



Just Care Community (JCC) Safeguarding Policy

1. Policy Statement

Just Care Community (JCC) is committed to safeguarding and promoting the welfare of adults at risk. We believe everyone has the right to live free from abuse, neglect, and exploitation. This policy outlines our commitment to ensuring the highest standards of care, safety, and accountability across all carers, clients, and community members.

Our duty of care extends to:

- Clients receiving care from members of the JCC platform.
- Self-employed carers registered with JCC.
- Families and representatives involved in care arrangements.
- Volunteers, partners, and JCC staff.

2. Legal Framework

This policy is guided by the following UK laws and standards:

- **The Care Act 2014** – Section 42 duty to safeguard adults at risk.
- **Safeguarding Vulnerable Groups Act 2006** – Establishes the DBS system.
- **Mental Capacity Act 2005** – Protects the rights of individuals lacking capacity.
- **Human Rights Act 1998** – Right to life, freedom, and protection from inhuman or degrading treatment.
- **Working Together to Safeguard Adults (2022)** – National guidance for inter-agency cooperation.

- **Data Protection Act 2018 / GDPR** – Ensures confidentiality in safeguarding data.
 - **Health and Social Care Act 2008 (Regulated Activities)** – Regulates standards of care.
-

3. Scope and Purpose

This policy applies to:

- All self-employed carers and members of JCC.
- Any person acting on behalf of JCC in a professional or volunteer capacity.
- Families engaging carers through the platform.

Its purpose is to:

- Protect adults at risk from harm or abuse.
 - Promote early identification and reporting of concerns.
 - Ensure carers understand their responsibilities.
 - Create a culture of openness, trust, and accountability.
-

4. Definitions

Adult at Risk:

A person aged 18 or over who:

- Has care and support needs;
- Is experiencing or at risk of abuse or neglect; and
- As a result, is unable to protect themselves.

Abuse and Neglect:

Includes (but is not limited to):

- Physical abuse
 - Emotional or psychological abuse
 - Sexual abuse
 - Financial or material abuse
 - Neglect and acts of omission
 - Discriminatory abuse
 - Organisational or institutional abuse
 - Domestic violence
 - Self-neglect
-

5. Responsibilities

Carers must:

- Read, understand, and adhere to all JCC safeguarding policies.
- Complete safeguarding training (Level 2 or above).
- Report any safeguarding concern immediately via JCC's safeguarding reporting process.
- Maintain confidentiality in all safeguarding matters.
- Ensure their DBS check is valid and up to date.

Families and Clients must:

- Treat carers with respect and fairness.
- Report any safeguarding concern related to a carer, client, or family member.
- Cooperate with safeguarding investigations when required.

JCC (Platform Administrators) will:

- Maintain a central safeguarding log.
 - Ensure all carers have verified DBS and insurance before placement.
 - Provide training resources and guidance on safeguarding practice.
 - Liaise with local authorities or safeguarding boards when required.
 - Suspend access to any member under investigation where appropriate.
-

6. Reporting and Response Procedures

Step 1 – Recognise

Be alert to signs of abuse or neglect (physical marks, behavioural changes, emotional distress, etc.).

Step 2 – Record

Write a factual record of what was seen, heard, or disclosed — include date, time, and who was involved.

Step 3 – Report

Report the concern **immediately** to the relevant external body (see list below). A record can also be sent to JCC via secure email or a phone call made for support, but ALL safeguarding issues MUST be reported in the proper, legal way.

Step 4 – Refer

The carer will refer the person concerned to the local authority safeguarding team (as per Section 42 of the Care Act 2014) if they are at risk of significant harm.

Step 5 – Review

JCC will review the outcome and advise on how to find appropriate support for all parties involved.

7. Confidentiality and Data Protection

All safeguarding information will be stored securely in compliance with the **Data Protection Act 2018** and **GDPR**. Information will only be shared on a “need-to-know” basis, in line with legal and ethical obligations.

8. Training and Awareness

- All carers are required to complete safeguarding training before their first placement.
 - Refresher training must be completed every 3 years.
 - JCC will provide ongoing resources and updates in line with statutory guidance.
-

9. Safer Recruitment and Vetting

- All carers must provide an **enhanced DBS check**.
 - Identity verification and proof of insurance are mandatory before approval.
 - Families will be encouraged to complete a **Family Verification Process** to maintain carer safety.
 - JCC reserves the right to suspend or remove members who fail compliance checks.
-

10. Review and Updates

This policy will be reviewed annually or following any changes in UK safeguarding legislation.

Last reviewed: **October 2025**

Next review due: **October 2026**

11. Contact Details

Just Care Community operates as a support platform, not a regulated care provider.

If at any time a carer, client, or family member feels that a safeguarding concern is not being appropriately addressed by JCC, or wishes to report directly to an external body, they are encouraged to contact:

- **Local Authority Safeguarding Adults Board** via [gov.uk/report-abuse-of-adult](https://www.gov.uk/report-abuse-of-adult)
- **Police (Emergency 999 / Non-Emergency 101)**
- **Care Quality Commission (CQC): 03000 616161**
- **Action on Elder Abuse (Hourglass): 0808 808 8141**

- **NHS Safeguarding Helpline: 0300 303 5678**
- **Samaritans: 116 123**

All carers and families should familiarise themselves with local safeguarding arrangements before a placement begins.

Data Handling and Safeguarding

Just Care Community takes a data-minimisation approach as part of its safeguarding commitment.

We do not operate digital databases of personal, medical, or care-related information. Where records are required for safeguarding or operational reasons, they are kept:

- **In paper format only**
- **Stored in a locked filing cabinet**
- **Held within a private residence**
- **Accessible only to the Data Controller**

This approach reduces digital risk, limits unnecessary data exposure, and supports dignity, privacy, and trust for carers, families, and those receiving care.

Records are retained only for as long as necessary and are securely destroyed once no longer required.