



Our code of behaviour

Keeping people safe

Imperial Health Charity

WHAT TO DO IF ...

If, in one of the Trust's hospitals, a young person or an adult tells you they are being abused, you must:

1. Allow them to speak without interruption and accept what they say
2. Be understanding and reassuring - do not give your opinion
3. Tell them you will try to help but must pass the information on
4. Tell the ward manager/nurse in charge/manager for the area or service
5. Write careful notes of what was said using the actual words; include the time, date and full names of those involved
6. Give a copy of your notes to the person you have reported this to and the charity's safeguarding lead
7. Follow any instructions given to you by the NHS member of staff and/or the charity's safeguarding lead.

If, in other locations or circumstances, a young person or an adult tells you they are being abused, you must:

1. Allow them to speak without interruption and accept what they say
2. Be understanding and reassuring - do not give your opinion
3. Tell them you will try to help but must pass the information on
4. If the individual is at immediate risk of harm, call 999
5. Tell the charity's safeguarding lead
6. Write careful notes of what was said using the actual words; include the time, date and full names of those involved
7. Give a copy of your notes to the charity's safeguarding lead
8. Follow any instructions given to you by the emergency services and/or the charity's safeguarding lead.

If you are concerned about the welfare of a young person or an adult at risk, or there is a concern, complaint or allegation about an adult or yourself, you must:

1. Tell your line manager, Volunteer Supervisor or Imperial Health Charity main contact immediately
2. Write careful notes of what you witnessed, heard or were told; include the time, date and full names
3. Sign and pass your notes to your line manager, Volunteer Supervisor or Imperial Health Charity main contact
4. Make sure the activities you are undertaking for Imperial Health Charity pose no further risk to welfare

It is your duty to report **all** safeguarding concerns as a matter of urgency following the correct process. If a young person or an adult at risk is at immediate risk of significant harm, call 999 and request police. Once you have done this, inform the charity's safeguarding lead. You must refer any concern or complaint to the

charity's safeguarding lead as a matter of urgency. **Do not** investigate it yourself.

If you are in doubt about what to do, contact the Imperial Health Charity safeguarding lead on 020 3005 6391 or safeguarding@imperialcharity.org.uk

You can also contact the **NSPCC** on 0800 800 5000 or email help@nspcc.org.uk for any concerns regarding children and young people. You can also contact the **Local Safeguarding Adults** helpline on 020 7641 2176 for any concerns regarding adults with care and support needs.

This card contains essential information for everyone involved in the work of Imperial Health Charity. Please keep it with you at all times.

We believe that nobody (either our people or the people we support) should ever experience abuse of any kind, regardless of age, disability, gender, race, religious belief, sexual orientation or identity. This includes but is not limited to neglect, physical, sexual and emotional abuse.

As an organisation, we work with patients, volunteers, staff and members of the community who are

children and young people, or adults at risk.

OUR CODE OF BEHAVIOUR

- **DO** treat everyone with dignity and respect in line with our values: kind, collaborative, aspirational and expert
- **DO** remember you are a role model at all times - be accountable for your actions and accept constructive feedback

• **DO** wear your identification at all times and follow the dress code and infection control/health and safety arrangements for your location

• **DO** provide excellent customer service and strive to ensure that every patient, visitor or member of the community has the best possible experience when interacting with us

• **DO** carry out appropriate tasks and activities within the boundaries agreed within your role description, even in difficult circumstances

• **DO** treat everyone equally and encourage an open and transparent culture, where people can challenge inappropriate attitudes or behaviours - do not show favouritism

• **DO** remember that you have been placed in a position of trust - do not abuse this

• **DO** report all allegations, suspicions and concerns immediately

• **DO** remember that someone may misinterpret your actions

• **DO** respect everyone's right to personal privacy

• **DO** make everyone (volunteers, staff, family members and carers of patients) aware of our safeguarding arrangements and share our code of behaviour - the 'Green Card'

• **DO** create an environment where people you interact with feel safe to voice their concerns

• **DO** keep up to date with required training and compliance procedures for your role and responsibilities

• **DO NOT** plan to be alone with a young person, adult at risk or patient in one of our hospitals

• **DO NOT** consume alcohol when you are directly responsible for young people or adults at risk, and never allow under 18s at our events or activities to drink alcohol

• **DO NOT** trivialise abuse or bullying of any kind, or let it go unreported

• **DO NOT** engage in inappropriate physical contact or one-to-one activities with young people or adults at

risk, other than providing support for them to take part (following appropriate training)

• **DO NOT** use inappropriate, suggestive or threatening language, whether verbal, written or online

• **DO NOT** overstep the boundaries between yourself and patients, young people, staff and other volunteers by engaging in friendships or sexual relationships

• **DO NOT** allow activities that encourage bullying

behaviour, including initiation ceremonies, dares or forfeits

• **DO NOT** behave in a way which could damage the reputation of Imperial Health Charity, Imperial College Healthcare NHS Trust or one of our partners

• **DO NOT** rely on your reputation or position to protect you from accusations or challenges for inappropriate behaviour.