

CogniScience Clinics Ltd

Safeguarding Adults Policy

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1. Policy statement

CogniScience Clinics Ltd is committed to safeguarding adults who use our services. Safeguarding is integral to our person-centred, neurodiversity-affirming, remote service model and underpins all aspects of assessment, formulation, psychoeducation, and follow-up support.

This policy recognises that adults, including neurodivergent adults, may experience increased vulnerability due to disability, mental health needs, social circumstances, or reliance on others for care or support. Safeguarding practice balances the right to autonomy and self-determination with the duty to protect individuals from abuse or neglect.

This policy meets the requirements of **Regulation 13 (Safeguarding service users from abuse and improper treatment)** and reflects statutory safeguarding duties in England.

2. Scope

This policy applies to all staff, associates, contractors, and third-party providers acting on behalf of CogniScience Clinics Ltd, including call-handling services.

It applies to safeguarding concerns relating to adults aged 18 and over that arise during:

- Remote ADHD and Autism assessments
- Mental health screening as part of assessment
- Psychoeducation sessions
- Written communication, digital contact, or third-party information sharing

3. Safeguarding adults

For the purposes of this policy, an adult is defined as a person aged 18 or over.

Safeguarding adults involves balancing protection from abuse or neglect with respect for autonomy, consent, and decision-making capacity. Some adults may have care and support needs that increase vulnerability, while others may experience safeguarding risk due to coercion, exploitation, or environmental factors.

Safeguarding decisions are made in line with the **Care Act 2014** and the **Mental Capacity Act 2005**, applying the principles of presumption of capacity, least restrictive intervention, and proportionality.

4. Understanding abuse

Abuse may occur in any setting, including online or digital environments, and may be a single incident or a pattern of behaviour.

Types of abuse include, but are not limited to:

- Physical abuse
- Emotional or psychological abuse
- Sexual abuse
- Financial or material exploitation
- Neglect or acts of omission
- Domestic abuse
- Discriminatory abuse
- Organisational abuse
- Online or digital abuse

Staff are expected to consider abuse within the context of the individual's communication profile, capacity, environment, and support network.

5. Preventing abuse

CogniScience Clinics Ltd prevents abuse through:

- Safer recruitment processes
- Clear professional boundaries
- Mandatory safeguarding supervision and governance oversight

- Robust escalation pathways
- Continuous learning and quality improvement

Training requirements

All staff, associates, and contractors involved in clinical assessment or contact with adults are required to:

- Hold **Safeguarding Adults training at Level 3** appropriate to their role
- Complete **Prevent training** in line with statutory expectations

Training compliance is confirmed prior to appointment and monitored through governance processes.

6. Safeguarding in a remote service

CogniScience Clinics recognises additional safeguarding considerations associated with remote delivery for adults, including:

- Reduced visibility of living environments
- Limitations in observing non-verbal indicators of distress
- Privacy constraints within the home
- Potential coercion, influence, or monitoring by others off-screen
- Digital exclusion or technology failure

Safeguarding concerns are escalated where risks are identified regardless of disclosure, and where privacy, safety, or engagement cannot be adequately assured.

7. Reporting safeguarding concerns

All safeguarding concerns must be reported immediately.

Staff, associates, and contractors must:

- Follow the Safeguarding Standard Operating Procedure (SOP)
- Use the Safeguarding Reporting Flowchart
- Record factual information contemporaneously
- Not investigate concerns themselves or delay reporting

An accessible summary of the safeguarding reporting process is provided in Appendix A.

8. Designated Safeguarding Lead (DSL)

Name: Angela Rossi

Role: Registered Manager and Designated Safeguarding Lead

Email: safeguarding@cogniscienceclinics.co.uk

Out-of-hours or emergency escalation:

Contact emergency services (999) and/or the relevant Local Authority duty safeguarding team. CogniScience Clinics Ltd currently operates a sole DSL model.

DSL absence contingency

In the absence of the DSL, safeguarding concerns will be escalated directly to the relevant Local Authority safeguarding team. The Nominated Individual will provide governance oversight until the DSL resumes duties.

9. What happens after a concern is raised

The DSL will:

- Assess risk and urgency
- Take immediate action where required
- Determine whether referral to external agencies is necessary
- Document all decisions and actions
- Provide guidance and support to staff involved

Safeguarding activity is reviewed through governance processes.

10. Allegations involving senior leadership

Where a safeguarding concern or allegation involves the Registered Manager or senior leadership, the concern is escalated directly to the Nominated Individual and/or the relevant Local Authority safeguarding team to ensure independence and impartiality.

11. Consent, capacity and information sharing

Information may be shared without consent where there is risk of harm or where safeguarding duties apply.

Mental capacity is assessed in line with the **Mental Capacity Act 2005**.

This policy should be read alongside the Consent and Capacity Policy.

12. Deprivation of liberty

CogniScience Clinics Ltd does not routinely provide care that restricts liberty.

Concerns that restrictions imposed by others may amount to a deprivation of liberty are escalated to the relevant Local Authority for authorisation.

14. Records, learning and governance

Safeguarding records are stored securely in line with GDPR and the Data Protection Act 2018.

CogniScience Clinics operates a formal Quality Improvement Process (QIP), alongside structured clinical learning and peer review. Safeguarding concerns, themes, and near-misses are reviewed through these processes to:

- Identify learning and service improvements
- Strengthen consistency in safeguarding decision-making
- Inform updates to policies, procedures, and training

Learning outcomes and actions are documented and monitored through governance oversight.

15. Review

This policy is reviewed annually or sooner if legislation, statutory guidance, service delivery, or safeguarding learning indicates the need for change.

16. Related documents

- Safeguarding Standard Operating Procedure (SOP)
- Safeguarding Children Policy
- Consent and Capacity Policy
- Equality, Diversity and Inclusion Policy
- Complaints Policy

17. Equality Impact Assessment (EIA)

An Equality Impact Assessment (EIA) has been completed for this policy to ensure safeguarding processes are equitable, accessible, and do not disproportionately disadvantage adults with protected characteristics, including neurodivergent adults.

The EIA considers potential impacts related to disability, mental health needs, capacity, digital exclusion, coercion, and cultural factors. Learning from incidents, feedback, and quality improvement activity informs ongoing review of equality impacts.

Version control

Version	Date approved	Summary of changes	Approved by
v1.1	15 January 2026	Updated to confirm sole DSL arrangement, clarify escalation routes, and align with CQC safeguarding expectations.	
v1.2		Revised to align with Safeguarding Children Policy, including remote-delivery risks, training requirements, EIA reference, and governance learning	

Appendix A – Safeguarding reporting flowchart

A single safeguarding reporting flowchart applies to both adults and children and is provided separately.