**NHSE South-East Region and ICB Pharmacy Safeguarding Benchmarking Toolkit 2024**

This toolkit has been developed to support providers to benchmark their organisational safeguarding structure and practice. It aims to support pharmacy providers to meet their statutory functions against current safeguarding legislation and national guidance as set out in the NHSE [Safeguarding Accountability Framework](https://www.england.nhs.uk/publication/safeguarding-children-young-people-and-adults-at-risk-in-the-nhs-safeguarding-accountability-and-assurance-framework/) and the NHS Terms of Service for Community Pharmacies. The tool is designed to be used as a self-assurance tool and to help meet the requirements of the General Pharmaceutical Council (GPhC). ([GPhC Standards](https://www.pharmacyregulation.org/pharmacies/standards-and-guidance-registered-pharmacies) 1.8, 2.4, 2.5). **There is no requirement to return the tool to the ICB or NHSE**. The RAG convention may be used by you to note your current position and progress.

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| **ODS Code/Name of Pharmacy** |  |
| **Pharmacy Manager** |  |
| **Lead for Safeguarding** |  |
| **Date form completed** |  |

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| Red | Non-compliance |
| Amber | Action plans in place/on-track |
| Green | Fully compliant - subject to continuous quality  improvement. |

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| **1. LEADERSHIP AND ORGANISATIONAL ACCOUNTABILITY** | | | | |
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| **Standard to be achieved** | | **Guidance** | **RAG** | **How you could evidence/actions** |
| 1.1 | There is a designated lead person for safeguarding in thepharmacy with whom staff know they can discuss safeguarding and Prevent concerns with. |  |  |  |

| **2. GOVERNANCE** | | | | |
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| **Standard to be achieved** | | **Guidance** | **RAG** | **How you could evidence/actions** |
| 2.1 | The pharmacy has a current safeguarding adults and children policy or procedure that is in line with national legislation and statutory guidance.  The policy should include Prevent, domestic abuse, sexual and criminal abuse and exploitation, and modern slavery.  The policy should be updated in line with legislative changes and at least every three years. | It is good practice to have a separate staff domestic abuse policy. [Supporting NHS staff with domestic violence and abuse | NHS Employers](https://www.nhsemployers.org/publications/supporting-nhs-staff-domestic-violence-and-abuse) |  |  |
| 2.2 | There is a system in place to learn lessons from clinical and safeguarding incidents. Learning is shared with relevant staff. | Having safeguarding as a standing item at clinical governance meetings supports this. A record of safeguarding related concerns and referrals is kept to track cases and monitor themes and learning. |  |  |
| 2.3 | Evidence that the pharmacy staff are aware of how to access local multi-agency safeguarding policies | Accessible safeguarding policy or poster links multiagency safeguarding contacts. |  |  |
| 2.4 | There is a policy and staff receive training, understand and feel confident in speaking up about concerns (Whistleblowing) and how to manage/make complaints if required. | [GPhC Standards](https://www.pharmacyregulation.org/pharmacies/standards-and-guidance-registered-pharmacies) |  |  |

| **3. PROCESSES and PRACTICE** | | | | |
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| **Standard to be achieved** | | **Guidance** | **RAG** | **How you could evidence/actions** |
| 3.1 | Pharmacy staff are aware of how to make a children and adult safeguarding referral to the Local Authority (may be via the Multi-agency Safeguarding Hub (MASH) including in cases of possible sexual or criminal exploitation and modern slavery. | There is a safeguarding policy. A flowchart can be helpful to guide staff.  The [NHS safeguarding App](https://www.england.nhs.uk/safeguarding/nhs-england-safeguarding-app/) provides contact details for each area and can be downloaded onto a smartphone.  How to spot signs of [child sexual exploitation video](https://pharmaceutical-journal.com/article/ld/how-to-spot-signs-of-child-sexual-exploitation) |  |  |
| 3.2 | Staff know how to manage a disclosure of domestic abuse and how to either refer to the local authority or support the patient’s engagement with local or national specialist domestic abuse services. | To support training, local and national domestic abuse contacts are available. |  |  |
| 3.3 | Consent is obtained in line with legislative frameworks and practice guidance:  Mental capacity is considered as part of consent.  Fraser guidelines and Gillick competence. | Should be sought and recorded.  GPhC [Guidance on consent](https://www.pharmacyregulation.org/guidance/guidance-support-standards-pharmacy-professionals) |  |  |
| 3.4 | The staff are aware to seek support if concerned about the safe delivery of medication. |  |  |  |
| 3.5 | The option to have a chaperone present during clinical care is available to patients. | It is good practice to have a notice to inform patients that a chaperone may be requested. Chaperone guidance may be within the safeguarding policy. |  |  |
| 3.6 | Professional interpreters are used when required (If a patient-facing service).  Staff know when and how to access an interpreter. | This service is provided through the ICB who will provide details for the pharmacy.  [HM Gov 2021 Migrant Health Guide](https://www.gov.uk/guidance/language-interpretation-migrant-health-guide) |  |  |
| 3.7 | There is a system to identify concerns about repeat  requests, patients making repeat purchases, patients asking for medicines which can be misused.  The pharmacy team knows how to contact the local Controlled Drug Accountable Officer (CDAO). |  |  |  |

| **4. TRAINING AND SUPERVISION** | | | | |
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| **Standard to be achieved** | | **Guidance** | **RAG** | **How you could evidence/actions** |
| 4.1 | All pharmacy staff have undertaken safeguarding training to a level in line with their role and intercollegiate guidance. | [Safeguarding Children 2019](https://www.rcn.org.uk/professional-development/publications/pub-007366)  [Looked After Children 2020](https://www.rcn.org.uk/Professional-Development/publications/rcn-looked-after-children-roles-and-competencies-of-healthcare-staff-uk-pub-009486)  [Safeguarding Adults 2018](https://www.rcn.org.uk/Professional-Development/publications/adult-safeguarding-roles-and-competencies-for-health-care-staff-uk-pub-007-069) |  |  |
| 4.2 | There is a system in place to monitor mandatory safeguarding and Mental Capacity Act training compliance. |  |  |  |

| **5. SAFER RECRUITMENT AND STAFFING** | | | | |
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| **Standard to be achieved** | | **Guidance** | **RAG** | **How you could evidence/actions** |
| 5.1 | The recruitment process is in line with safer recruitment practice. Identity, references, and professional qualification checks are undertaken. DBS undertaken in roles requiring this. | [NSPCC Safe Recruitment Guidance 2022](https://learning.nspcc.org.uk/safeguarding-child-protection/safer-recruitment#heading-top) |  |  |
| 5.2 | There is policy guidance to include safeguarding any young people under 18 years employed or engaged in work experience. |  |  |  |
| 5.3 | Safeguarding responsibilities are included in the role/job descriptions of all staff. |  |  |  |
| 5.4 | Allegations against staff are managed in line with statutory and local safeguarding procedures - policy guidance is available.  The ICB Designated Nurse should be contacted for advice and support where there is an allegation against staff that may involve possible abuse or neglect of an adult and/or child. | For local contacts and processes see your Local Safeguarding Children Partnership and  Safeguarding Adult Board websites for local contacts and procedure. |  |  |

| **6. PARTNERSHIP WORKING WITH PATENTS AND OTHER AGENCIES** | | | | |
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| **Standard to be achieved** | | **Guidance** | **RAG** | **How you could evidence/actions** |
| 6.1 | The pharmacy staff know how and when to seek safeguarding advice and guidance from other agencies | e.g. from the ICB Designated Safeguarding professionals.  It is good practice to have an electronic or physical poster providing the contact details for the ICB Safeguarding Team, the Local Authority Safeguarding Adults Team, the Children’s Multi Agency Safeguarding Hub (MASH)  The [NHS safeguarding App](https://www.england.nhs.uk/safeguarding/nhs-england-safeguarding-app/) provides contact details for each area and can be downloaded onto a smartphone or saved as a favourite on your desktop. |  |  |
| 6.2 | The pharmacy has a system to manage external requests to share safeguarding information about patients (an individual or as part of a review). | Includes, for example, sharing information with multi-agency safeguarding hubs and producing reports for child protection conferences.  May occasionally include contributing statutory reviews e.g. Domestic Homicide Reviews, Safeguarding Adult Reviews, Child Safeguarding Practice Reviews. |  |  |

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| **Summary of audit findings** |  |
| **List of areas requiring improvement** |  |
| **Good examples to highlight** |  |

**You are not required to return the form to NHSE or the ICB**.

**Your ICB Safeguarding Team**

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