



Registered Charity 1182307

www.cc-sn.org

SAFEGUARDING POLICY (Zoom)

Critical Care Support Network is a support group for anyone who has experienced critical illness within an Intensive Care Unit (ICU) or High Dependency Unit (HDU). We aim to support former patients, their families, and those close to them. The group is run, with professional support, by volunteers who themselves all have experience of Intensive Care as a patient, relative or professional.

We now offer support through:

- Drop-In meetings weekly, one for patients and their families and one specifically for family who often have different issues from watching their loved ones whilst they are extremely ill and often in a coma.
- Exercise classes at various levels
- Gentle Yoga
- Relaxation sessions
- Craft sessions as a route to relaxation
- Social events (on line)

Prior to March 2020 all our services were offered face to face, with the advent of Covid-19 **we moved all our services to Zoom** and this enabled us to expand our range of sessions.

We recognise that the move to Zoom has changed the nature of the risk to vulnerable people, but not removed it.

What is safeguarding?

Safeguarding means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect.

Safeguarding is about protecting certain people who may be in a vulnerable situation.

These people may be at risk of abuse or neglect if someone else does something that they should not do or does not do what they should do.

What is abuse?

Abuse is a misuse of power and control that one person has over another. Where someone is dependent on another, there is the possibility of abuse or neglect unless enough safeguards are put in place.

It can happen when a vulnerable adult is persuaded into a financial or sexual exchange they have not consented to, or cannot consent to. Abuse can occur in any relationship and may result in significant harm or exploitation.

The Risk

We know that a stay in Intensive Care can leave a legacy of some or all of the following:

- Delirium
- Cognitive dysfunction
- Muscle weakness
- Neuropathy
- Stress
- Family issues
- Financial problems

We are aware that these issues can leave a person vulnerable to abuse or exploitation – physical, sexual or financial.

Our Responsibilities

The Charity recognises its responsibility for the welfare of each of its members and volunteers who are involved in its activities. We aim to ensure that they are welcomed into a safe, caring environment with a happy and friendly atmosphere. We must:

- Be alert to the risks which individuals may pose to vulnerable people
- Be alert to potential indicators of abuse or neglect
- Contribute to whatever actions are needed to safeguard and promote the individual's welfare
- Report concerns to the appropriate authority
- Ensure all members and volunteers are aware of this policy, and the procedure for reporting concerns
- Ensure anyone who has concerns knows how they can report them, and that they will be listened to.
- Handle, store and use all members contact information safely, and appropriately in accordance with regulations.

Procedures

To ensure all members are aware of this policy, it will be shared via email whenever someone joins the Group and on each major revision.

This policy will be reviewed at least annually by the Trustees (**next - November 2024**).

Reporting Concerns

In an emergency situation first contact the appropriate emergency services.

Anyone who has any concerns should contact our Safeguarding Lead:

Name: Vicky Davies

By email: safeguard@cc-sn.org

or phone 07955 848 596

Vicky is DBS cleared and trained to Level 3 Safeguarding. Vicky will inform all Trustees and notify appropriate authorities as necessary. The Charity will take appropriate professional advice. The Charity will maintain good links with statutory social services authorities and any appropriate health care professionals connected with the care of the individual concerned.