



**MARICE RECRUITMENT AGENCY LTD**  
EMPOWERING CARE · ENHANCING LIVES

# **MRA Safeguarding Policy**

## **Empowering Care, Enhancing Lives**

### **Policy Statement**

Marice Recruitment Agency Ltd (MRA) is fully committed to safeguarding and promoting the welfare, safety, dignity, and rights of adults and children at risk.

We believe every individual has the right to live free from harm, neglect, abuse, and exploitation.

All MRA staff, including Healthcare Assistants, Support Workers, administrators, and management, share responsibility for recognising, responding to, and reporting safeguarding concerns.

We operate in line with:

- Care Act 2014
- Mental Capacity Act 2005
- Children Act 1989 & 2004
- Working Together to Safeguard Children 2018
- Keeping Adults Safe from Abuse (DHSC)
- CQC Fundamental Standards
- Local Authority Safeguarding Boards

### **Purpose of this Policy**

This policy aims to:

- Protect service users from harm, abuse, and neglect
- Ensure staff understand safeguarding responsibilities and reporting procedures
- Support safe, person-centred care in all settings
- Maintain compliance with legal and regulatory requirements
- Promote a culture of openness, respect, and zero-tolerance of abuse

### **Scope of the Policy**

This policy applies to:

- All MRA employees
- Temporary workers and agency staff
- Contractors and volunteers
- Anyone representing MRA in care settings

It covers safeguarding in:

- Care homes
- Supported living
- NHS units & wards
- Community care
- Homecare environments

## Types of Abuse

Staff must understand and recognise all forms of abuse:

- Physical abuse
- Emotional/Psychological abuse
- Sexual abuse
- Neglect or acts of omission
- Financial or material abuse
- Discriminatory abuse
- Institutional/organisational abuse
- Self-neglect
- Domestic abuse
- Modern slavery/exploitation
- Cyber or digital abuse

## Safeguarding Responsibilities

MRA Management will:

- Ensure all workers receive mandatory safeguarding training
- Verify DBS checks and right-to-work before placement
- Maintain safe recruitment procedures
- Provide clear reporting pathways
- Liaise with Local Authority Safeguarding Teams
- Review safeguarding incidents promptly

All Staff must:

- Maintain vigilance and act immediately on concerns
- Report suspicions or disclosures without delay
- Maintain confidentiality (information shared only on a need-to-know basis)
- Follow care plans, risk assessments, and professional boundaries
- Treat all service users with dignity, respect, and compassion

## Recognising Safeguarding Concerns

Concerns may arise through:

- Observing injuries, bruises, or unusual behaviour
- Service users making verbal disclosures
- Poor working practices were witnessed
- Signs of distress, fear, or withdrawal
- Evidence of neglect (poor hygiene, dehydration, untreated medical issues)
- Financial inconsistencies
- Staff misconduct

## Reporting Procedure

All safeguarding concerns **MUST** be reported immediately.

### Step 1: Ensure Immediate Safety

- If the person is at immediate risk, call 999



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- Remove the individual from danger if safe to do so

## **Step 2: Report to MRA**

Report immediately to the MRA Safeguarding Lead

Email: [britebille@maricerecruitment.co.uk](mailto:britebille@maricerecruitment.co.uk)

Phone: 020 8013 1881

### **Local Authority Safeguarding Team (Greenwich):**

<https://www.greenwich.gov.uk/safeguarding>

Emergency: 999

Non-Emergency Police: 101

## **Step 3: Report to on-site management**

Inform the manager/supervisor of the service you are working in.

## **Step 4: Record the concern**

Document factual information only:

- What happened
- Date, time, names
- What the service user said (exact words)
- Any visible injuries
- Who was informed

## **Step 5: External Reporting**

MRA will escalate to:

- Local Authority Safeguarding Team
- CQC (if appropriate)
- Police (if criminal activity suspected)
- NHS Safeguarding Team (if in NHS setting)

## **Confidentiality & Information Sharing**

- Information is shared strictly on a need-to-know basis
- Staff must not promise confidentiality to a service user who discloses abuse
- Records must be secure and GDPR compliant

## **Safe Recruitment at MRA**

To protect service users, MRA ensures:

- Mandatory Enhanced DBS
- Two verified references
- Full employment history
- Face-to-face or video interview
- Mandatory training (safeguarding, medication, moving & handling, infection control, etc.)
- Continuous compliance checks

## **Training & Supervision**

All staff must complete:



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- Safeguarding Adults Level 1 & 2
- Safeguarding Children (where applicable)
- Annual refresher training
- Induction & competency assessments

## Whistleblowing

MRA has a clear whistleblowing procedure.

Staff can report concerns anonymously and will be protected from victimisation under:

- Public Interest Disclosure Act (PIDA) 1998

Whistleblowing contact:

[britebille@maricerecruitment.co.uk](mailto:britebille@maricerecruitment.co.uk)

Phone: 020 8013 1881

**Local Authority Safeguarding Team (Greenwich):**

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Emergency: 999

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## Monitoring & Review

This policy will be:

- Reviewed annually
- Updated following changes in law or regulations
- Updated after any safeguarding incident

## Contact Information

**MRA Safeguarding Lead:**

[britebille@maricerecruitment.co.uk](mailto:britebille@maricerecruitment.co.uk)

020 8013 1881

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Emergency: 999

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