

Safeguarding

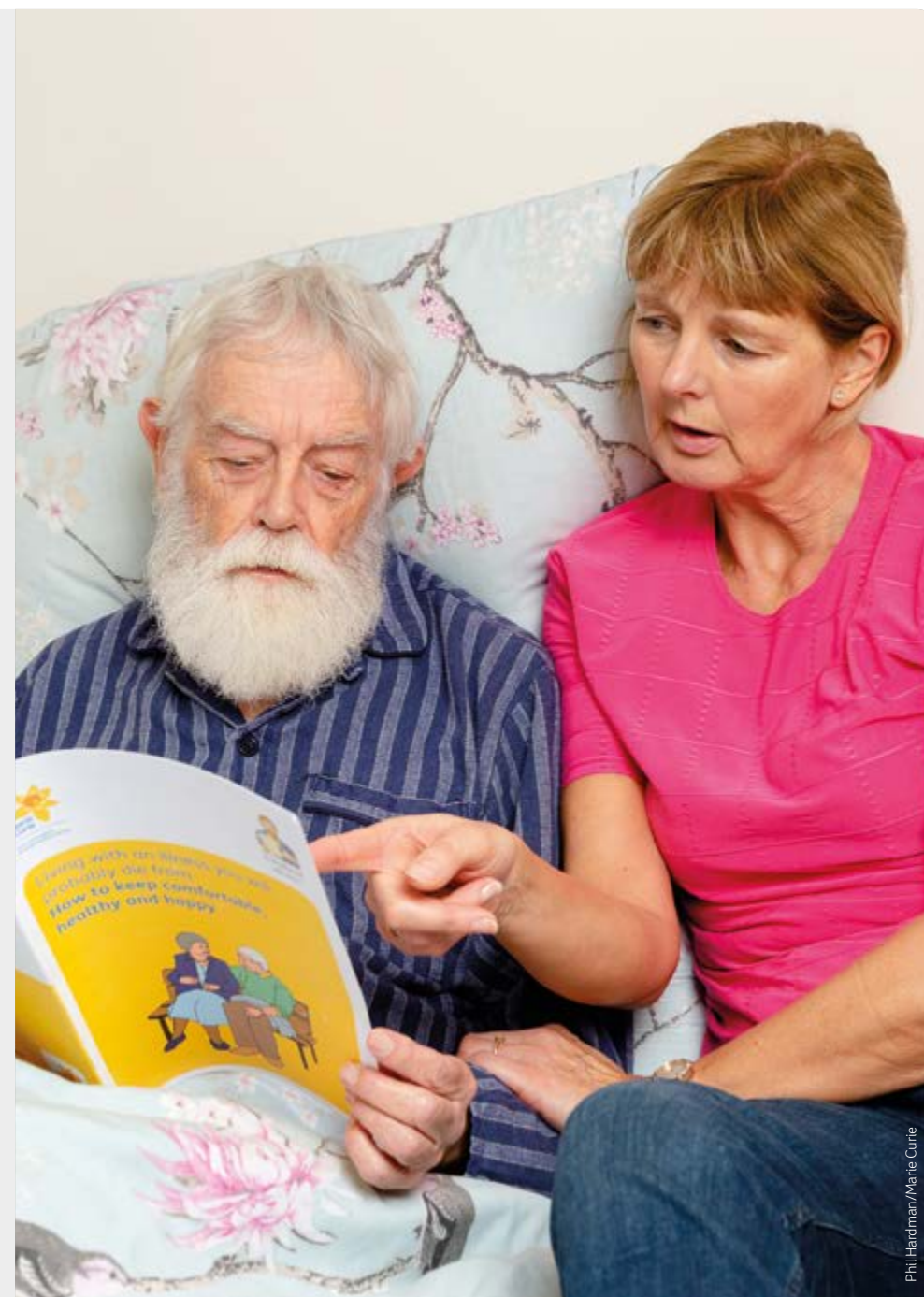
Annual report 2021/22



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Phil Hardman/Marie Curie

Executive summary *Julie Pearce and Patricia Lee*

This report gives an overview of the work our organisation has undertaken to meet our legal and regulatory obligations, as well as the progress we've made towards embedding a culture of safeguarding across the charity.

The purpose of this report is to demonstrate the effectiveness of safeguarding arrangements in Marie Curie, to inform the Board of Trustees of the progress made against the priorities for 2021/22 and to provide an outline of future priorities for 2022/23. We are really pleased with our achievements over the last twelve months and the progress we continue to make to embed a culture of best practice safeguarding. Much of this has been thanks to the work of the members of our Safeguarding Assurance Group, the Head of

Safeguarding, the network of named safeguarding leads across the charity and people involved in the charity-wide safeguarding community of practice. We acknowledge the amazing work of our staff who on a daily basis demonstrate and implement good safeguarding practice so that the risk of harm to people is minimised.

There is still more for us to do. Our aim is to embed a culture of best practice safeguarding across the charity and we relentlessly strive for continuous improvement in all we do. We will continue to take a proactive approach to safeguarding people from harm and abuse. We will continue to ensure that everyone is aware of their safeguarding responsibilities and know how to recognise signs which could indicate that a child or adult at risk maybe being abused or neglected or at risk of

abuse and neglect. We will continue to make sure that our people are aware of their responsibilities to safeguard and protect each other. We take a proactive approach to learning from situations where people are at risk to make sure that we acted in their best interest, involved them in decisions, actions and outcomes.

In the coming year we will be focusing on safeguarding across our volunteering service which will include reviewing volunteer roles and responsibilities, how our volunteers are onboarded and providing further assurance to our volunteer criminal record check processes. We will also focus on safeguarding across our fundraising teams which will involve safeguarding awareness raising sessions and improving processes for escalating and recording safeguarding incidents.

Our charity-wide safeguarding risk register will continue to support us in evaluating and presenting risk and the appropriate mitigations so we can be confident that we are doing all we can to safeguard people.

As part of our National Clinical Audit Programme, the Nursing and Quality team will carry out an audit to assess our performance against the standards and responsibilities set out in our safeguarding policy. This will help us gauge how far we have come and what gaps currently exist so that we continue to learn and improve.

Thank you to everyone who has contributed to this report and to all those who work diligently to ensure that Marie Curie is a safe place for all those who come into contact with our services, to work and to volunteer.



Patricia Lee

Patricia Lee, Trustee Lead for Safeguarding



Julie Pearce

Julie Pearce, Chief Nurse, Executive Director of Quality & Caring Services, Executive Lead for Safeguarding

Introduction

This annual report provides an overview of our continued work across the charity to achieve best practice safeguarding. It includes an outline of the progress against our prior year workplan including:

- Insight into the safeguarding context in which Marie Curie operates.
- An overview of the compliance requirements all Marie Curie services adhere to across all four nations of the UK (see Appendix 1).
- Information regarding safeguarding incidents from April 2021 to March 2022, highlighting concerns, themes and emerging risks and mitigations.
- Information regarding the training needs of our workforce and compliance with training.
- An overview of some

of the work being undertaken across the organisation to enhance safeguarding practices.

- An indication of the work already progressed, underway and planned as we strive to continually achieve best practice in safeguarding and embed a culture of safeguarding across Marie Curie.



Our Marie Curie safeguarding statement

We are committed to safeguarding all our people from harm. This includes our staff, volunteers and all those who use or come into contact with our services. We recognise that all people, regardless of race, age, ability, gender, identity, sexual orientation, religion, or belief, have the right to protection from all types of harm or abuse. We work closely with partner organisations to ensure that we follow safeguarding best practice.

Marie Curie has a comprehensive safeguarding policy, the implementation of which is overseen by our executive director with lead responsibility for safeguarding and supported by a cross-organisational safeguarding

assurance group. We have a designated trustee for safeguarding, a full-time head of safeguarding and named safeguarding leads in our hospices and community nursing services.

We take stringent steps to ensure that the people who join our organisation through employment or volunteering are suitable for their roles. Additionally, we have a code of conduct for all staff and volunteers.

We take the safety and wellbeing of our staff and volunteers seriously. As such, we put systems and processes in place to identify and assess potential areas of risk across all our activities and ensure remedial plans are put in place to address these risks.

Our whistleblowing and freedom to speak up processes include 'Freedom to Speak Up Champions' in different areas of the charity.

All our staff, volunteers, trustees, and executives are trained to recognise signs which could indicate that a child or adult at risk may be being abused or neglected. We actively encourage our staff, volunteers and those who use or come into contact with our services, to speak up about things which they think could cause harm to people. We act promptly when concerns have been raised.

We highly value the contribution of our staff and volunteers and offer them a range of support to manage and cope with the sometimes challenging

nature of our work. We are committed to creating not just a safe place to work but also a supportive and rewarding one.



Liz Cuthbertson/Marie Curie

Marie Curie strategy

The North Star is our long-term aspiration we're always working towards:

Everyone will be affected by dying, death and bereavement and deserves the best possible experience, reflecting what's most important to them. Marie Curie will lead in end of life experience to make this happen.

To ensure that all our work is aligned to our North Star and moving us in the right direction to achieve our goals, we have identified four strategic drivers that underpin everything we do:

- Innovation in the delivery of high-impact services.
- Developing as a thought leader.
- Becoming a flexible, efficient organisation able to adapt to local needs and changing demands.

- Driving social inclusion in all that we do.

Our strategic goals for 2022/23 are to:

- build operational and financial resilience
- deliver vital care and support
- grow our influence, scale, and impact.

Safeguarding is central to our strategic drivers and strategic goals, and therefore will remain a priority into the future.



Safeguarding governance and risk management

Accountability for safeguarding in Marie Curie sits with the Board of Trustees. This responsibility is delegated to the Chief Executive and the Executive Leadership Team, with the Chief Nurse, Executive Director of Quality & Caring Services acting as the Risk Owner.

First line: Operationally, the first line of responsibility for safeguarding sits with regional place-based team managers. This includes hospice, community, retail, volunteering and fundraising teams.

Second line (oversight and assurance): The Head of Safeguarding acts as the internal subject matter expert and competent person. A Safeguarding Assurance Group (SAG) is in place with representatives

from each directorate and risk and compliance colleagues. The SAG reports to the Executive Leadership Team. Further details are provided below.

The Head of Safeguarding works closely with the Head of Health and Safety to support the identification and mitigation of identified risk.

Third line (assurance): An Internal Auditor is appointed by the Board of Trustees to carry out regular audits. Indirectly, controls are also tested in all regulatory/commissioner inspections.

Figure 1 highlights the lines of accountability

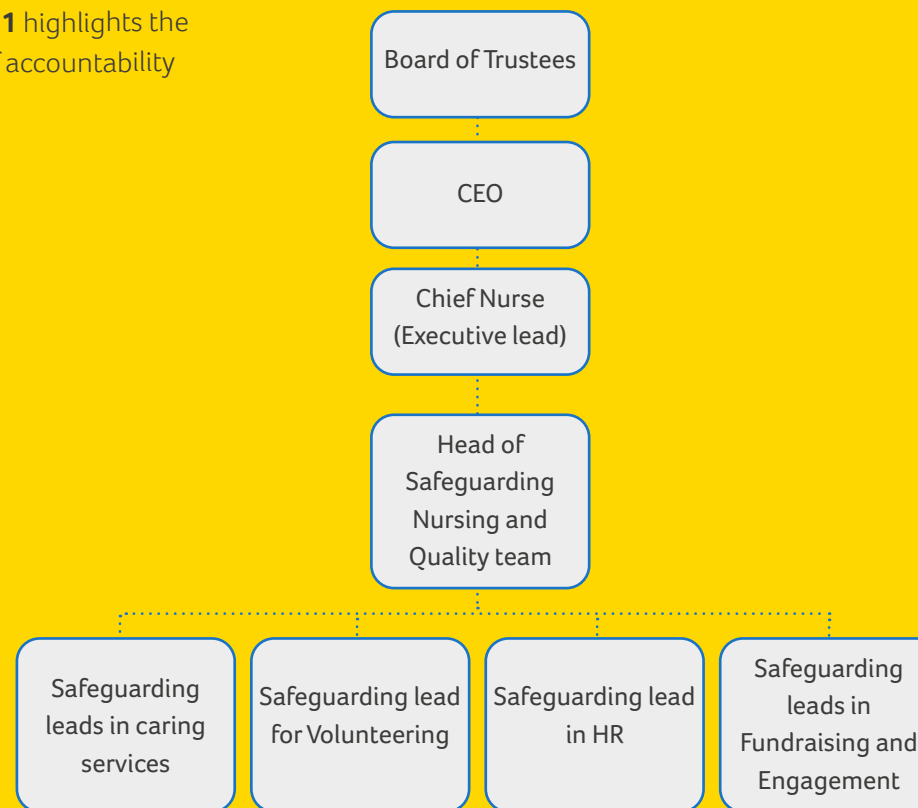


Figure 2 highlights the safeguarding governance structure.



Safeguarding assurance

The Safeguarding Assurance Group (SAG) is chaired by the Chief Nurse, Executive Director of Quality and Caring services and has a cross-organisational membership. The group has responsibility to oversee that the charity is meeting all its statutory, regulatory, and legal requirements in relation to safeguarding adults and children at risk of harm. The group provides assurance that all safeguarding requirements are met and ensures that any quality standards set by the Board of Trustees are met. The group meets at least quarterly and reports directly to the Quality Trustee Committee on the following:

- Safeguarding incidents or concerns.
- Training compliance.
- Regulatory updates.
- The safeguarding risk register which identifies risks and ensure that suitable plans are in place to effectively manage these to an acceptable level.
- Development and agreement of the safeguarding strategy which is approved by ELT and the Board of Trustees.
- Development and agreement of the key safeguarding priorities including the annual workplan which is approved by ELT and the Quality Trustee Committee.
- Development and agreement of the safeguarding policy and procedures which are ultimately approved by the Board of Trustees.



Policies and procedures



Safeguarding policy

We have a charity-wide safeguarding policy. The policy is reviewed at least annually to ensure it reflects the most recent legislation and/or guidance.

Standard operating procedures

All our regulated services across the four nations have developed safeguarding standard operating procedures. Teams review these procedures at least annually with review compliance monitored as part of our safeguarding clinical audit and quality visit reviews.

Safer recruitment

Work on both the safer recruitment and safer staffing policy and procedures was completed in February–March 2022. These policies are available to all staff via the Marie Curie intranet.

A key control is undertaking criminal record checks on staff and volunteers where appropriate to ensure they can carry out safely their roles. These checks are reviewed every three years.

Stewart Attwood/Marie Curie

Annual work programme Progress in 2021 - 2022

Safeguarding policy

The Marie Curie safeguarding policy was reviewed and updated in September 2021. This tier one policy was approved by the Board of Trustees in October 2021. The safeguarding policy has now also been made available to the public via the Marie Curie website.

Code of conduct

Our People and Organisational Development Directorate led on the development of an organisational wide code of conduct. The code was launched charity-wide in August 2021 and replaced the interim safeguarding code of conduct. Our code of conduct set out five key ways we all need to support each other in order to continue providing exceptional end of life care.

These are:

1. Our standards for conduct and practice
2. Our standards for organisational working
3. Our standards for safeguarding people and the public
4. Our standards for stewardship of assets and resources
5. Our standards for protecting data.

Safeguarding flowcharts

The safeguarding procedural flowcharts were updated and distributed to safeguarding leads in January 2022. The aim is to have the flowcharts accessible to all via the Marie Curie intranet once the intranet development work is complete.

Safeguarding training at level three (adults) and PREVENT

We introduced level three (intercollegiate document) adult safeguarding training across Caring Services for our senior clinicians and staff involved in assessing, planning, intervening, and evaluating the needs of adults where there are safeguarding concerns. We also introduced level three PREVENT training for the same cohort of individuals. This work will continue into 2022/23 with the aim to have all those who require level three trained by December 2022.

Safeguarding internal audit

An internal audit of safeguarding was carried out between August and September 2021 to assess our performance



Elizabeth Cuthbertson/Marie Curie

against the standards and responsibilities contained in our safeguarding policy. The terms of reference for the audit were agreed with the Executive Leadership Team, members of the Trustee's Audit and Risk Committee, and members of the Trustee's Quality Committee. This was an advisory audit, and no opinion was made.

The audit found that Marie Curie has placed significant focus on safeguarding and has made important improvements which include assessing and improving staff awareness, updating mandatory training for staff who require a higher level of safeguarding training and improving awareness of safeguarding outside of caring services, specifically across fundraising and retail. Recommendations included making further improvements to

safeguarding processes across volunteering and processes around the charity code of conduct.

An action plan has been developed to address the audits recommendations and is included in the safeguarding workplan continuing into 2022/23.

Zero tolerance to abuse

A continuing and escalating theme of verbal, physical and discriminatory abuse towards our staff and volunteers was evident in our incident data. We established a working group and developed a zero-tolerance-to-abuse policy and procedure. This charity-wide policy sets out a definition of what we mean by zero tolerance to abuse, makes clear how to respond when abuse happens, how to record incidents and how our staff, volunteers and those who come into contact with

us can be best supported if they experience abuse. The policy and procedures were approved by the Executive Leadership Team in February 2022. Over the course of 2022/23 we will implement a communication plan to ensure everyone is made aware of the policy and procedures and the support available.

Safeguarding community of practice

Membership of our Safeguarding Community of Practice (CoP) is open to safeguarding leads across the charity and to those with a particular interest. The aim of the community is to bring together those with shared responsibilities to explore ways of supporting each other, sharing knowledge and good practice, and ensuring a wider dissemination of safeguarding learning

across the charity. We carried out a review of the CoP in October 2021 and a report from that review was presented to the Safeguarding Assurance Group. Recommendations from the review will continue to be embraced by community members into 2022/23.

Guidance on changes in legislation - Deprivation of Liberty Safeguards

A working group was established in preparation for legislative changes to the Deprivation of Liberty Safeguards (DoLS). Members of the working group include Marie Curie palliative care social workers from across England and Wales. It was expected that the new Liberty Protection Safeguards (LPS) would be introduced across England and Wales in April 2022 however this has been

delayed at UK Government level. The group will continue to monitor this into 2022/23.

Safeguarding and volunteering

In 2021 a safeguarding volunteering workplan was developed after a review of safeguarding processes across volunteering. This workplan is owned by the Volunteering service and is monitored and reviewed by the Safeguarding Assurance Group. Work completed throughout this reporting period includes:

- A charity-wide audit of all volunteer records ensuring every active volunteer is fully registered and compliant and all leaver records are updated.
- Digitising all historical paper volunteer records.
- Embedding a new approach to registering all under-18 volunteers

and ensuring correct parental consent is gained prior to the young person starting. Parental consent evidence is now held centrally on the appropriate people management system.

- Conducting a full review of all volunteer role descriptions, ensuring roles are grouped in appropriate clearance levels thus reducing ambiguity and risk.
- Developing and implementing a more robust criminal record check renewals process whereby volunteers, volunteer managers and volunteering business partners are kept informed of progress.
- Quality assurance checks applied across all improvements as standard.
- Full compliance checks conducted on all volunteers returning to role after absence during the Covid-19 pandemic.

Quality visits – safeguarding

The Head of Safeguarding has supported the Nursing and Quality team to carry out quality visits across our regulated services. These quality visits have been developed to provide opportunity for self-assessment and peer review.

New intranet pages

Work with our internal communications team to develop a safeguarding area on our new intranet was put on hold due to delays in the development of the new charity intranet. This work will continue in 2022/23.

Information and Support

Work started in February 2021 with our award-winning Information and Support team to improve our online safeguarding information and other



resources made available to the public and to external professionals via our website, including the Palliative Care Knowledge Zone. This work involved content reviews by people with lived experience of safeguarding and/or end of life care. The new Palliative Care Knowledge

Zone safeguarding pages were launched in January 2022 and safeguarding information for the public was launched in February 2022.

Charity retail accreditation

As with the previous year, our work towards

accreditation by the Charity Retail Association Safeguarding Scheme was significantly impacted and delayed as a consequence of the Covid-19 pandemic. This work will continue in 2022/23.

Safeguarding incidents

(April 2021 to March 2022)

All staff and volunteers must record all safeguarding concerns via Sentinel, our internal incident reporting system to ensure that correct procedures are followed, the relevant referrals are made, and lessons learnt are disseminated not

only within Marie Curie but also with any other organisations involved in the individual's care. Safeguarding incidents for the reporting period have slightly increased on the previous year. In total 373 safeguarding incidents were recorded

in 2021/22. This is an increase of three incidents recorded compared to the 370 incidents recorded in 2020/21. Please see Appendix 2 of this report for our safeguarding incidents data over the period April 2021 to March 2022.



Safeguarding training

One of the most important principles of safeguarding is that it is everyone's responsibility. Therefore, Marie Curie must ensure that all its people including trustees, executives, staff, and volunteers are trained to understand what safeguarding is and depending on their role, what they should do about it. All safeguarding training across the four nations we serve is separated into *Safeguarding adults* and *Safeguarding children*. It also includes PREVENT training. Although there are differences in regulatory requirements in England, Scotland, Wales, and Northern Ireland (NI), Marie Curie aims to ensure that the level of training aligns with the role and responsibilities

of the individual member of staff or volunteer. To support us with this, we have adopted the intercollegiate documents *Adult Safeguarding: Roles and Competencies for Healthcare Staff* and *Safeguarding Children and Young People: Roles and Competencies for Healthcare Staff*. Please see Appendix 3 of this report for our safeguarding training compliance data over the period April 2021 to March 2022.

Under our code of conduct all staff and volunteers commit to complete all mandatory training.

Annual work programme 2022 - 2023

Safeguarding strategy

We will continue to develop a safeguarding strategy setting out clear safeguarding objectives for our organisation and our plans to achieve them. Safeguarding strategic objectives will be set and reviewed annually.

Safeguarding and volunteering

Work on the safeguarding volunteering workplan will continue into 2022/23. This workplan is owned by the Volunteering service and is monitored and reviewed by the Safeguarding Assurance Group. There is a designated safeguarding lead for volunteering taking the lead on this work supported by the Head of Safeguarding.

Safeguarding risk register

Create a charity-wide risk themed register for safeguarding with the support of the Head of Risk. The safeguarding risk register will be maintained by the Head of Safeguarding, and it will be monitored and reviewed by the Safeguarding Assurance Group (SAG) to ensure risk is managed in line with approved risk appetite. Significant operational risks will be escalated to the Corporate Risk Register. We are confident that the actions identified will drive risk management improvement and risks will reduce to acceptable levels in a timely manner.

Safeguarding is also recorded on the Principal Risk Register which is submitted regularly to the Audit and Risk Committee.

Safeguarding and fundraising

To improve awareness of safeguarding and individuals' responsibilities our Head of Safeguarding will carry out 'safeguarding awareness raising' sessions with teams across our Fundraising and Engagement directorate. These sessions will be prioritised for those teams who have the most interactions with members of the public such as community fundraisers, regular giving, and supporter relations. This will include working with the executive lead for fundraising, directors,

heads of departments and operational teams.

Clinical safeguarding audit

As part of our National Clinical Audit Programme, the Nursing and Quality team will carry out an audit to assess our performance against the standards and responsibilities set out in our safeguarding policy. The audit will be carried out in October 2022 and will be overseen by the Safeguarding Assurance Group with the final report presented to the Quality Trustee Committee.

Safeguarding and people and organisational development

To improve awareness of safeguarding and individuals' responsibilities our Head of Safeguarding will carry out 'safeguarding awareness raising' sessions with teams across our People and Organisational Development directorate. This will include working with the executive lead for people, directors, heads of departments and operational teams.

Incident management review (including safeguarding incidents)

A charity-wide working group will be established to review our incident management policy and procedures which include safeguarding incidents



Phil Handman/Marie Curie

Zero tolerance to abuse review

We will review and evaluate the impact of the zero-tolerance-to-abuse policy and procedure and produce a report to be presented to the Safeguarding Assurance Group, Executive Leadership Team and Quality Trustee Committee. in December 2022.

Overview

We are confident that the work plan is prioritising our resources in the most effective way and ensures

we continue to create a safe environment for all our staff, volunteers, patients, and other people affected by our activities and, as far as reasonably practical to protect people from harm.

The plan will be agile and updated in the event of any significant risks being identified or emerging risks arising.

The key dependency is the continued co-operation and resources in the first line.

Conclusion

This report offers insight into the safeguarding context in which Marie Curie operates across the four nations of the UK and an overview of the compliance requirements for all Marie Curie services. 2021/22 has been a difficult period as we continued to adjust to the Covid-19 pandemic and Marie Curie has been significantly impacted by this, just like every other charity working across the UK. However, that has not stopped our continuing drive to keep everyone safe from harm and abuse and keep safeguarding a priority.

We have reviewed our safeguarding policy, introduced level three safeguarding training across our caring services,

carried out an internal audit of safeguarding, reviewed our safeguarding community of practice, developed a zero tolerance to abuse policy, created a plan of safeguarding works across volunteering and improved the safeguarding information we provide to the public and other professionals via our Marie Curie website.

However, as evidenced in the analysis of the safeguarding incident data and safeguarding training section, there is still work to be done. We will continue to focus on raising awareness of safeguarding across our Fundraising and Engagement directorate and People and Organisational Development directorate in 2022/23. It remains

our intention to take the organisation beyond compliance and embed a culture of best practice safeguarding across the whole of Marie Curie.

Appendices

Appendix 1: Safeguarding statutory and regulatory compliance requirements

As a voluntary organisation Marie Curie is subject to several legal requirements with regards to safeguarding and as mentioned, these requirements vary across the four nations of the UK. The national charity regulators also lay out a number of stipulations in relation to safeguarding arrangements which we are obliged to comply with as a condition of our registration.

In addition to those responsibilities, which apply to the whole of the organisation, the parts of the organisation providing regulated health or social care activities, namely our hospices and Marie Curie nursing service, must adhere to safeguarding

requirements laid out by their regulator.

Some of our staff, who are registered with professional bodies (e.g., nurses, doctors, social workers, and allied health professionals) will have additional safeguarding responsibilities in accordance with their registration.



England

In England *The Care Act 2014* sets out our responsibilities to adults at risk, and the statutory guidance “*Working Together to Safeguard Children 2018*” sets out our responsibilities towards children. These pieces of legislation have implications for every directorate across the organisation in terms of policies and procedures, staff and volunteer safeguarding awareness and cooperation with other agencies.

The Safeguarding Vulnerable Groups Act 2006 (as amended by the Protection of Freedoms Act 2012) applies to our recruitment processes, setting out the eligibility of our staff/volunteers for DBS (Disclosure and Barring Service) checks. It also defines the circumstances under which we must

report our staff/volunteers to the DBS.

The Charity Commission have adopted a wider definition of safeguarding and prescribe duties which apply across all Marie Curie directorates in terms of the steps we must take to protect staff, volunteers, and those who use our services or come into contact with our charity from harm. It lays ultimate responsibility for ensuring that we comply with these requirements with our Board of Trustees. The Charity Commission guidance includes a requirement that we have safeguarding policies and procedures which are available to the public and a clear code of conduct for staff and volunteers.

Our hospices and nursing service are regulated in

England by the *Care Quality Commission (CQC)*. The CQC also has specific regulations in terms of safeguarding (specifically regulation 13). This also mandates robust procedures and processes to prevent those using the service from being abused by staff or other people they may come into contact with including visitors.

Intercollegiate documents produced by The Royal College of Nursing, in collaboration with other professional colleges, have set out minimum standards for safeguarding adults and safeguarding children training and competencies required of all staff in health care settings according to their role.





Wales

In Wales, *The Social Services and Wellbeing Wales Act (2014)* and associated guidance “*Working Together to Safeguard People*” is the main legislation laying out organisations’ responsibilities to children and adults at risk. This places duties only to Local Health Boards and NHS Trusts, and not on voluntary organisations, so would only apply to Caring Services (carrying out work commissioned or in partnership with LHBs/trusts). There is government guidance, however, in the form of *The Wales National Safeguarding Procedures*, which is broader and places responsibilities on all those who are in contact with children at risk of harm, their carers or families or adults who may pose a safeguarding risk or are responsible

for arranging services for adults. Since any of us could come across information, via our work or our interaction with colleagues, which could suggest that a child is at risk, this guidance applies to all staff and volunteers at Marie Curie no matter what their role.

The Safeguarding Vulnerable Groups Act 2006 (as amended by the Protection of Freedoms Act 2012) as described above, also applies to Wales.

The Charity Commission regulatory requirements, as described above, also apply in Wales.

Our hospice and nursing service in Wales are regulated by *Healthcare Inspectorate Wales (HIW)*. The HIW has its own regulations regarding safeguarding (specifically Section 16 of

the Independent Health Care (Wales) Regulations) 2011. This describes our responsibilities for making arrangements to safeguard patients, including having designated lead roles for child and adult protection, policies and procedures in line with national policy and legislation and local area procedures and making sure all staff have a prescribed level of training as a minimum. *The Intercollegiate documents* also apply in terms of training expected of staff in healthcare settings.

Scotland

In Scotland the *Adult Support and Protection (Scotland) Act 2007* and associated code of practice set out our legal responsibilities to adults at risk. In Scotland the age at which an individual may be considered an adult at risk is 16. Third sector organisations do not have specific responsibilities under this act unless they are care providers, but it is recognised that they may come into contact with adults who they know or believe to be at risk and may therefore have cause to refer them to the council. Third sector organisations are also expected to cooperate with assisting inquiries regarding adults who may be at risk.

The *National guidance for child protection in Scotland (2021)* places responsibilities on

organisations that work with children and families, irrespective of whether the child is the main focus of their work. This, therefore, has implications for all parts of the organisation which may come into contact with children (e.g., caring services, fundraising, retail, research). Requirements include ensuring that staff have information, advice and training making them aware of risks to children and guidance on what action to take if they are concerned about a child's safety or wellbeing. The guidance was updated in 2021.

The Protection of Vulnerable Groups (Scotland) Act 2007 applies to our recruitment processes, setting out the eligibility of our staff/volunteers for basic and higher-level checks. It also describes the

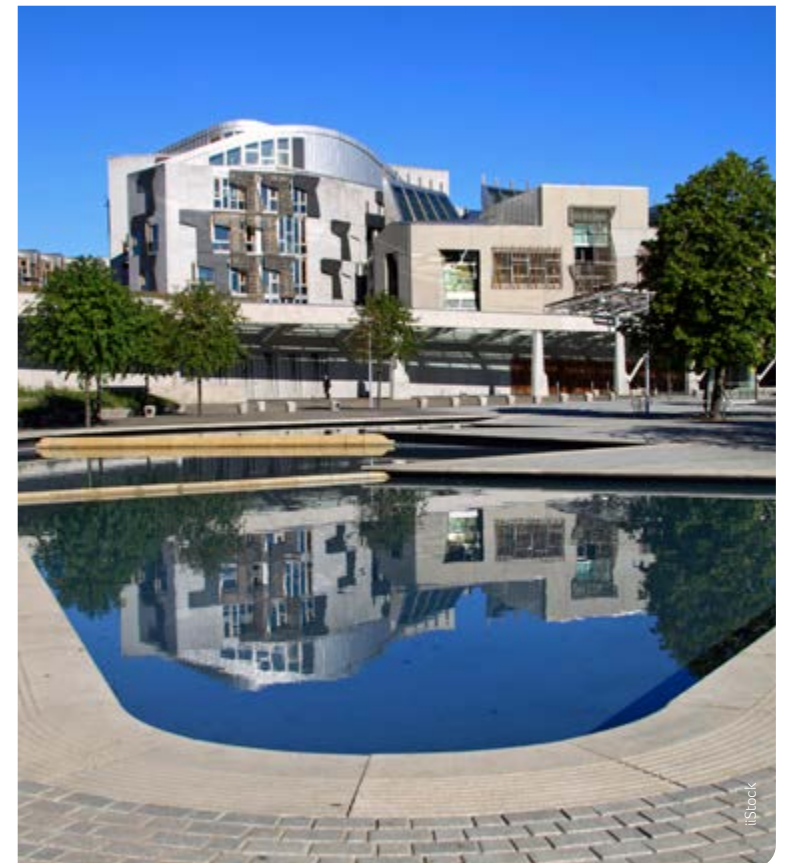
circumstances under which we must report our staff/volunteers to Disclosure Scotland.

Our work in Scotland is also regulated by the *Office of the Scottish Charity Regulator*, which sets out a number of requirements we should meet in terms of safeguarding children and vulnerable adults but also says that as a charity we have wider responsibilities to protect our staff, volunteers, and beneficiaries from harm.

Our nursing services in Scotland are regulated by the *Care Inspectorate* and hospices in Scotland are regulated by *Healthcare Improvement Scotland* and must work to *The Health and Social Care Standards* issued by the Scottish Government and implemented in April 2018. These standards

include the requirement that people in receipt of our care should be protected from harm, alert to signs that they or others may be at risk and be listened to and taken seriously if they

have a concern about the protection and safety of themselves or others. The *Intercollegiate documents* also apply in terms of training expected of staff in healthcare settings.



Northern Ireland

In Northern Ireland the government policy document *Adult Safeguarding Prevention and Protection in Partnership (2015)* says that voluntary organisations should have a culture of zero-tolerance of harm to adults which necessitates recognition of adults who may be at risk, knowing how abuse, neglect or exploitation manifests and being willing to report safeguarding concerns. The definition of an adult at risk is much broader in Northern Ireland than in England, Wales, or Scotland.

The *Department of Health guidance Cooperating to safeguard children and young people in Northern Ireland (2017)* says that it is essential that all voluntary organisations have child protection policies and procedures in place

and that their staff and volunteers should receive training and support in their use.

Safeguarding Vulnerable Groups (Northern Ireland) Order 2007 (as amended by the Protection of Freedoms Act 2012) makes provision for checking persons seeking to work with children or vulnerable adults and for barring those considered unsuitable for such roles (whether paid or voluntary). It sets out eligibility for standard and enhanced checks and describes the circumstances under which we must refer our staff or volunteers to the Data Barring service.

We haven't yet been asked to register with *The Charity Commission NI*, who began the process of registering charities in Northern Ireland in 2013. We will

likely need to register with them in future and should be mindful of their requirements in terms of safeguarding. Their stipulations include safe recruitment processes, safeguarding policies and procedures and appropriate safeguarding training for all staff and volunteers.

Our hospice and nursing services in Northern Ireland are regulated by *The Regulation and Quality Improvement Authority (RQIA)*. This stipulates that these services must have policies and procedures in line with regional guidance, have a nominated safeguarding champion, produce an annual safeguarding report, and provide training within their induction to staff and volunteers and at regular intervals thereafter.

The Northern Ireland Adult Safeguarding Partnership Training and Development Framework and Safeguarding

Board Northern Ireland (SBNi) set out the minimum level of training expected of staff according to their role.



Appendix 2: Safeguarding Incidents Data

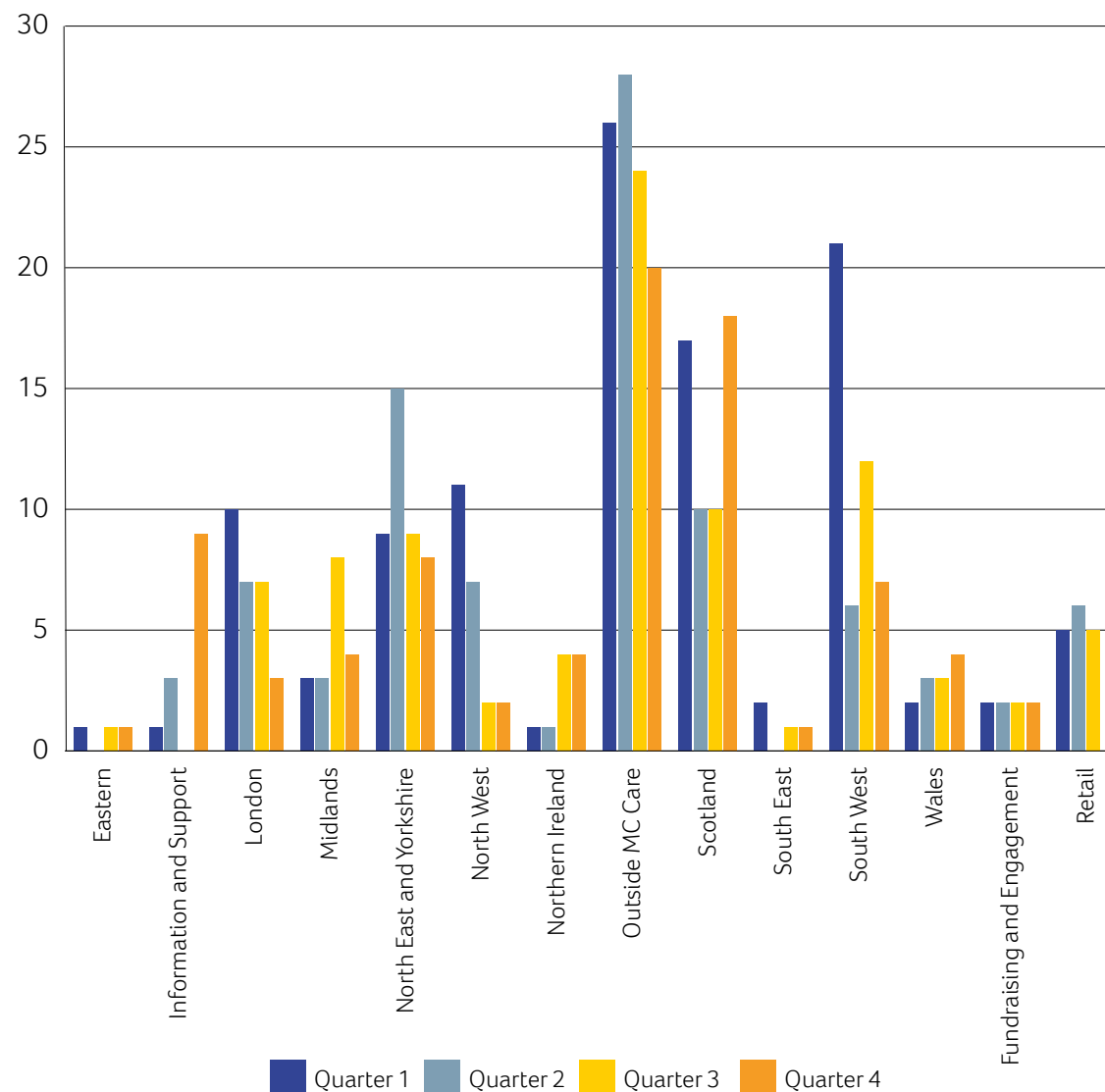
The graph shows all safeguarding incidents (excluding Deprivation of Liberty Safeguards (DoLS) for all directorates for the year ending March 2022.

In total 373 safeguarding incidents were recorded in 2021/22. This is an increase of three incidents recorded compared to the 370 incidents recorded in 2020/21.

There are comparatively low numbers of incidents reported in teams other than caring services. This reflects the lower level of contact staff/volunteers are likely to have with adults/children at risk. Nevertheless, it is also possible that this could be due to underreporting and we are conscious of the need to continue to raise and maintain staff/volunteer awareness of

safeguarding across all directorates, not just in caring services. This will continue to be addressed by a number of actions in our workplan for 2022/23.

Number of Safeguarding incidents 2021 - 2022 (Excl DoLS)



Safeguarding incidents by type

Across all services the most incidents reported were regarding verbal abuse (N=86) and neglect/acts of omission (N=76). The majority of these concerns come from our hospices and community nursing services. The highest

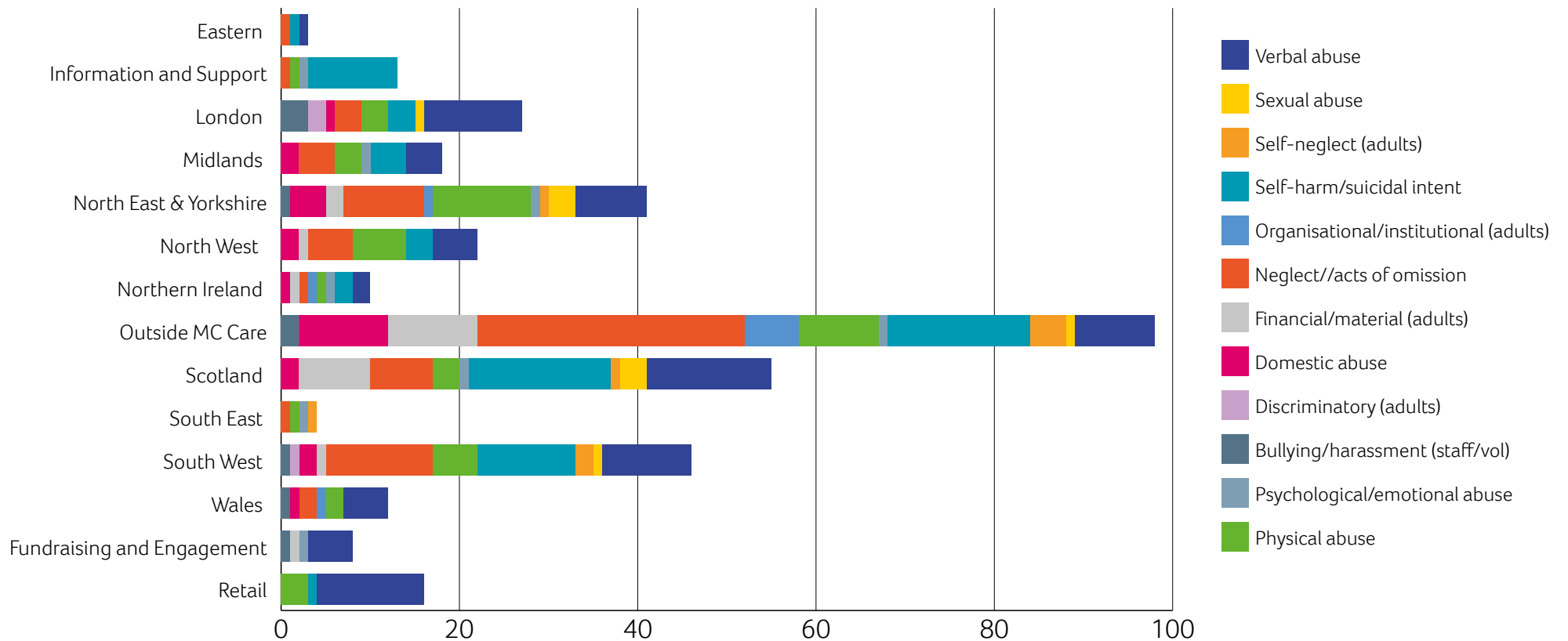
number of incidents (n=98) were recorded as 'outside Marie Curie care', this is when an incident is identified involving other agencies such as home care providers; (n=30) of these were neglect/acts of omission incidents.

The chart on the next page provides data on who is affected by safeguarding incidents. We can see significant levels of incidents recorded affecting our staff which was one of the key drivers for the development

work around the new zero tolerance to abuse policy and guidance. We have also seen an increase of incidents affecting our patients. Staff in all our regulated services regularly review all safeguarding incidents affecting patients

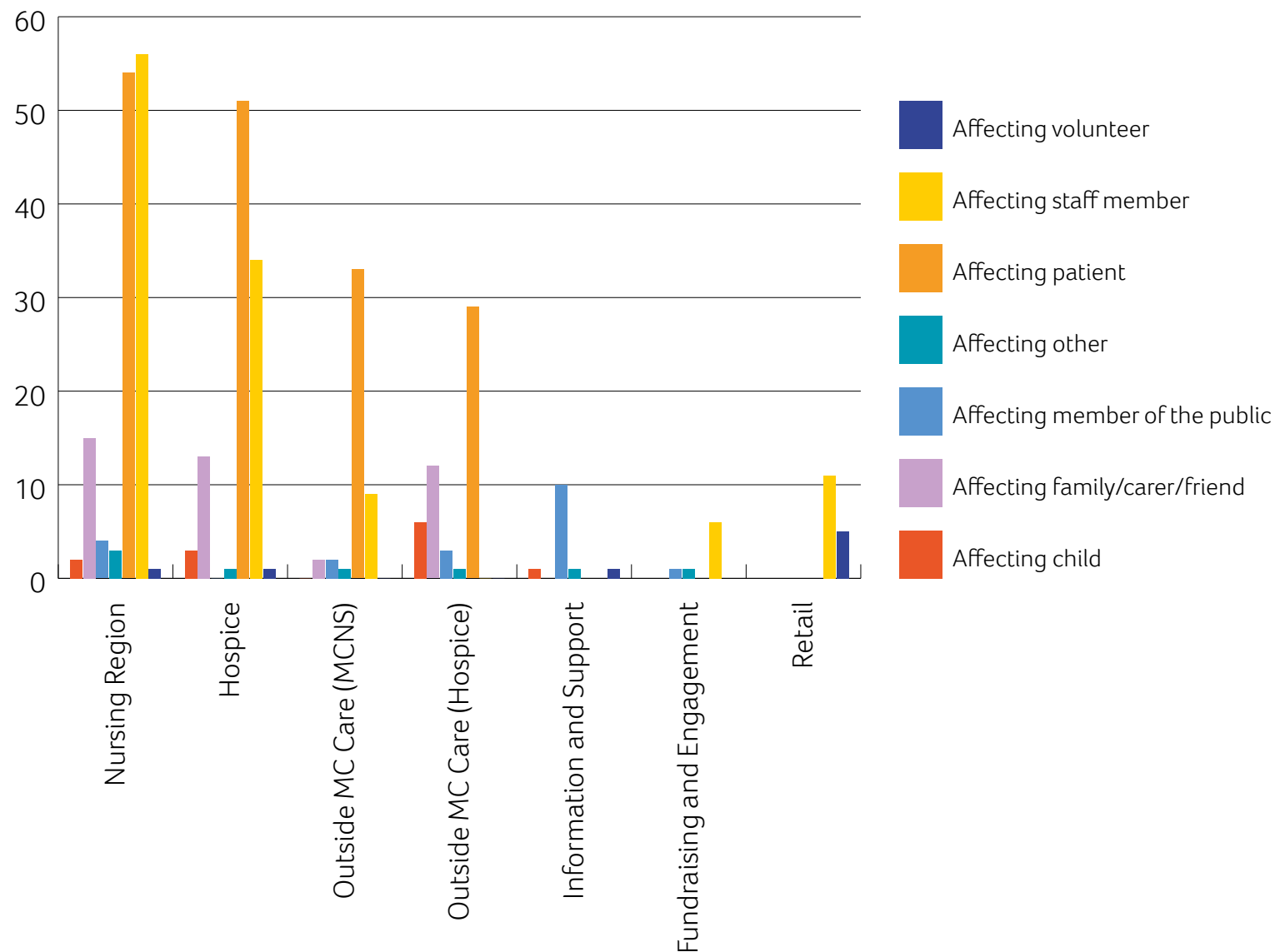
to ensure the correct processes have been followed and to identify and share any learning from incidents to support continuous improvement in safeguarding the people we care for.

Safeguarding categories 2021/22



The number of such incidents in our hospices and nursing services showed some variation throughout the year. In our quarterly safeguarding reports we continue to compare data sets to identify any trends and inform our safeguarding workplan. Numbers of incidents recorded in volunteering, fundraising and retail remain consistently low. We are aware of the need to continue to examine whether there is under-reporting in these directorates and to ensure that those outside Caring Services are aware of what incidents they should be recording and that this is facilitated and encouraged.

Number of Safeguarding incidents 2020/21 (Excl Deprivation of Liberty Safeguards)



Serious Incidents

Serious Incidents (SI) are adverse events, where the consequences to patients, families and carers, staff or organisations are so significant or the potential for learning is so great, that a heightened level of response is justified. The occurrence of a SI demonstrates weaknesses in a system or process that need to be addressed to prevent future incidents leading to avoidable death or serious harm to patients or staff, future incidents of abuse to patients or staff, or future significant reputational damage to the organisations involved.

In the year to March 2021 there were five safeguarding/abuse incidents which were felt to meet our definition of a Serious Incident. Two of the incidents were recorded as low harm and the other three moderate harm.

Three incidents affected a patient and the other two were incidents of abuse experienced by staff. This is two incidents less than the previous year (seven). All of the safeguarding serious incidents reported in 2021/22 were in caring services.

Marie Curie have monthly serious incidents learning

panel meetings. The membership for these meetings is multi-disciplinary and the learnings and key recommendations from all SI are then shared across relevant groups. Examples of key learning from these incidents have included:

- Review and updates of lone working processes and systems and personal safety training for staff.
- Hospice nursing and medical template reviewed to include risk factors linked to mental health.
- Additional training on the identification of pressure damage and the processes following identification including safeguarding processes.
- Ensuring that all staff are aware of how to report a serious incident and seek appropriate advice and support.
- Ensure all staff are aware of the benefits of the Employee Assistance

Programme and promote the use of this service.

- All staff should be made aware of the risk of wearing lanyards when delivering personal care and should remove them after confirming identity (ID).
- Ensure that information regarding patients who are under the care of more than one service in Marie Curie is shared with the appropriate staff.
- Ensure safeguarding concerns about patients are shared with district nurses and GPs where appropriate.

Charity Commission reporting

Four out of the five serious safeguarding incidents were reported to the Charity Commission for the year ending March 2022. The incident which was not reported was considered but did not meet the threshold for reporting. All reports have been closed, with the Commission noting that it was assured that the trustees had dealt with all incidents appropriately and responsibly.

Location	Total No. Safeguarding Serious Incidents (on sentinel)
Caring Services	5
People Services	0
Fundraising and Engagement	0
Retail	0
Total	5



Phil Hardman/Marie Curie

Appendix 3: Safeguarding Training Compliance Data

Safeguarding training compliance figure (as of end of financial year 2021-2022)

The following information illustrates how compliant our staff are in both clinical roles and non-clinical roles with their safeguarding

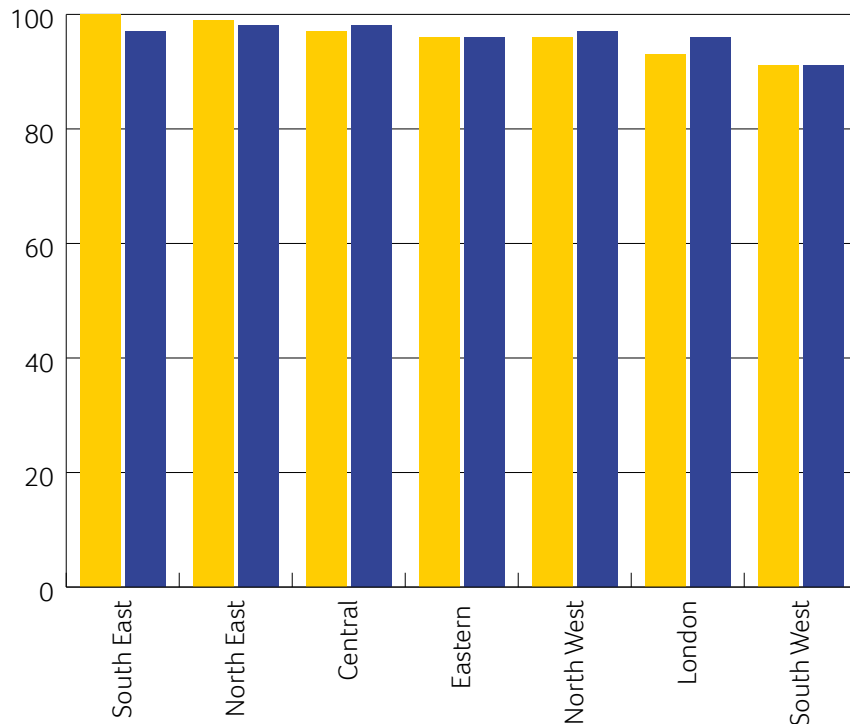
training. All community nursing services were compliant however some of our hospices had lower levels of compliance. It was identified that the majority of non-compliant individuals were medical hospice staff many of

whom have honorary contracts with Marie Curie and would have completed their required safeguarding with the NHS. This is reflected in the figures below. For example in Scotland the figures are lower

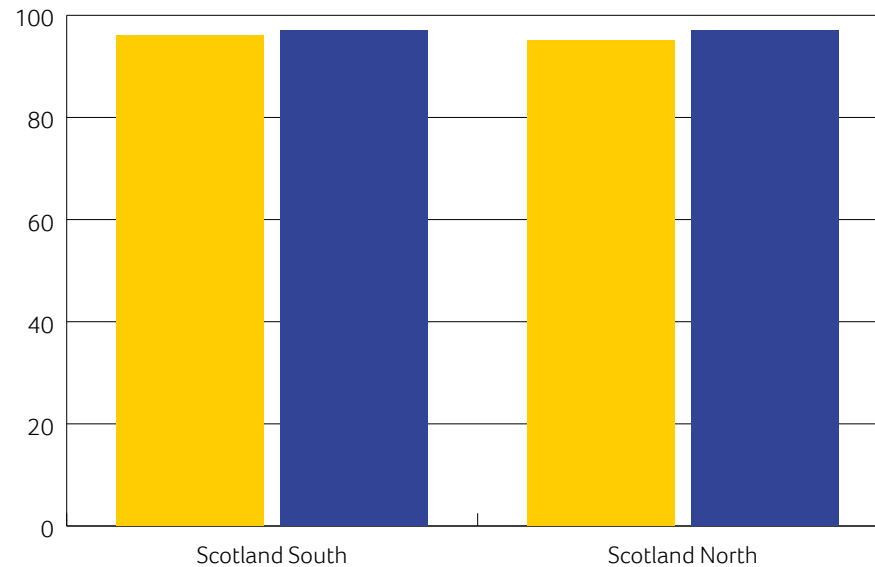
because we have more medical staff on honorary contracts in our Edinburgh hospice than other areas. We acknowledge that improvements need to be made to ensure we capture all recognised prior learning (RPL) for these

individuals. Our Learn and Develop team will make improvements to simplify the RPL recording process in 2022/23.

Community safeguarding training - England

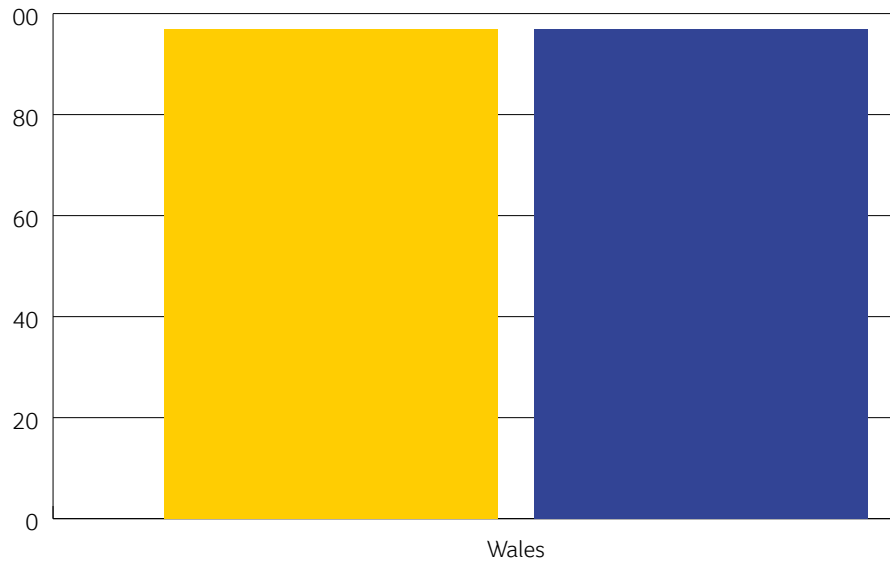


Community safeguarding training - Scotland

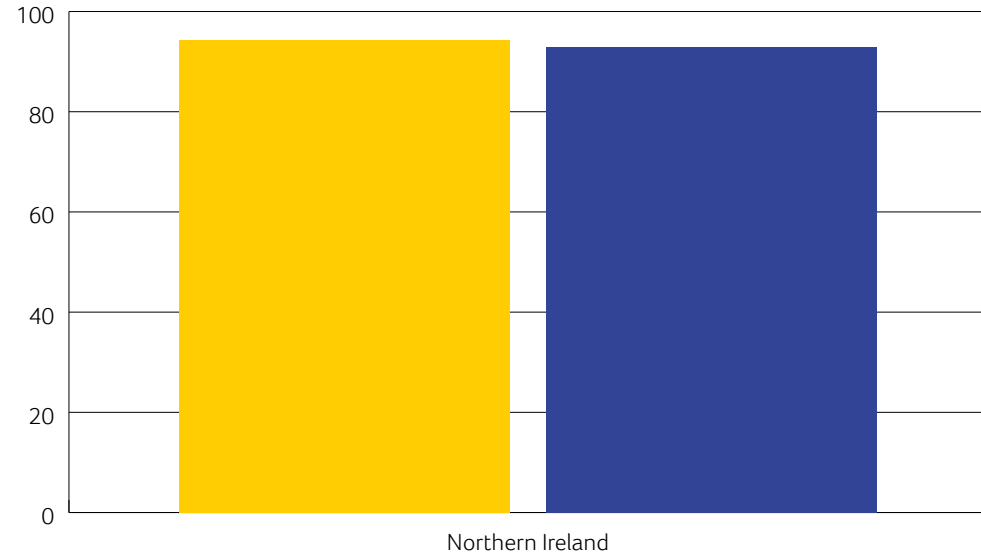


■ Safeguarding adults
 ■ Safeguarding children

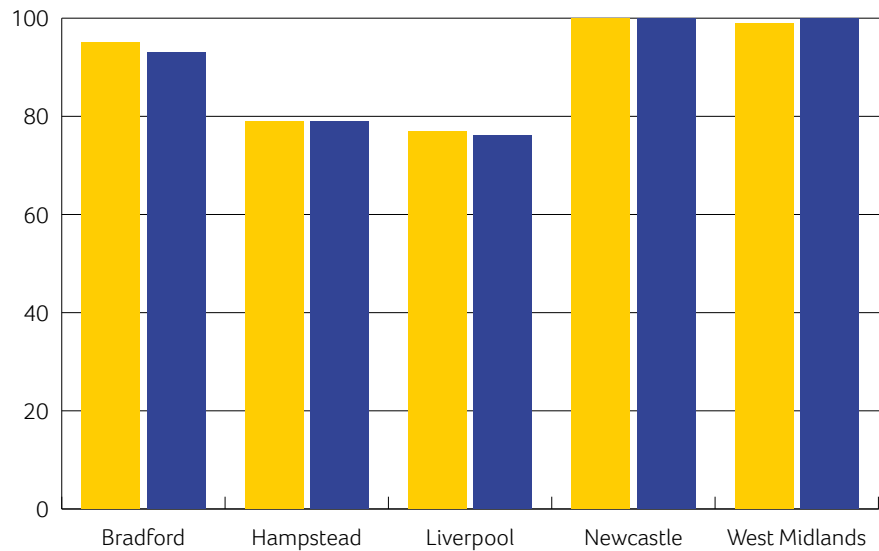
Community safeguarding training - Wales



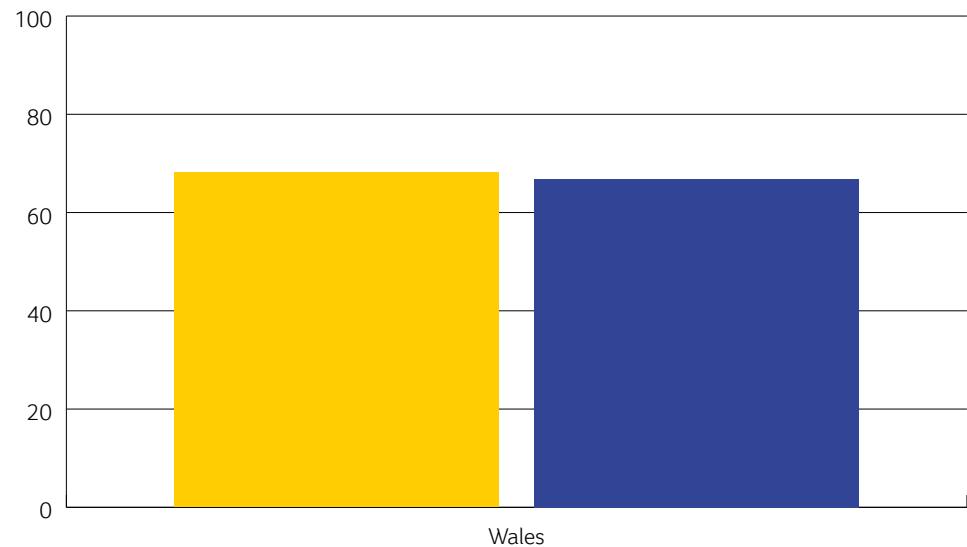
Community safeguarding training - Northern Ireland



Hospice safeguarding training - England

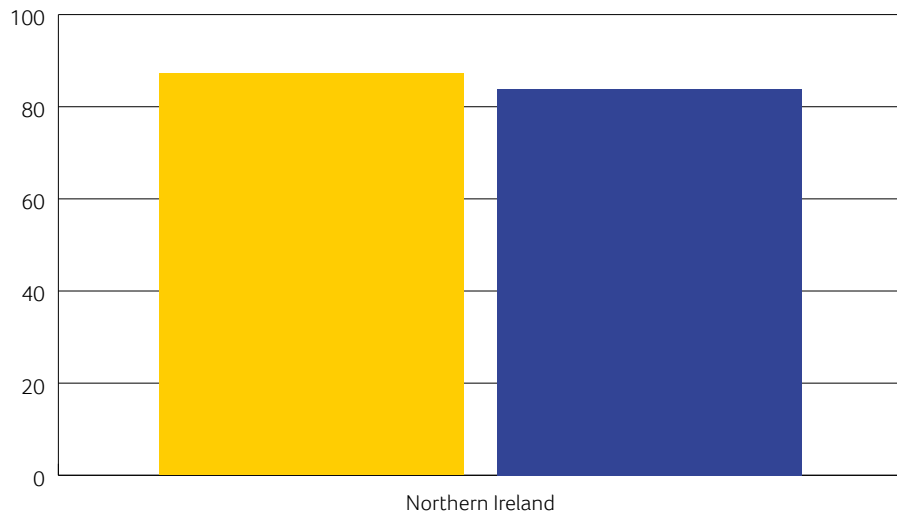


Hospice safeguarding training - Wales

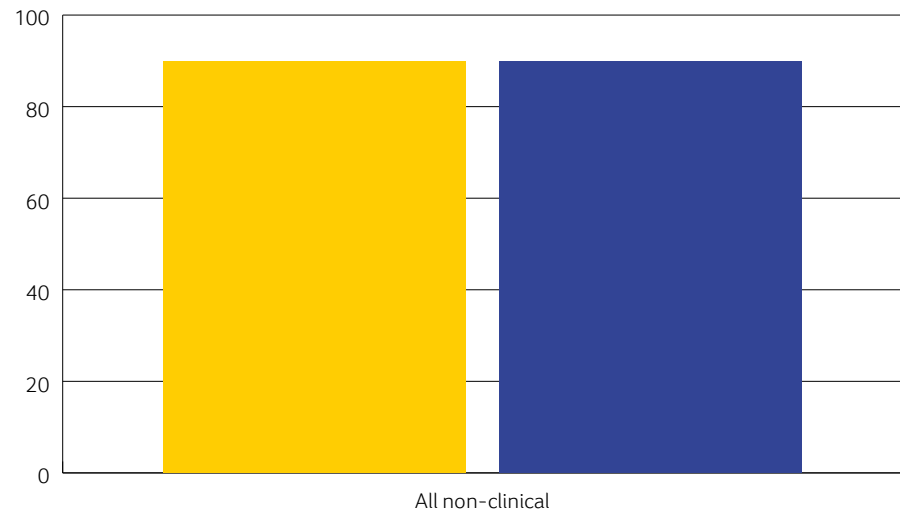


Safeguarding adults
 Safeguarding children

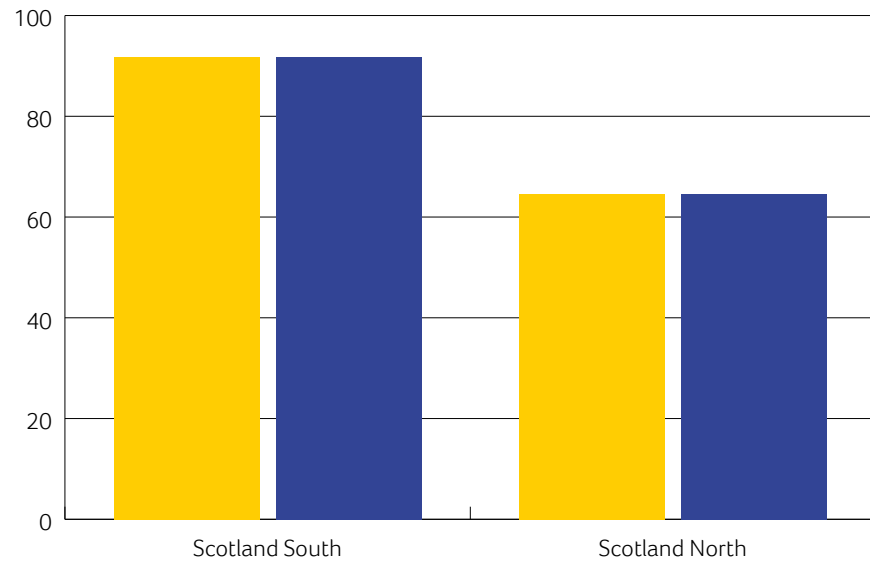
Hospice safeguarding training - Northern Ireland



Hospice safeguarding training - non-clinical



Hospice safeguarding training - Scotland



Volunteer training

The following information demonstrates compliance figures across our volunteering workforce. All volunteers are asked to complete safeguarding

training as a part of their core training induction. Total compliance rates have significantly improved (94%) for 2021/22 compared to the previous year's total (56%) because

of auditing the whole volunteer workforce. Low compliance rates in hospices and helper service were due to many volunteers being paused in their roles due to the

Covid-19 pandemic. Processes are in place to ensure that all volunteers are fully compliant before returning to their volunteer roles.

The figures are for all volunteers across the charity (2021 – 2022):

Volunteer role category	Total no. of volunteers	Number who are compliant	Compliance level (Based on legal guidance)
Community Fundraising	3611	3608	99%
Retail	1723	1686	98%
Hospice	511	343	67%
Helper	293	147	50%
Other	383	318	83%
Total	6521	6102	94%

*Volunteer data reported on 22 June 2022

Do you have any comments or questions?

Marie Curie is always keen to receive feedback about our services and work. If you have any comments or questions about this report, please do not hesitate to contact us using the details below:

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Marie Curie
89 Albert Embankment
London
SE1 7TP

Email: jason.davidson@mariecurie.org.uk

Thank you to everyone who supports us and makes our work possible. To find out how we can help or to make a donation, visit our website mariecurie.org.uk

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