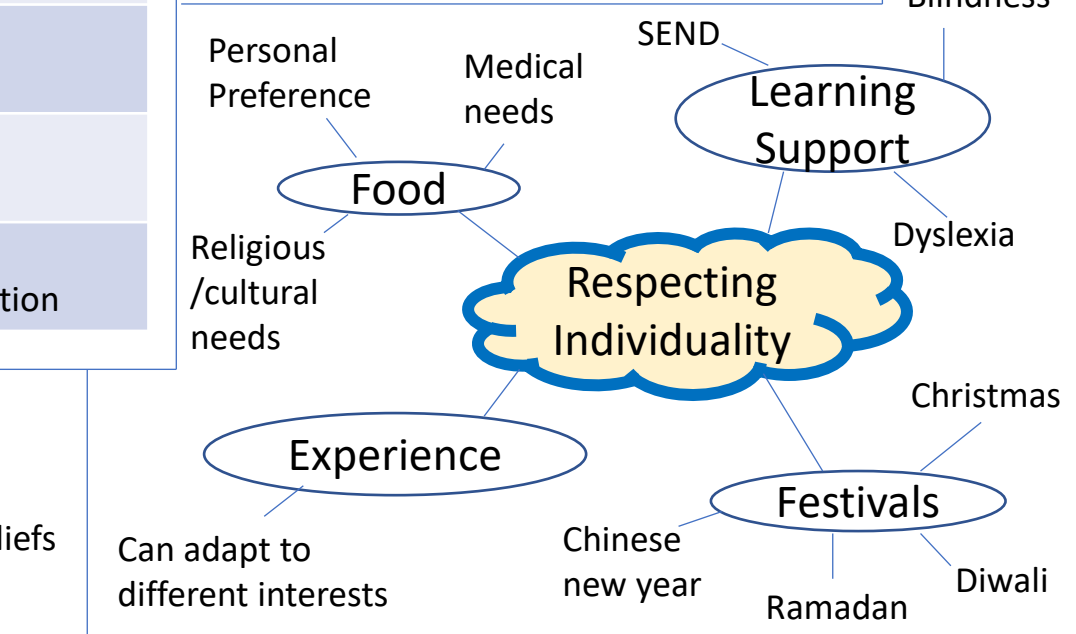
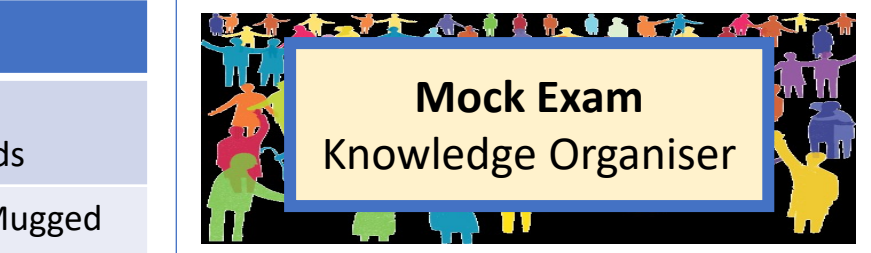
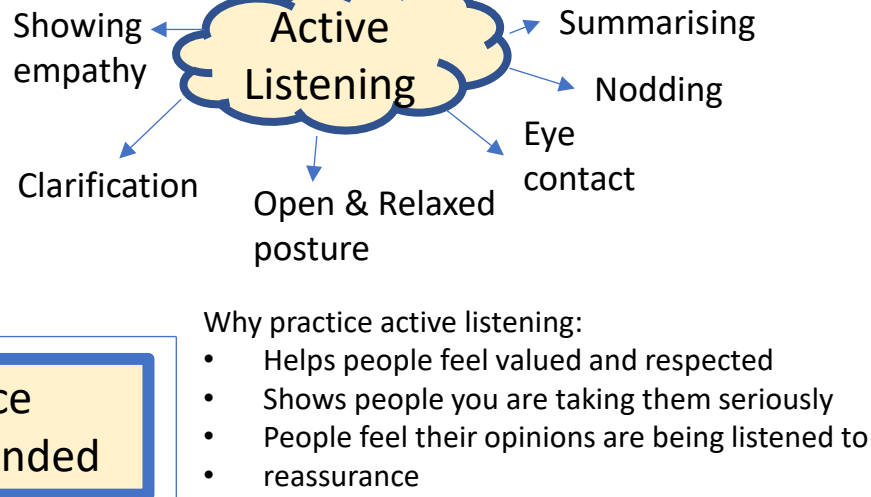


What could happen if a vulnerable service users leaves a care establishment unattended

Hazard	Risk
Injury to service user	<ul style="list-style-type: none"> • Trip/Fall/Cuts • Danger crossing roads
Easy prey	<ul style="list-style-type: none"> • Could be attacked/Mugged
Environmental Issues	<ul style="list-style-type: none"> • Sunstroke • Hypothermia
Limited access to resources	<ul style="list-style-type: none"> • Lack of food/water
Pre-existing conditions	<ul style="list-style-type: none"> • Could deteriorate • No access to medication

Service users rights

- Protection from harm/abuse
- Respect for privacy/boundaries
- Understand cultural/religious beliefs
- Treat as an individual



Supporting individuals with disabilities

Choice	Information's users can understand
	Encourages informed choice making
	Allows for opinions
Independence	Develops skills to cope alone
	Empowering
Respect	Listening and valuing opinions
	Promotes positive relationships
	Involving users in all activities

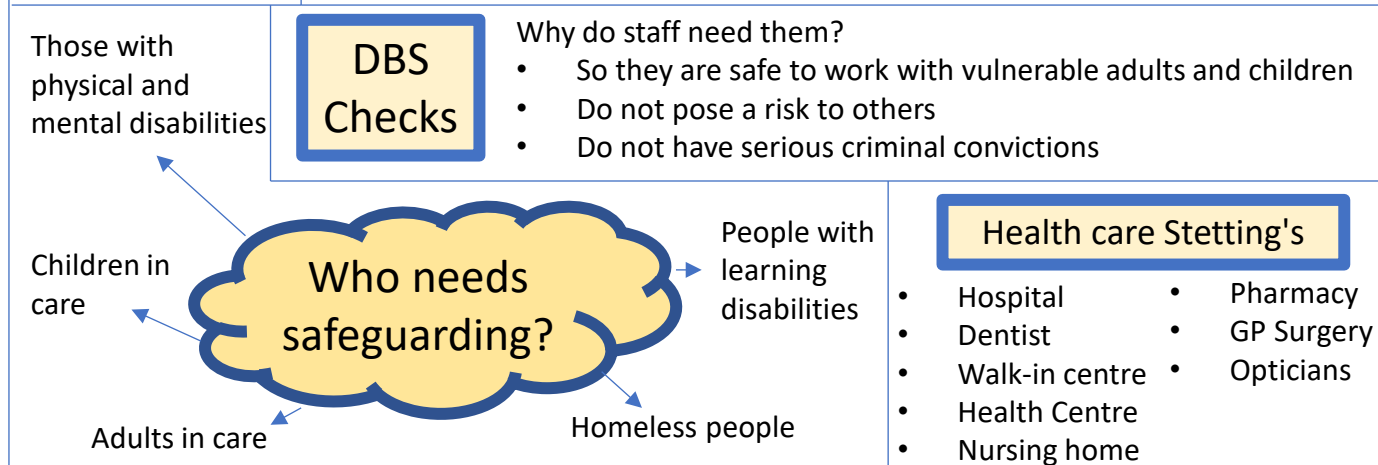
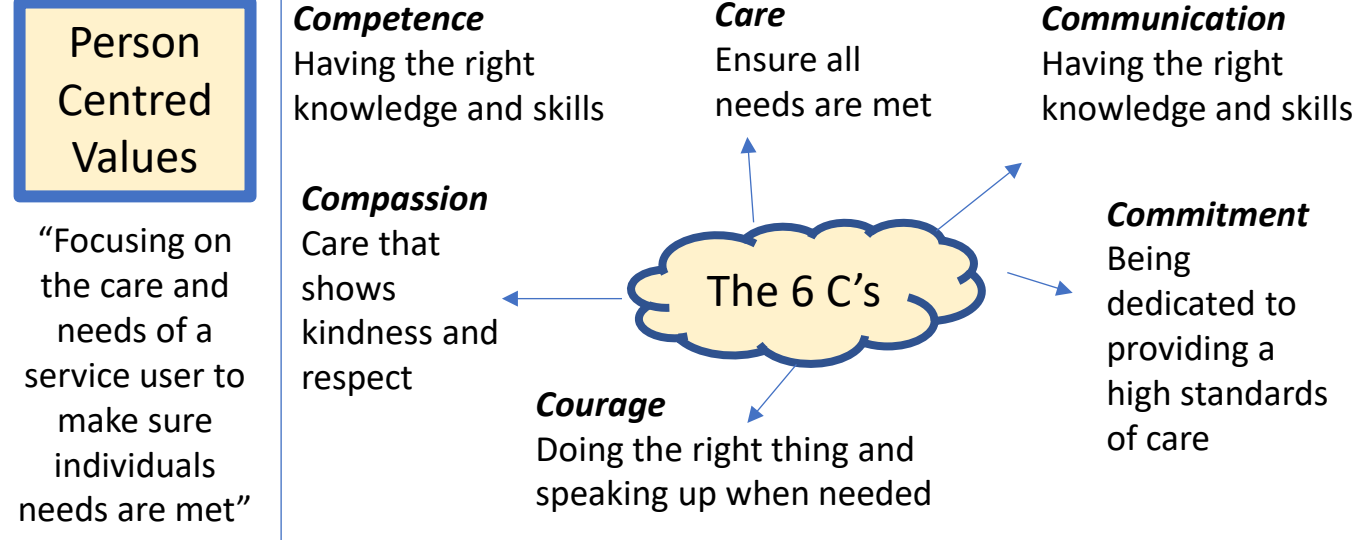
Creating a confidential environment:

- Private rooms for meetings
- Meetings away from others
- Doors on meeting rooms
- 'Do not disturb' signs
- Keep discussions private

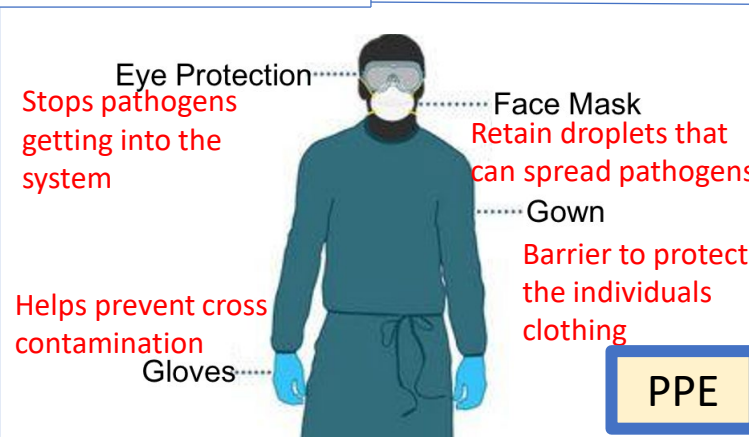
Specialist communication

- Braille
- Sign Language
- Interpreters
- Makaton
- Voice Activated Software

Type Of safeguarding	Reasoning	Negatives
Staff Training	<ul style="list-style-type: none"> Keeps staff knowledge up to date 	Takes up staff time
	<ul style="list-style-type: none"> Raises awareness 	Absent members may miss training
	<ul style="list-style-type: none"> Shares best practice 	
	<ul style="list-style-type: none"> Share concerns 	
Staff have copy of the policy	<ul style="list-style-type: none"> Gives staff guidance 	May lose their copy
	<ul style="list-style-type: none"> Confidence to deal with issues 	May not read it
	<ul style="list-style-type: none"> Know current practices 	
Named staff responsible	<ul style="list-style-type: none"> Answer staff questions 	May feel uncomfortable with that member of staff
	<ul style="list-style-type: none"> Give support and advice 	They may be off
	<ul style="list-style-type: none"> Ensure staff are working within the law 	



Communication	Clarity	Users will know what's happening and you can give clear instructions to avoid misunderstanding
	Appropriate	You will not offend service users by saying anything offensive or by using too 'technical' language
	Patience	Service users will not feel rushed, not get annoyed and feel valued



Empowerment & Self-esteem	
Empowerment	Give somebody the authority to control a situation
	Allow service users to make decisions
Self-esteem	Make them feel valued and respected
	Promote positive mental health
	Take away negative experiences