



BULGARIA MEDICAL TRAVEL PARTNER LTD

Vulnerable Adults Protection Policy

Bulgaria Medical Travel Partner LTD is committed to ensuring that vulnerable people who use our services are not abused and that working practices minimise the risk of such abuse. Staff of Bulgaria Medical Travel Partner LTD have a duty to identify abuse and report it.

Definition

Vulnerable adults are people who are over 18 years of age and are getting or may need help and services to live in the community. Vulnerable adults may be unable to take care of themselves and unable to protect themselves from harm or exploitation by other people.

Abuse can include:

- physical,
- financial,
- material,
- sexual,
- psychological,
- discriminatory,
- emotional abuse,
- neglect.

Abuse can take place in any setting, public or private, and can be perpetuated by anyone.

Rights & Responsibilities

Responsibilities of Bulgaria Medical Travel Partner LTD Directors:

- To ensure staff are aware of vulnerable adult's need for protection
- To notify the appropriate agencies if abuse is identified or suspected
- To support and where possible secure the safety of individuals and ensure that all referrals to services have full information in relation to identified risk and vulnerability
- To Criminal Records (DBS) check staff that have access to or work with Vulnerable Adults



Responsibilities of Bulgaria Medical Travel Partner LTD Staff:

- To be familiar with the vulnerable adult protection policy
- To take appropriate action in line with the policy of Bulgaria Medical Travel Partner LTD
- To declare any existing or subsequent convictions

Support for those who report abuse

All those making a complaint or allegation or expressing concern, whether they are staff or service users or carers or members of the general public should be reassured that:

- They will be taken seriously
- Their comments will usually be treated confidentially, but their concerns may be shared with the appropriate authorities if they or others are at significant risk

The Vulnerable Adult has the right:

- To be made aware of this policy
- To have alleged incidents recognised and taken seriously
- To receive fair and respectful treatment throughout
- To be involved in any process as appropriate
- To receive information about the outcome

We are also committed to reviewing our policy and good practice annually.

Signed

Vesselina Iv. Dimova
Managing Director

Date: November, the 7th, 2016