

Protecting you and us

Protection of vulnerable adults

The careline service, as part of Herefordshire Housing Ltd, subscribes to our Protection of Vulnerable Adults procedure and our operators have all received training to in this subject. If any concern, allegation, or suspicion of abuse of a vulnerable adult is either reported to us or raised by any of our operators, we will report the matter to Adult Social Care without exception. If you require any further details on this subject please contact us and these will be made available to you.

Things that our staff are forbidden to do for you

We are required to protect both our staff and our customers. Consequently there are certain things that our staff cannot do in relation to you:

- They are forbidden from handling money for you, with the exception of any fees collected in connection with the installation of an alarm
- They are forbidden from getting involved in your financial affairs, either directly or by way of advice (except in respect of available benefits)
- They are not allowed to receive gifts from you, except where they are of a minor or insignificant nature (e.g. stationery), and where these are received, they must be recorded in a register kept for this purpose.
- They are not allowed to be the beneficiaries of, executors of or witnesses to the will of any Herefordshire Careline customer.
- They may not act with the power of attorney for any Herefordshire Careline customer.
- They are not allowed to recommend the benefits of one service over another of the same or similar nature, particularly where such advice could be in relation to any service provided by a member of their own family.