For full details visit the Hive

Safeguarding Concern: Flow chart

Helen & Douglas House
your local children's hospice

Safeguarding concern
Open a DATIX* incident

- **Immediate danger**
  - Call police or local authority (area specific - see 'Meet Your Safeguarding Team' poster)
  - Inform the safeguarding team and service lead at Helen & Douglas House
  - Document all interactions/decisions on DATIX
- **No immediate danger**
  - **In hours (8am-5pm)**
    - Discussion with safeguarding team member
    - Safeguarding team member to alert safeguarding team via Whatsapp
    - Safeguarding huddle required
    - Safeguarding huddle not required
    - Safeguarding huddle held
  - **Out of hours - seven days a week (5pm-8am)**
    - Contact safeguarding team member/manager on-call (via care team on 01865 794647)
    - Discuss if urgent, or non-urgent with on-call
    - Considered non urgent
    - Considered urgent
  - Make line-manager aware (if available)
  - Take actions guided by safeguarding team member/manager on-call

- Referral to local authority (see 'Meet your safeguarding team' poster) - Document in DATIX
- No further action, but document in datix and EPR (Electronic Patient Record) if required
- Communicate with teams around person

*If DATIX not available, undertake at earliest opportunity

For further information, please refer to the Helen & Douglas House Safeguarding policies available on the Hive at hdh.org.uk/safeguarding_hive

Registered charity no 1085951
Int. 03.2025

It's everyone's business

Meet your safeguarding team

If you see or hear anything that makes you feel worried about a child, young person or adult, even if it doesn't seem important, please talk to a member of our safeguarding team about it as soon as possible.

Helen & Douglas House
your local children's hospice

We are here to support and advise you on what to do. We're available Monday to Friday from 9:00am until 5:00pm



Sally Hayes
Director of Nursing & Care

Designated Safeguarding Officer



Katrina Williams
Head of Care

Deputy Designated Safeguarding Officer



Dr Emily Harrop
Medical Director and Consultant in Paediatric Palliative Care



Tara Kerr-Elliott
Nurse Consultant and Non Medical Prescribing Lead



Sommia Chand
Quality and Compliance Lead



Linda Cresswell
Social Worker



Dr Laura Nohavicka
Consultant in Paediatric Palliative Care

To contact us please speak to a member of the team or call 01865 794749

If you are concerned about the immediate safety of a child, or you can't get hold of the safeguarding team, don't wait, call your local MASH (Multi-Agency Safeguarding Hub) without delay.

Oxfordshire: 0345 050 7666
Buckinghamshire: 01296 383962
Windsor and Maidenhead: 01628 683150
Wokingham: 0118 908 8002
Reading: 0118 937 3641
Wiltshire: 0300 4560108
Gloucestershire: 01452 426565

If you are concerned about an adult, please call:

Oxfordshire: 01865 328232
Buckinghamshire: 0800 137 915
West Berkshire: 01635 519056
Windsor and Maidenhead: 01628 683744
Bracknell: 01344 351500
Slough: 01753 475111
Wokingham: 0118 974 6772
Reading: 0118 937 3747
Wiltshire: 0300 456 0111
Gloucestershire: 01452 426868

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Int. 07.2026

Safeguarding Framework

Helen & Douglas House
your local children's hospice

Statement of commitment from the Trustees:
We will proactively safeguard and promote the welfare of Helen & Douglas House's beneficiaries, staff, volunteers and other persons who come into contact with the charity.

What we have in place:

- Safeguarding team
- Safeguarding steering group
- Safeguarding children – child protection policy and procedure
- Safeguarding Vulnerable Adults policy
- Deprivation of Liberty Policy
- Procedure for managing allegations of abuse against staff and volunteers
- Information sharing protocol
- Community shop handbook
- Whistleblowing policy and procedure
- DBS Checks and protocols
- Young person's consent form – retail
- Vulnerable adult agreement form – retail
- Lone working policy and departmental guidelines
- Mental Capacity Act Policy
- Equality and Diversity Policy

We are committed to training and train in accordance with The Intercollegiate Documents RCN 2019:

- All staff and volunteers to level one
- All clinical staff to level three
- At least two members of staff to level four

What we do:

- Safeguarding is an agenda item at every trustee meeting
- An annual safeguarding report is tabled once year at the trustees' meeting
- We have planned an annual audit of shops including safeguarding issues
- Standard agenda item at the Clinical Governance Committee
- Commitment to promoting awareness across the entirety of the organisation

Across organisational representation:

- Trustee
- Executive & Clinical Directorate – Director of Nursing & Care
- Retail – Head of Retail
- Fundraising – Head of Data and Supporter Services
- Support Services – Head of People Resourcing
- Finance and IT – IT Manager

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