

Our Promise to You

At West Heanton, we want every client and the people in our community to feel safe, respected and protected. Sometimes clients may wish to give small gifts or tokens of appreciation to members of the team. While these gestures are often kind and heartfelt, we have a gentle, clear policy to make sure everything is handled safely and fairly.

This policy helps us:

- Protect clients from financial or emotional pressure
- Protect the team from misunderstandings
- Maintain trust, transparency and professional boundaries
- Keep everyone safe, especially those who may be vulnerable

Small Gifts and Tokens of Appreciation

We understand that giving a small gift can be a natural way to say thank you. To keep things simple and safe:

- The team may accept small gifts with a value under £5
- These could be everyday, friendly gestures such as:
 - A small box of chocolates
 - A handmade card
 - A small ornament or treat
- The gift must not influence care or decision-making
- The gift will be recorded in the client's day notes

This helps us stay transparent and ensures everyone is protected.

If a team member is ever unsure, they will check with a Manager before accepting anything.

What Cannot Be Accepted

To keep things safe and fair, the team cannot accept:

- Money in any form (cash, bank transfer, cheque, gift cards)
- Discounts or special deals
- Any item worth more than £5 without Manager approval
- Gifts intended for a team member's family or friends

These rules help protect clients from financial risk and protect the team from misunderstandings.

Why We Record Gifts

Recording gifts is a simple but important part of safeguarding. It ensures:

- Everything is transparent
- Clients are protected
- The team is protected
- Families can feel confident that boundaries are respected

Even if a gift is politely declined, the offer is still recorded. This helps us maintain clear, consistent records.

If Something Seems Unusual

If a gift or offer feels unusual or unexpected, the team will speak to a Manager straight away. This is not about getting anyone in trouble — it is simply about keeping everyone safe and supported.

A Gentle Note About Accountability

We take our responsibility to protect clients seriously. If the policy is not followed, we will look into what happened and make sure the right guidance or support is provided.

This may include:

- Reviewing the situation to ensure the client is safe
- Offering extra guidance or training to the team
- Taking further steps only if needed to maintain professional standards

Our approach is always kind, fair and focused on safety — never punitive or frightening.

Our Commitment to Our Community

We want our community to feel confident that:

- Professional boundaries are respected
- Clients are protected from financial pressure
- The team acts with honesty, kindness and integrity
- All interactions are recorded clearly and consistently

This policy is part of our wider safeguarding approach, designed to protect the people who matter most — our clients.