

**It is important you do not feel afraid about passing on any concerns. The information may be a small piece in a bigger jigsaw puzzle and help to get a better understanding of a child or young person's predicament. Any concerns, however, seemingly trivial, should be passed on to the Designated Safeguarding Lead.**

#### **Guidance for recording information**

You should record your concerns as soon as possible and any note should include the following:

- The nature of your concern
- What is the evidence that led to the concern?
- What the child or young person said (if a discussion has taken place? and,
- What you did or said in response (if a discussion has taken place).

#### **Infection Control (COVID – 19)**

Jamores is committed to reducing and minimising the transition of infection. Should you display any symptoms (High temperature and/or new and continuous cough) you should avoid the home. It is a requirement that each visitor has the responsibility to ensure that they manage person hygiene. Jamores will ensure that although it is not possible to prevent the spread of the disease, steps can be taken to control/reduce to the spread by;

- Avoiding contact with someone who is displaying symptoms
- Avoid gatherings. Keeping in touch by using remote technology such as phone and internet
- Good hand washing practices with soap and water for at least 20 seconds or use hand sanitizer when you arrive into the home, blowing your nose, sneezing or coughing
- Covering the mouth and nose with a tissue while sneezing or coughing (Catch it, bin it, kill it)
- Avoid touching your eyes, nose and mouth with unwashed hands
- Washing hard surfaces with a domestic cleaner regularly



## **Jamores Homes**

# **An Information Leaflet for Visitors to Jamores Homes**

### **Designated Safeguarding Lead:**

**Esther Ajakaye  
Gary Macey**

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**Tel: 020 8 432 0842  
[info@jamores.co.uk](mailto:info@jamores.co.uk)**

If you have any queries regarding the information contained in this leaflet, or require further clarification of any points, please do not hesitate to contact homes manager. All matters within the home is confidential. You may also wish to refer to the full Jamores Child Protection Policy which can be requested from the office or downloaded via the Jamores website ([www.jamores.co.uk](http://www.jamores.co.uk)).

#### **Fire assembly point**

In the event of a fire, a member of staff will inform you of the assembly point on arrival to the home

**March 2020**

## **SAFEGUARDING ADVICE FOR VISITORS TO JAMORES HOMES**

Our aim is to provide a safe and secure environment for our children and young people, staff and visitors. As a Children's Home, we are committed to safeguarding and promoting the welfare of the children and young people, we hope that this leaflet will provide useful information during your visit to our homes.

### **Security of children and young people, staff and visitors**

All visitors will be asked for identification and then will be asked to report to the office, sign into the visitor record book. Please do not be offended if asked for photographic identification or have your identity verified.

Unsupervised access to children and young people will only be permissible to scheduled visitors who have verified their identity and evidenced their clearance to work with children and young people, in accordance to the Homes Risk Assessment.

### **Visitor code of behaviour**

To protect yourself and our children and young people, we request you observe the following code:

- Be a positive role model and set an example you wish others to follow.
- Refrain from using personal communication devices within close proximity to children and young people.
- Do not photograph children or young people.
- Do not give any personal information to the children and young people, such as your mobile number or any irrelevant information about your private life. Do not provide them with your personal email address, and only provide your professional work email if it is necessary as part of the reason for your visit.
- Do not give details of your personal social network accounts or engage in any communication with using social networking sites.

Jamores values freedom of speech and the expression of beliefs/ideology as fundamental rights underpinning our society's values. However, free speech that is designed to

manipulate the vulnerable or that leads to violence and harm of others goes against the moral principles in which freedom of speech is valued.

## **What should I do if I am worried about a child or young person?**

Whilst visiting our children or young person, you might have concerns about their well-being. This may include:

- Comments made by a child or young person
- Marks or bruising on a child or young person.
- Changes in the child or young person's behaviour or demeanour.

If such a situation arises, you should speak to the member of staff associated with your visit, they will pass the information on to the Designated Safeguarding Lead (DSL), to be dealt with in the most appropriate way. Alternatively, you may wish to directly contact either DSL.

**Homes Manager** ([contact us for individual home manager details](#))  
**Esther Ajakaye, Operational Manager – 07939 547498**

### **Disclosure of abuse by a child or young person**

It may be that you are approached by a child or young person who wants to talk to you about something that has or is happening to them. If you are approached by a child or young person wanting to talk, you should listen positively. If you can, try and ensure a degree of privacy, but this may not always be possible.

Whilst this can be an alarming situation to find yourself in, it is important not to let the moment pass. For every child or young person that does finally disclose information, evidence shows that they have usually tried up to 12 times before.

Helping the child or young person when abuse is disclosed:

- Be prepared to listen and comfort.

- Do not show revulsion or distress, however distasteful the events are.
- Stay calm and controlled.
- Do not make false promises, i.e. that you keep the abuse a secret or that the police will not be involved. Do not promise confidentiality.
- Let the child or young person know at once that it was not his/her fault and keep restating this.
- Be aware of your own feelings about abuse and find someone you can share those feelings with once the procedures have been completed.
- Reassure the child or young person that they were right to tell, even though the abuse may have happened a long time ago.
- Reassure the child or young person that you still care for them and that what they have said does not make you care for them less.
- As soon as possible write a first-hand account of what was said and done.
- Make them aware that their disclosure will be reported only to those who need to know and can help.
- Do not question a child or young person; try to limit your involvement to listening. It is important to remember that it is not your responsibility to investigate suspected cases of abuse nor to have absolute certainty before raising a concern.
- Report any concerns to the designated safeguarding lead.

### **Impact of Abuse**

All children and young people are entitled to grow and develop without fear and intimidation of abuse or neglect. As professionals working with children and young people, we have a legal duty to ensure their wellbeing and safety. A child or young person's exposure to abuse will have a damaging effect on their health, educational attainment and emotional well-being.

