



# Safeguarding Adults Summary

## Fluence Clinic

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## About this summary

This summary explains Fluence Clinic's approach to safeguarding adults who use our service.

It is written for patients, families, carers, supporters and professionals. It explains what safeguarding means, when a concern may need to be raised, what Fluence Clinic may do if we are worried about someone's safety, and how you can contact us about a safeguarding concern.

Fluence Clinic also maintains an internal Safeguarding Adults Policy. The internal policy sets out the procedures our staff follow to recognise, record, escalate and respond to safeguarding concerns.

## Our commitment

Fluence Clinic is committed to protecting the safety, dignity, rights and wellbeing of adults who use our service.

We do not tolerate abuse, neglect or improper treatment of adults in any form. We expect all staff working with or on behalf of Fluence Clinic to understand their safeguarding responsibilities and to act promptly if they become aware of a safeguarding concern.

Our approach is based on the Care Act 2014, the Care and Support statutory guidance, the Human Rights Act 1998, and the principle that everyone has the right to live free from abuse and neglect.

## If urgent help is needed

Fluence Clinic is not an emergency or crisis service. We are not able to provide an immediate response to urgent safety concerns.

If you or someone else is in immediate danger, call 999 now or go to your nearest Accident and Emergency department.

If you need urgent medical help but it is not a life-threatening emergency, contact NHS 111. You can use 111 online, the NHS App, or call 111.

If you are worried that an adult may be experiencing abuse, neglect, exploitation, coercion or control, but there is no immediate danger, you can contact the adult safeguarding team at the local council where the person lives.

You can usually find the right team by searching online for “adult safeguarding” followed by the person’s town, city or council area. You can also call the person’s local council and ask for the adult safeguarding team or adult social care safeguarding team.

## What safeguarding means

Safeguarding means protecting an adult’s right to live safely, free from abuse and neglect.

It involves people and organisations working together to reduce the risk of abuse or neglect, and to act when there are concerns that someone may be unsafe.

Safeguarding also means promoting a person’s wellbeing and taking their views, wishes, feelings and beliefs into account wherever it is safe and appropriate to do so.

At Fluence Clinic, this means we will take safeguarding concerns seriously, listen carefully, act proportionately, and work with other services where this is needed to help keep someone safe.

## Our safeguarding principles

Fluence Clinic’s safeguarding approach is guided by six key principles.

- **Empowerment** means supporting people to make their own decisions wherever possible.
- **Prevention** means acting early to reduce the risk of harm.
- **Proportionality** means responding in a way that is appropriate to the level of risk and is not more intrusive than necessary.
- **Protection** means supporting people who need help to stay safe.
- **Partnership** means working with other services where needed, including local authorities, healthcare professionals, emergency services or other safeguarding bodies.
- **Accountability** means being clear, transparent and responsible in the way safeguarding concerns are handled.

## What may be a safeguarding concern

A safeguarding concern may involve something that has happened, something that is happening now, or something someone may be at risk of experiencing.

Safeguarding concerns can include physical abuse, sexual abuse, emotional or psychological abuse, domestic abuse, coercive or controlling behaviour, financial abuse, neglect, self-neglect, discriminatory abuse, organisational abuse, modern slavery, human trafficking, criminal exploitation, online harm, or concerns that someone may be at risk of radicalisation.

A concern does not need to fit neatly into one category. Abuse, neglect and exploitation can take many different forms, and each situation needs to be considered in context.

If something feels unsafe, concerning or not right, it is appropriate to seek advice.

## Signs that someone may need help

Abuse, neglect or exploitation can be difficult to recognise. Sometimes the signs are obvious. Other times, they may be subtle, indirect, or build up over time.

Someone may need help if they seem frightened, withdrawn, distressed, unusually anxious, controlled by another person, unable to speak freely, socially isolated, or unable to access the care, medication, money, food, housing or support they need.

There may also be concerns if someone has unexplained injuries, repeated injuries, sudden changes in mood or behaviour, untreated medical needs, unsafe living conditions, unusual financial difficulty, or makes comments that suggest fear, coercion, exploitation, abuse or neglect.

These signs do not always mean abuse or neglect is happening. However, they may be a reason to seek advice, especially if there is a pattern or if something does not feel right.

## Who may cause abuse or neglect

Abuse or neglect can happen anywhere, including at home, online, in the community, in a care setting, or within a health or support service.

The person causing harm may be known to the adult, such as a partner, family member, friend, carer, professional or someone in a position of trust.

It may also be someone less familiar, someone who is deliberately targeting or exploiting the adult, or a group of people.

Safeguarding concerns can also arise from poor practice, neglect, omission, coercion, exploitation or organisational failings.

## Consent, choice and communication support

Fluence Clinic supports adults to make their own informed decisions wherever possible.

This means we aim to provide clear information about care, treatment, risks, benefits and alternatives so that patients can make decisions that are right for them.

If language, communication needs, disability, distress or another factor makes it harder for a person to understand information or express their wishes, we will consider what support may be needed.

This may include giving information in another way, allowing more time, involving an interpreter, or considering whether another trusted person or professional should be involved.

We will not proceed with care if we are concerned that a person has not understood the information needed to give informed consent.

## What happens if Fluence Clinic is worried about someone's safety

If Fluence Clinic becomes aware of information that makes us worried about the safety or wellbeing of an adult, we will take the concern seriously. Where it is safe and appropriate, we will listen carefully, consider the person's views and wishes, and explain what may need to happen next.

Depending on the situation, we may need to record the concern securely, discuss it with our Safeguarding Lead, and contact another service where this is needed to help keep someone safe. This may include the person's local authority adult safeguarding team, emergency services, police, NHS services, a GP, another healthcare professional, or another appropriate safeguarding or regulatory body.

Where there is immediate risk of harm, urgent action may be needed, including contacting emergency services.

## Information sharing and confidentiality

Where possible, we will try to speak with the adult before sharing safeguarding information with another service. However, there may be times when we need to share information without consent. This may happen if there is a risk of serious harm, someone else may be at risk, a crime may have been committed, we have a legal or regulatory duty to act, or we are concerned that a person may not be able to make a safe decision about the situation at that time.

We will only share information that is relevant and necessary. We cannot promise to keep safeguarding information confidential if doing so could leave someone at risk.

## What Fluence Clinic can and cannot do

Fluence Clinic may need to record, escalate or refer a safeguarding concern. We may also need to work with other services where this is needed to help protect someone from harm. Fluence Clinic does not carry out formal safeguarding enquiries unless asked to support an appropriate statutory process.

Local authorities are responsible for deciding whether a safeguarding enquiry is needed under the Care Act 2014. Emergency services, police, NHS services and other safeguarding bodies may also need to be involved depending on the concern.

## Raising a safeguarding concern with Fluence Clinic

As part of your assessment or treatment with Fluence Clinic, you will have the opportunity to discuss any concerns that may relate to your safety, wellbeing or safeguarding.

You can also contact us about a safeguarding concern if it relates to your care with us, something disclosed during your care, the conduct of someone working with or on behalf of Fluence Clinic, or the way our service has responded to a safety issue.

Please mark your message as Safeguarding Concern so it can be identified promptly.

Email: [hello@fluenceclinic.co.uk](mailto:hello@fluenceclinic.co.uk)

Phone: 07970 417982

Business hours: 9am to 5pm, Monday to Friday, excluding public holidays

Fluence Clinic is not an emergency service. If you or someone else is in immediate danger, please call 999 instead of contacting Fluence Clinic, so the appropriate emergency support can be provided as quickly as possible.

## Our Safeguarding Lead

Fluence Clinic's Safeguarding Lead is the Registered Manager. Safeguarding concerns raised with Fluence Clinic will be reviewed and escalated in line with our internal safeguarding procedures.

## Staff responsibilities

Safeguarding is everyone's responsibility. Fluence Clinic provides safeguarding training appropriate to staff roles and maintains oversight of training compliance.

All staff working with or on behalf of Fluence Clinic are expected to understand their safeguarding responsibilities, remain alert to possible signs of abuse, neglect or exploitation, and escalate concerns appropriately.

Staff are expected to act promptly if a concern is suspected or disclosed, record concerns clearly and securely, and work within the limits of their role and competence.

## If you are worried about a child or young person

This summary focuses on adult safeguarding.

If you are worried that a child or young person is being harmed, neglected, exploited or placed at risk, contact the relevant local authority children's safeguarding team.

If a child or young person is in immediate danger, call 999.

If a concern about a child or young person is raised during contact with Fluence Clinic, we will act in line with our safeguarding responsibilities and may need to share information with appropriate services.

## Useful sources of support

**If there is immediate danger** or an immediate risk to life or safety, call 999.

**For urgent medical advice that is not a life-threatening emergency**, use NHS 111 online, through the NHS App, or by calling 111.

**For emotional support**, you can contact Samaritans on 116 123 at any time. You can also text SHOUT to 85258 for free 24/7 text support.

**For concerns** about abuse, neglect or exploitation, contact the adult safeguarding team at the local council where the person lives.

**For domestic abuse support**, you can contact the National Domestic Abuse Helpline on 0808 2000 247.

**For concerns about modern slavery, human trafficking, forced labour or exploitation**, you can contact the Modern Slavery and Exploitation Helpline on 08000 121700.