



Our safeguarding promise to you

Muscular Dystrophy Support Centre





At Muscular Dystrophy Support Centre, your safety and wellbeing matter to us.

Many of the people who use our services live with muscular dystrophy or other neuromuscular conditions.

We understand that living with a long-term condition can sometimes make people more vulnerable, especially when support from others is needed.

Because of this, we take safeguarding very seriously.

What is safeguarding?

Safeguarding simply means making sure people are safe from harm, abuse, neglect, or exploitation.

What you can expect from us

When you come to MD Support Centre, we promise that:

You will be treated with dignity and respect.

Everyone who comes to MD Support Centre deserves to feel welcome, valued and listened to.

We will create a safe and supportive environment.

Our staff and volunteers are trained to support people safely and professionally.

We will listen if you have a concern.

If something worries you or makes you uncomfortable, we want to know.

We will take concerns seriously.

If someone tells us about abuse, neglect, or something that doesn't feel right, we will act on it.

We will protect your privacy where possible.

We will treat information sensitively and only share it when necessary to keep people safe.

We will work with other organisations when needed.

Sometimes we may need to involve health services, social services, or the police if someone is at risk of harm.

If something doesn't feel right

You can talk to **any** member of the MD Support Centre team if you:

- feel unsafe
- are worried about how someone is treating you
- are worried about another person
- have seen or experienced something that doesn't feel right

You can also speak directly to our Safeguarding Lead.

Safeguarding Lead:

Zoe Richardson – Chief Executive Officer

📞 02476 100770

✉ zoe.richardson@mdsupportcentre.org

If Zoe is not available, another senior member of the team will help you.

Remember

You will never be in trouble for speaking up.

Your safety and wellbeing are our priority.

At MD Support Centre we believe everyone has the right to live safely, with dignity, independence and respect.

mdsupportcentre.org | 02476 100770

MD Support Centre is a working name of NMC Midlands.
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