

Role title	Safeguarding and Resident Safety Lead	Grade	
Reports to	Head of Clinical Governance and Quality Improvement	Location	National role, with travel across England, Scotland and Wales
Job family	Quality and Governance	Hours	40
Role Purpose			
The Safeguarding and Resident Safety Lead is a specialist role within the Quality and Governance Directorate, responsible for supporting the delivery of robust safeguarding, resident safety, medicines safety, inquest, and management alert oversight across HC-One homes in England, Scotland and Wales. Reporting to the Head of Clinical Governance and Quality Improvement, the postholder will provide expert advice, practical support, coordination, oversight and assurance across key areas of resident safety and safeguarding practice. The role will support homes, Area Directors, Regional Directors and quality colleagues to identify risk, respond effectively to serious events and safeguarding concerns, strengthen learning from incidents, and ensure actions are completed and embedded. The postholder will act as a key point of coordination for serious resident safety events, inquest preparation and learning, medicines safety oversight, controlled drug and medication-related concerns, and the monitoring of management alerts. The role will support a positive, open and learning culture, ensuring that residents are protected from avoidable harm and that learning is translated into practical improvement across the organisation.			
Main Activities			
Duties and Responsibilities			
Safeguarding Support and Designated Safeguarding Lead Responsibilities • Provide specialist safeguarding advice, guidance and support to Home Managers, Area Directors, Regional Directors and quality colleagues, ensuring safeguarding concerns are recognised, escalated and responded to appropriately. • Support the consistent application of HC-One safeguarding policies and procedures across England, Scotland and Wales, recognising differences in legislative, regulatory and local authority requirements. • Promote professional curiosity, robust decision-making and timely escalation where there are concerns relating to abuse, neglect, organisational culture, closed cultures, poor practice or failure to act. • Support homes and operational leaders with complex safeguarding concerns, including cases involving residents, colleagues, visitors, external professionals or wider organisational risk. • Provide guidance on safeguarding referrals, notifications, internal escalation, external reporting and liaison with safeguarding partners, regulators, police and local authorities where required. • Support homes and operational leaders to apply duty of candour processes appropriately, ensuring openness, timely communication, accurate records and evidence of actions in line with regulator expectations across England, Scotland and Wales. • Monitor safeguarding themes, trends and recurring risks, using data and intelligence to identify learning opportunities and areas requiring targeted support or assurance. • Support the development and sharing of safeguarding learning across the organisation, ensuring learning from incidents, enquiries, investigations and reviews is translated into practical improvements. • Work collaboratively with operational, quality, governance, HR and clinical colleagues where safeguarding concerns involve colleague conduct, professional practice, duty to refer considerations or regulatory/professional body escalation. • Escalate safeguarding concerns, emerging risks or unresolved issues to the Head of Clinical Governance and Quality Improvement in a timely manner, ensuring appropriate senior oversight and support. • Act as the organisation's designated safeguarding lead contact within the Quality and Governance Directorate, providing specialist advice, oversight and escalation support for complex safeguarding matters across England, Scotland and Wales. • Support the operation of HC-One's safeguarding governance arrangements, including contribution to safeguarding oversight meetings, review of complex cases, identification of themes, and translation of learning into improvement activity. • Maintain oversight of safeguarding risks, themes and learning, ensuring significant concerns are escalated appropriately and that assurance is provided to senior leaders on actions, outcomes and emerging organisational risks.			

Mental Capacity and Liberty Protection Lead Responsibilities

- Act as the Quality and Governance lead for mental capacity, consent, deprivation of liberty and liberty-related practice, supporting lawful, person-centred and rights-based decision-making across homes.
- Provide specialist guidance on the application of the Mental Capacity Act, Deprivation of Liberty Safeguards, Adults with Incapacity legislation and related frameworks across England, Wales and Scotland, recognising jurisdictional differences.
- Support homes and operational leaders to ensure capacity assessments, best interest decisions, consent arrangements, restrictive practices and liberty safeguards are lawful, proportionate, evidence-based and the least restrictive option available.
- Monitor themes, risks and learning relating to mental capacity, consent, restrictive practice, deprivation of liberty and residents' rights, ensuring issues are escalated and reflected in governance, assurance and improvement activity.
- Work collaboratively with clinical, operational, legal, safeguarding and quality colleagues to strengthen practice where complex decisions involve capacity, consent, restrictions, family challenge, external scrutiny or safeguarding concerns.

Resident Safety Event Oversight and Learning

- Support the delivery and ongoing development of HC-One's resident safety event response arrangements, ensuring serious events are reviewed in a timely, proportionate and learning-focused way.
- Provide coordination and practical support for serious resident safety events, including oversight of event reviews, action plans, learning responses and evidence of improvement.
- Promote a just, open and learning culture in relation to event reporting and response, supporting colleagues to identify systems learning while ensuring accountability where required.
- Review resident safety event themes and trends, including falls, pressure damage, choking, deterioration, medication errors, safeguarding events, unexpected deaths and other high-risk areas.
- Support homes and operational leaders to identify root causes, contributory factors, immediate safety actions and longer-term improvement actions following serious events.
- Provide assurance that actions arising from resident safety event reviews are clear, measurable, completed within agreed timescales and embedded into practice.
- Work with the Quality Information and Insights Lead to ensure resident safety intelligence is reflected in quality reporting, governance discussions and improvement planning.
- Share learning from resident safety events across homes, regions and the quality and governance directorate to support prevention, consistency and sustained improvement.

Medicines Safety

- Act as a key quality and governance contact for medicines safety matters, supporting the organisation to identify and respond to medicines-related risks, themes and learning.
- Provide oversight of medicines safety incidents, including medication errors, missed doses, documentation concerns, high-risk medicines, controlled drug concerns, medicines storage, ordering, receipt, administration and disposal issues.
- Support homes and operational leaders to respond appropriately to medicines incidents, ensuring resident safety is prioritised, advice is sought where required, and relevant internal and external reporting is considered.
- Support discussion and escalation of controlled drug incidents, including missing controlled drugs, discrepancies, falsified documentation, or concerns involving professional practice, ensuring onward reporting is considered with the appropriate senior leaders and accountable officers where required.
- Monitor medicines safety themes from incidents, audits, internal assessments, regulatory findings, complaints, safeguarding concerns and inquests, using this intelligence to identify improvement priorities.
- Work collaboratively with medicines management colleagues, clinical leaders, operational teams and quality colleagues to support safer medicines practice across homes.
- Provide assurance that learning from medicines incidents is shared, embedded and reflected in improvement actions, practice development and governance processes.
- Support oversight of medicines safety alerts, ensuring homes understand the required actions, complete responses in a timely way and evidence action taken.

Inquests, Coroner Activity and External Scrutiny

- Coordinate and support the organisation's response to inquests and Coroner-related activity, working with homes, operational leaders, legal colleagues and quality colleagues as required.
- Support the preparation of accurate, timely and evidence-based information for inquests, ensuring documentation, event reviews, chronology, learning and action plans are available and clearly presented.
- Monitor Coroner cases, inquest outcomes, Regulation 28/Prevention of Future Deaths considerations and associated learning, ensuring themes are identified and escalated appropriately.
- Support homes and operational teams to understand learning arising from inquests and ensure actions are implemented and embedded.
- Maintain oversight of inquest learning across the organisation, identifying recurring themes such as falls management, escalation, post-fall observations, moving and handling, deterioration, communication with families, care planning and risk assessment.
- Work collaboratively with legal, governance, operational and clinical colleagues to ensure inquest-related risks are managed appropriately and that the organisation can evidence learning and improvement.
- Contribute to quality and governance reports by providing clear updates on Coroner activity, inquest outcomes, emerging risks and learning.

Management Alerts and Oversight

- Provide oversight and assurance of management alerts, supporting homes and operational leaders to ensure alerts are reviewed, acted on and closed in a timely and effective way.
- Monitor new, open and overdue management alerts, identifying themes, delays, repeated issues or high-risk concerns requiring escalation.
- Support Home Managers, Area Directors and Regional Directors to understand the purpose of management alerts as a mechanism for timely action, risk reduction and assurance.
- Escalate concerns where management alerts indicate unresolved risk, poor response, repeated themes or insufficient evidence of action.
- Use intelligence from management alerts alongside incidents, safeguarding concerns, complaints, regulatory findings, audits and quality data to support triangulation of risk.
- Provide assurance to the Head of Clinical Governance and Quality Improvement on the management alert position, including themes, overdue actions, emerging risks and areas requiring wider organisational response.

Governance, Assurance and Reporting

- Maintain accurate and up-to-date records relating to safeguarding, resident safety events, medicines safety, inquests, management alerts, actions and learning.
- Provide regular reports and updates to the Head of Clinical Governance and Quality Improvement on key areas of responsibility, including risks, themes, assurance, learning and improvement priorities.
- Contribute to quality governance meetings, resident safety forums, safeguarding discussions and relevant reporting processes by providing clear analysis and practical recommendations.
- Support the development of dashboards, reports and insight packs that bring together safeguarding, resident safety, medicines safety, inquest and management alert intelligence.
- Provide assurance that identified actions are completed, evidence is available, and improvement is sustained over time.
- Identify recurring or systemic risks across homes or regions and escalate these to the Head of Clinical Governance and Quality Improvement with clear analysis and proposed next steps.
- Contribute to Board, Executive Leadership Team or senior governance reporting where required, ensuring information is accurate, balanced and focused on risk, learning and improvement.

Stakeholder Engagement and Collaborative Working

- Build trusted and constructive relationships with Home Managers, Area Directors, Regional Directors, quality colleagues, clinical leaders, HR colleagues and central support teams.
- Support operational leaders to respond confidently and appropriately to complex safeguarding, resident safety, medicines and inquest-related matters.
- Provide coaching and guidance to colleagues in a supportive, proportionate and learning-focused way.
- Contribute to a positive quality and governance culture that promotes openness, accountability, curiosity, compassion and continuous improvement.

Safeguarding

Safeguarding is everyone's responsibility and therefore it is important that you are able to recognise the signs which may indicate possible abuse, harm or neglect in its different forms and know what to do if there are any concerns. All colleagues are required to attend safeguarding training appropriate to their role and to undertake additional training in associated areas. You also have the ability to seek appropriate advice and report concerns, including escalation if action is not taken.

Kindness the HC-One Way

To help us understand how we need to show up to provide the kindest possible care, we have identified 5 Qualities. These are the qualities we know we can coach, support, and develop in ourselves and each other so we can support those we care for to live their best life.

We are CURIOUS: We ask questions, look for clues, and seek to understand.

We are COMPASSIONATE: We try to walk in the shoes of others to understand how we can best support them.

We are CREATIVE: We use imagination to make things happen yet remain practical.

We are COURAGEOUS: We support people to live the life they want without shying away from managing the risks that go with that.

We can be COUNTED ON: We always look for ways to be there and support those in need.

Qualifications and Skills Required

	Essential	Desirable
Qualifications and Knowledge	- Registered Nurse with a current NMC registration - Completion of Safeguarding Level 4 training, with the ability to apply advanced safeguarding knowledge to complex concerns, escalation, decision-making and organisational learning within adult social care. - Knowledge of medicines safety and medicines governance within care homes, including medication incidents, controlled drugs, medicines documentation, eMAR systems, high-risk medicines and medicines safety alerts. - Understanding of care home governance frameworks, including risk management, escalation, assurance, evidence, action tracking and regulatory expectations. - Knowledge of inquest processes, Coroner activity, external scrutiny and the importance of learning from deaths and serious events. - Understanding of regulatory requirements across England, Scotland and Wales, including safeguarding, notifications, duty of candour and safe care and treatment expectations.	- Strong knowledge of mental capacity, consent, best interest decision-making, deprivation of liberty safeguards, restrictive practice and liberty-related legal frameworks across England, Wales and Scotland. - Formal training in resident safety, incident investigation, human factors, quality improvement or medicines safety. - Knowledge of patient safety or resident safety frameworks and learning response methodologies
Skills	- Strong analytical skills, with the ability to interpret safeguarding data, incident trends, medicines safety information, management alerts, inquest learning, complaints, regulatory findings and quality intelligence. - Excellent written communication skills, with the ability to produce clear reports, summaries, briefings, chronologies, action plans and assurance updates. - Strong verbal communication and influencing skills, with the ability to engage confidently with internal and external stakeholders. - Ability to manage complex, sensitive and high-risk matters calmly, professionally and proportionately. - Ability to identify risk, prioritise actions, escalate appropriately and maintain clear oversight of multiple workstreams. - Strong organisational skills, with the ability to track actions, monitor deadlines and provide assurance on completion and impact.	Experience using Radar, Datix, eMAR systems, Nourish and PCS

	- Ability to support a learning culture by translating incidents, safeguarding concerns, inquests and medicines safety issues into practical improvement. - Confident use of incident reporting systems, dashboards, electronic care planning systems and eMAR systems	
Experience	- Experience working in a safeguarding, resident safety, clinical governance, quality, medicines safety, compliance or senior operational role within adult social care, healthcare or a regulated care environment. - Experience supporting the response to serious incidents, safeguarding concerns, medication incidents, complaints, regulatory enquiries or external scrutiny. - Experience facilitating learning reviews, reflective discussions, debriefs or improvement meetings - Experience engaging with external agencies such as safeguarding teams, regulators, commissioners, police, Coroners' offices or controlled drug accountable officers	
Personal Attributes	- Demonstrates kindness, compassion and empathy in all interactions. - Curious and professionally questioning, with the confidence to seek clarity, challenge appropriately and identify where further action is required. - Calm, balanced and constructive when dealing with sensitive, complex or high-risk situations. - Highly organised, reliable and able to be counted on to follow through on actions and commitments. - Courageous in escalating concerns and advocating for resident safety. - Reflective and learning-focused, using evidence, feedback and insight to improve practice. - Collaborative and relationship-focused, with the ability to work effectively across operational, quality, clinical, HR and external partner teams. - Maintains confidentiality, professionalism and integrity when handling sensitive information	
Financial Accountabilities		Risk Accountabilities
N/A		Direct: N/A Indirect: N/A
Special Features		
This is a national role with travel across allocated homes in England, Scotland and Wales, with flexibility to respond to homes requiring additional quality improvement support		
Confidentiality		
You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law.		