Keeping you safe from harm

Our safeguarding promise at The Shrubbery

Everyone at The Shrubbery has the right to be **safe** and treated with **respect**.

Harm can be hitting, shouting, neglect, taking money or things, or stopping someone seeing their family.

All our staff are **trained** to spot the signs of harm and must report it.

If you are worried

Tell **any member of staff**, or the manager, **Jodie Hale**. We will listen and act straight away.

Phone the home: 0121 556 8899

Sandwell Council adult safeguarding
Phone: 0121 569 2266

In an emergency, always phone **999**.

What we will do

We will keep the person safe first.

Winchester Care Limited · The Shrubbery, 33 Wood Green Road, Wednesbury WS10 9QL · 0121 556 8899 · November 2026

We will tell **Sandwell Council** and, if needed, the **police** and **CQC**.

We will keep you and your family told what is happening, where we can.

You will **not** get into trouble for telling us. Your care will **not** change.

Aa

You can have this leaflet in **bigger print** or **another language**. Just ask a member of staff.

All our family leaflets
Scan with your phone camera, or visit winchester-care.co.uk/families