



HERON HOUSE

T A U N T O N

Safeguarding Statement

What is safeguarding?

Safeguarding means protecting an individual's right to live safely, free from abuse or neglect. Heron House is committed to keeping our residents safe.

Who might be at risk of abuse?

Anyone over the age of 18 who is unable to protect themselves may be at risk of abuse or neglect. Children and young people under the age of 18 are also at risk.

Some adults are more at risk of neglect or abuse than others, particularly those who depend on others to care and support them.

Types of abuse

- Physical abuse
- Domestic violence or abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational or institutional abuse
- Neglect or acts of omission
- Self-neglect

We will support our residents to live free from abuse or neglect.

Safeguarding and children on our premises

As children and young people are particularly vulnerable to abuse, we must all take steps to ensure any children visiting our home are kept safe and free from harm.

Children may visit our home for a number of reasons, including a visit to a relative or friend living at Heron House to undertake a volunteering or work experience placement or as part of a school, community, or church group.

All children visiting Heron House must be accompanied by a responsible adult who is responsible for personally supervising the child at all times. Groups of children visiting as part of a school, church or community group will be accompanied by a sufficient number of responsible adults to ensure their safety and welfare.



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A Guide to Keeping Safe for People Who Use Our Services

What Can You Do?

- No one should have to live with abuse
- By reporting abuse, you can help bring it to an end
- You may feel completely alone but you are not
- There are people who can help, and it is important to get in touch with them
- Abuse can be very confusing especially if you look up to the person hurting you or if they are a friend or a member of your family
- You might not want to talk to someone you know and might prefer to speak or email someone at one of the services in this fact sheet
- These services have people who are trained to help and support you and they will not be shocked or surprised at what you say. They will listen to you and help you decide what to do

Who Can Help:

Home Manager - Paula Howlett-07535 280 920

Deputy Manager - Katie McClatchie- 07540 310 320

Head of Care - Lucy Shier- 07801 535 557

Safeguarding Team

Adult Social Care

0300 123 2224 Mon-Fri -08:30-17:30

0300 123 23 27 Out of Hours

Email: adults@somerset.gov.uk

Care Quality Commission (CQC)

Phone: 03000 61 61 61

Web: www.cqc.org.uk

Police

In an Emergency: 999

In a non-emergency: 101

Silverline-Confidential 24-Hour Helpline

Phone: 0800 4 70 80 90

Web: <https://www.thesilverline.org.uk>