



demelza

extraordinary care for extraordinary children

Safeguarding children, young people, and adults:

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When good enough, isn't good enough. Innovative approaches within a children's hospice

The issue

Previously, safeguarding within Demelza was managed by a small, senior team. Whilst this team had relevant training, safeguarding awareness and responsibility were not embedded at a grassroots level, which led to increased risk and reduced knowledge, skills, and confidence within the wider workforce.

The solution

There was a thorough review of the safeguarding policy, procedures, training, attitudes, cultures, systems, and processes to upskill the workforce across all departments. Demelza needed to become more transparent and multi-disciplinary in our approach (Working together to safeguard children, 2018).



Actions taken

- A named nurse for safeguarding with extensive experience was introduced to re-design and lead on changes.
- Updated and index-linked policy, reviewed by an external, independent safeguarding professional.
- All employees and volunteers receive a level of training appropriate to their roles, which is between Levels 1 to 5. Three yearly Level 3 training sessions are facilitated by an external provider.
- Internal, multidisciplinary training updates are facilitated by the safeguarding team. Employees receive regular updates in organisation-wide newsletters.
- A Quarterly Safeguarding Assurance Committee meeting is chaired by a safeguarding trustee and attended by representatives from all departments across the organisation. All employees are invited to attend for learning purposes.
- Adult safeguarding e-learning is compulsory for all employees and completion is followed up by the HR team.
- Regular safeguarding audits are completed with a multidisciplinary workgroup.
- Safeguarding supervision is embedded as standard practice, with senior employees receiving external supervision. Supervision is discussed at all routine 1:1 meetings.
- Six safeguarding leads were established and are quickly and easily contactable for all employees and volunteers via a dedicated email address.
- A monthly meeting was established to discuss current cases – all employees and volunteers are encouraged to attend to observe (where appropriate) or to present cases. An internal referral process is in place.
- A senior nurse is always on call for serious clinical concerns or incidents.

Outcomes

- Employees and volunteers understand their roles and responsibilities in safeguarding.
- Training evaluations, employee feedback and a recent mock CQC inspection have highlighted that employees and volunteers understand their roles and responsibilities, know who to contact and are raising concerns early and appropriately.
- More advice being sought and more non-clinical concerns being raised.
- Demelza has seen a positive increase in advice being sought by non-clinical teams, such as retail, fundraising and voluntary services. Employees report that they have increased knowledge and confidence and are able to better raise and review concerns.
- Demelza completely re-designed how safeguarding works within our organisation, with all employees and volunteers believing that safeguarding is everyone's business. Employees have the training, skills, and confidence to identify and manage safeguarding concerns in a more transparent, proactive and autonomous way.

Impact

We have and are continuing to develop a safer organisation, not only for those we provide clinical support and care for, but also for our employees, volunteers and supporters. By embedding responsibility at a grassroots level, we have supported a strong safeguarding culture that has adapted comfortably over several years with a growing workforce and diversified range of services.

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