



Safeguarding Policy and Procedures

Summary	This policy describes the process to safeguard adults identified as being at risk whilst receiving care or treatment delivered by the company.
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Capmed Diagnostics discourages the retention of hard copies of policies and procedures. The company can only guarantee that the policy in the company website is the most up-to-date version. If, in exceptional circumstances, you need to print a policy off, it is only valid for 24 hours.

Version Control

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Introduction

Capmed Diagnostics Ltd, herein referred to as the company, is committed to working in partnership with adults that access services provided by the company so that they are:

- Safe and able to protect themselves from abuse and neglect.
- Treated fairly and with dignity and respect.
- Protected when they need to be.
- Able easily to get the support, protection, and services that they need.

The policy and procedures for safeguarding adults under the Care Act are founded on 6 principles and values that govern how the safeguarding procedures should be implemented. The six principles apply to all sectors and settings including care and support services, further education colleges, commissioning, regulation and provision of health and care services, social work, healthcare, welfare benefits, housing, wider local authority functions and the criminal justice system. The principles should inform the ways in which staff and clinicians representing the company work with adults.

The six key principles underpinning adult safeguarding work are:

- **Empowerment** – people being supported and encouraged to make their own decisions and informed consent.

“I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.”

- **Prevention** – It is better to act before harm occurs.

“I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”

- **Proportionality** – the least intrusive response appropriate to the risk is presented.

“I am sure that the professionals will work in my interest, as I see them, and they will only get involved as much as is needed.”

- **Protection** – Support and representation for those in greatest need.

“I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.”

- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting, and reporting neglect and abuse.

“I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”

- **Accountability** – Accountability and transparency in delivering safeguarding.

“I understand the role of everyone involved in my life and so do they.”

In addition to these principles, it is also important that all safeguarding partners take a broad community approach to establishing safeguarding arrangements. The company recognises and encourages all those delivering care on behalf of the company, that adult safeguarding arrangements are there to protect individuals. We all have different preferences, histories, circumstances, and lifestyles. It is unhelpful to prescribe a process that must be followed whenever a concern is raised and all safeguarding arrangements are specific to the individual.

Scope

The company provides investigations and procedures for adults and therefore this policy has been developed to safeguard adults within the company's care. **This policy applies to adults aged 18 years or older.**

This policy applies to all company directors, employees, volunteers or contractors working on behalf of the company. The procedures detail what action individuals should take if abuse has occurred, is suspected or disclosed. In addition, this process should also be followed where there may be instances where safeguarding adults concerns arise regarding a visitor, relative or carer.

Definitions

Term	Definition
Raising a concern	The action of reporting concerns and allegation of abuse or neglect to the multi-agency safeguarding adults contact point(s).
Person raising a concern	The person who reports a concern to the multi-agency safeguarding adults contact point.
Initial Enquiry	The initial response of local authority after a concern has been raised. Involves gathering information to determine what action, if any, should be taken.
Formal Enquiry	The process of establishing facts.
Safeguarding Concerns Manager	The person within an organisation to whom any member of staff (or volunteer) should report their concerns.
Safeguarding Enquiry Officer	A member of staff who make formal enquiries into the safeguarding concern.
Person alleged to have caused harm (sometimes referred to as PATCH)	The person highlighted as part of the concern that may have caused harm to the Safeguarding subject.
Safeguarding Plan	A record of arrangements to safeguard an adult at risk within a Formal Enquiry.
Deprivation of Liberty Safeguards	Safeguard to ensure that a patient lacking capacity is detained in hospital with the appropriate authorisation from the supervising bodies.
Information Sharing	The protocol is the high-level document setting out the general reasons and principles for sharing data. The Protocol will show that

	all signatory agencies are committed to maintaining agreed standards on handling information and will publish a list of senior signatories. It should be underpinned by information sharing agreements between the organisation who are actually sharing the information.
MAPPA	Multi Agency Public Protection Arrangements
MARAC	Multi Agency Risk Assessment Conference led by the Domestic Violence Unit to monitor cases of domestic violence in the community.
Mental Capacity Act	The Mental Capacity Act aims to protect people who cannot make decisions for themselves due to a learning disability or a mental health condition, for example Alzheimer's disease, or for any other reason. It provides clear guidelines for carers and professional about who can take decisions in which situations.
Significant Harm	Not only ill treatment (including sexual abuse and forms of ill treatment which are not physical), but also the impairment of, or an avoidable deterioration in, physical or mental health, and the impairment of physical, intellectual, emotional, social or behavioural development.
Zero Tolerance	Non-acceptance of anti-social, especially criminal, behaviour. With an emphasis on dealing effectively with the behaviour however large or small.
Abuse	Abuse is a violation of an individual's human and civil rights by any other person or persons. Abuse may consist of a single act or repeated acts; abuse may happen intentionally or unintentionally and can take place in any relationship or setting.
Physical Abuse	Includes assault, hitting, slapping, pushing, misuse of medication, restraint, or inappropriate physical sanctions (list not exhaustive).
Sexual Abuse	Includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, sexual assault or sexual acts to which the adult has not consented or was pressured into consenting. (list not exhaustive).
Psychological abuse	Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable or unjustified withdrawal of services or supportive networks. (list not exhaustive).
Financial or material abuse	Includes theft, fraud, internet scamming, coercion in relation to an adults financial affairs or arrangements, including connection with wills property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions, or benefits. (list not exhaustive).
Discriminatory Abuse	Includes forms of harassment, slurs or similar treatment; because of race, gender and/or gender identity, age disability, sexual orientation or religion. (list not exhaustive).

Organisational Abuse	The infliction of harm on an individual or group of individuals as a result of policy (or lack of) and/or process (or lack of) and/or adherence (or non-adherence) to legislation, and the lack of action by an organisation or members of the organisation to prevent harm in relation to these actions. Includes neglect and poor practice and may range from one-off incidents to on-going ill treatment.
Neglect and acts of omission	Includes ignoring medical, emotional, or physical needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life such as medication, adequate nutrition and heating. (list not exhaustive).
Other types of abuse	The Care Act acknowledges the wider aspect of adult safeguarding and makes links with self-neglect, human trafficking/modern slavery, and domestic abuse.
PREVENT	PREVENT is part of the government's strategy relating to international terrorism. The PREVENT strategy aims to stop people from becoming radicalised and supporting terrorism, or becoming terrorists.

Roles and Responsibilities

All staff

All company representatives should adhere to the guidelines outlined within this policy.

Directors

The company directors are responsible for

- making sure that this policy is reviewed regularly (at least annually) to ensure that information is accurate, relevant and up to date.
- making sure that all company representatives are briefed on the policy and know where to find it.
- Supporting staff to respond to abuse appropriately, determine the most appropriate course of action and manage referrals to external agencies.

Procedures and Processes

The company has a duty to ensure appropriate action is taken when abuse is disclosed, suspected, or witnessed. When an adult safeguarding situation arises and there is a person under 18 involved, consideration must be given as to how the situation impacts upon a child or young person to ensure an appropriate assessment is made.

1. Immediate action by the person raising the concern

The person who raises the concern has a responsibility to first and foremost safeguard the adult. To do this they must, to the best of their ability;

- a) Make an evaluation of the risk and the steps to take to ensure that the adult is in no immediate danger.
- b) **Support the adult** to arrange any medical treatment. If the incident is of a sexual nature, then the person raising the concern should take expert advice from the police.
- c) If a crime is in progress or life is at risk, contact emergency services via 999.
- d) Encourage and support the adult to report the matter to the Police if a crime is suspected and not an emergency situation.
- e) Take steps to preserve any physical evidence if a crime may have been committed.
- f) Ensure that other people are not in danger.
- g) Record, by suitable means, the information received, any risk evaluation and all actions taken.

2. Key Questions to consider when deciding to report a safeguarding concern

1. Does the adult have care and support needs (whether or not the local authority is meeting any of those care and support needs)?
2. Is the person experiencing, or is at risk of, abuse and neglect?

Abuse could include

- Domestic abuse
- Modern Slavery
- Neglect or acts of omission
- Physical abuse
- Discriminatory abuse
- Self-neglect
- Sexual abuse
- Organisational abuse
- Psychological abuse
- Financial or material abuse
- Another form of abuse

Abuse may sometimes occur without any intent to cause harm. Further detailed definitions of the above categories can be found in the definition section of the document.

3. What is the nature and seriousness of the risks? Consider:

- The adult's individual circumstances.
- The nature and extent of the concerns.
- The length of time it has been occurring.
- The impact (or potential impact) of any incident.

- The risk of repeated incidents for the adult.
- The risk of repeated incidents for others.

4. Wherever possible, consider the wishes and desired outcomes of the adult.

- What do they want to happen next?
- What do they want to change about their situation?
- What outcome do they want to achieve?

3. Raising a concern contrary to the wishes of the adult.

The company accepts that on some occasions it will be necessary for a member of staff to raise a concern contrary to the wishes of the adult. Any such decision should be proportional to the risk. For example,

- It is in the public interest. This could mean that there is a risk to others, a member of staff, volunteer or representative of the company is involved. And/or the abuse has occurred on property owned or managed by an organisation with a responsibility to provide care.
- The adult lacks mental capacity to consent and it is in the adult's best interests.
- The adult is subject to coercion or undue influence, to the extent that they are unable to give consent.
- It is in the adult's vital interests (to prevent serious harm or distress or life-threatening situations).

If you are still unsure if you should raise a safeguarding concern, then you should speak to a director. If you are a director, you should speak with another director within the company to agree next steps. The director may document the conversation and advice given for any future investigation.

Compliance and Enforcement

1. Compliance with this policy

Compliance with this policy will be monitored by the directors and will be a quarterly agenda item for discussion within the directors meeting.

Related Policies

Concerns and Complaints Policy

Consent to Examination or Treatment Policy

External References

Appendix A – Who to Contact

The company aims to provide the appropriate safeguarding contact information for the local authorities within a 50-mile radius of the clinic sites. Click the relevant heading based on the home address of the person you are raising the concern about.

Stockton on Tees

Contact our First Contact Team:

telephone: 01642 527764

email: FirstContactAdults@stockton.gov.uk

All other times contact the Emergency Duty Team: 01642 524552.

Middlesbrough

You should report abuse or neglect to the adult social care team.

Phone: [01642 065070](tel:01642 065070)

Email: adultaccessteam@middlesbrough.gov.uk

(Monday to Thursday 8:30am to 5pm, Friday 8:30am to 4:30pm)

At any other time, contact the Emergency Duty Team on [01642 524 552](tel:01642 524 552).

Redcar and Cleveland

To report a safeguarding concern you can call 01642 771500. Outside office hours please call 01642 524552.

If you're a professional, you'll need to use the concern form to make a report. You can download the concern form from the [TSAB website](#)

Alternatively, you can report your concern by email at: AccessAdultsTeam@redcar-cleveland.gov.uk

Hartlepool

01429 523 390

SMS: 078336 72357

iSPA@hartlepool.gov.uk

North Yorkshire

You can contact us by telephone on: [0300 131 2131](tel:0300 131 2131).

Our opening hours are Monday and Tuesday 9am to 5pm; Wednesday 9.30am to 5pm; Thursday 9am to 5pm and Friday 9am to 4.30pm.

County Durham

Call [Social Care Direct](#) 24 hours a day on 03000 267 979 or for text messaging on 0753 745 3102 - a trained officer will listen carefully to your concerns, give advice, and accept a safeguarding adults report if necessary, even if you want to remain anonymous.

Sunderland

If you are a member of the public and worried about your own safety or about the safety of someone else, you can call us on 0191 520 5552.

Alternatively, you can also visit the Sunderland City Council website and complete the member of public 'online referral form' by clicking on the link below:

[Report a safeguarding concern - members of the public](#)

South Tyneside

If you have concerns that an adult is at risk of either being harmed or abused in South Tyneside then call 0191 424 4049.

For further information on how to report a concern, see [Report a concern about an adult](#).

North Tyneside

Contact the Social Care Contact Centre on

0191 643 2777 (office hours Monday to Friday), or
0330 333 7475 (outside of these hours).

Newcastle

Phone

0191 278 8377 (Monday-Friday, 8am-5pm)

0191 278 7878 (Evenings and Weekends)

Text/SMS

07968474891 (Monday-Friday, 8am-5pm)

In writing

Adult Social CarePoint, Westgate Community Complex, West Road, Newcastle upon Tyne, NE4 9LU

Email

ASCPadmin@newcastle.gov.uk

City of York

If you would prefer to speak to someone or report information anonymously you can:

contact the City of York Adult Social Care, on telephone: 01904 555111, Monday to Friday,
8.30am to 5.00pm

text telephone: 07534 437804 if you're hearing impaired

telephone: 0300 131 2131 for out of hours help