



THE LIVEWELL SYNDICATE · POLICY

Safeguarding *policy.*

How we recognise, respond to and report concerns that
an adult or a child is at risk of abuse or neglect.

The Livewell Syndicate Ltd

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TYPE	REF	VERSION	DATE	REVIEW
Policy	SG-02	5.1	03/10/2026	30/09/2027

Knowledge gives you control over your health.

Controlled document

Document control.

ITEM	DETAIL
Policy code	SG-02
Policy title	Safeguarding policy (adults and children).
Purpose	Sets out how The Livewell Syndicate recognises, responds to, records and reports concerns that an adult or a child is at risk of abuse, neglect or exploitation.
Applies to	All staff of The Livewell Syndicate, and anyone acting on its behalf, including sample collection practitioners.
Safeguarding Lead	Cynferth J. Turrian, Executive Director and Clinic Manager.
Escalation	Daniel Snow, Managing Director, where a concern involves the Safeguarding Lead, or she is unavailable and the concern cannot wait.
Authorised by	Cynferth J. Turrian, Executive Director and Clinic Manager. Date: 03/10/2026
Approved by	Daniel Snow, Managing Director. Date: 03/10/2026
Version	5.1
Date issued	3 October 2026
Next review	30 September 2027, or sooner if practice, law or circumstances change. Review carried out by Cynferth J. Turrian.
Law and guidance checked	3 October 2026

Amendment record

DATE	SUMMARY
3 October 2026	Version 5.1, issued 3 October 2026.

Related documents: SG-01 Mental Capacity Act 2005 (MCA) Policy; CC-03 Consent to Care and Treatment Policy; IG-03 Information Governance and Data Protection Policy; CC-08 Results Communication Policy; CG-03 Complaints, Compliments and Feedback Policy; CG-05 Duty of Candour Statement.

IF SOMEONE IS IN IMMEDIATE DANGER

Call 999, or direct the person to Accident and Emergency now. Do not wait for a referral, a doctor or a manager.

Key contacts.

WHO	CONTACT
Hull adults: Multi Agency Safeguarding Hub	01482 616 092 (daytime, Monday to Friday). adultsafeguarding@hullcc.gov.uk
Hull children: Early Help and Safeguarding Hub (EHASH)	01482 448 879, option 4 (daytime). EHASH@hullcc.gov.uk
Hull out of hours and weekends	Emergency Duty Team, 01482 300 304

WHO	CONTACT
Outside Hull	The safeguarding team of the local authority where the person lives.
Police, non emergency and Prevent	101
Modern slavery	Modern Slavery and Exploitation Helpline, 08000 121 700
Mental health crisis	NHS 111, mental health option. Samaritans, 116 123 (free, 24 hours).

Policy statement.

1. Everyone has the right to live free from abuse and neglect. The Livewell Syndicate does not tolerate abuse, and doing nothing is never an option. If in doubt, staff raise it.
2. The Livewell Syndicate tests adults aged 18 and over only. Staff still meet children, who come to the clinic with adults or are present during home and workplace visits, and they learn about children through what adults tell them. This policy therefore covers both adults and children.
3. The Livewell Syndicate takes a Think Family approach. When a concern about an adult is raised, staff consider whether children or other adults in the same household may also be at risk.

Roles.

4. The Safeguarding Lead advises staff, decides on and makes referrals, keeps safeguarding records secure, makes sure staff are trained, and brings learning from cases to the quarterly governance review.
5. Where a concern involves the Safeguarding Lead, or she is unavailable and the concern cannot wait, it goes straight to the Managing Director, who carries out the same responsibilities.
6. Every member of staff must recognise a concern, respond to it, record it and report it to the Safeguarding Lead on the same working day.
7. Partners follow their own safeguarding procedures. Inuvi's mobile practitioners tell The Livewell Syndicate about any concern involving its clients, and The Livewell Syndicate does the same for them.

Who this policy protects.

8. An adult at risk is a person aged 18 or over who has needs for care and support, is experiencing or at risk of abuse or neglect, and because of those needs cannot protect themselves (Care Act 2014, section 42).
9. A child is anyone under 18.

10. Abuse can be physical, sexual, psychological or emotional, financial, discriminatory or organisational. It includes neglect and self neglect, domestic abuse and coercive control, modern slavery and exploitation, female genital mutilation, forced marriage, so called honour based abuse, and radicalisation. It can be a single act or a pattern, deliberate or not.

Where concerns may arise in this service.

11. Staff should be alert to concerns such as:
 - a client who comes with someone who answers for them, will not let them be seen alone, or appears to control them;
 - unexplained bruising or injuries noticed during sample collection;
 - signs of self neglect;
 - an employee at a workplace session who appears to be under pressure from their employer to take part or to share results;
 - a disclosure in a health questionnaire, a medical history form, an email, a telephone call or a results conversation, including a disclosure of domestic abuse or thoughts of self harm;
 - an attempt to order a test for someone under 18, or for another adult who may not have agreed.
12. A concern that arrives in writing, by email or during a video call carries the same weight as one raised face to face.

Responding to a concern.

13. Make sure the person is safe. If anyone is in immediate danger, call 999.
14. Listen calmly. Do not investigate, ask leading questions or confront anyone. Do not promise to keep what you hear secret; explain that you may need to share it to keep people safe.
15. Record the facts on the same day: what was seen or said, in the person's own words, when, who was present, and what you did. Sign and date the record.
16. Tell the Safeguarding Lead the same working day, or immediately if the risk is urgent.
17. If a recent assault is disclosed, do not disturb anything that could be evidence.
18. The Safeguarding Lead decides whether to refer to the local authority, the police or both, makes the referral without delay, and records the decision and the reasons, including any decision not to refer.

Consent and sharing information.

19. Wherever it is safe, staff ask for the person's views and consent before sharing a concern. An adult with capacity may refuse help, and their wishes are respected where possible.
20. Information is shared without consent where:
 - a child or another adult is at risk;
 - a serious crime has been, or may be, committed;
 - the person lacks capacity to make the decision;
 - the person may be acting under duress or coercion;
 - a member of staff or a partner is implicated; or
 - the law or a court requires it.
21. Where it is safe, the person is told what will be shared, with whom and why. If it is unclear whether to share, the Safeguarding Lead asks the local authority for advice without naming the person first.
22. Only the information needed is shared, and it is shared securely. Data protection law does not prevent sharing information to keep someone safe.

Children.

23. The Livewell Syndicate does not test anyone under 18 in any circumstances. An order placed by or for someone under 18 is cancelled and refunded. If the order itself suggests a child may be at risk, the Safeguarding Lead refers it to the Early Help and Safeguarding Hub.
24. A child who comes to the clinic with an adult remains that adult's responsibility. Staff who are worried about a child follow this policy.
25. A registered health professional who learns in the course of their work that female genital mutilation has been carried out on a girl under 18 must report it personally to the police on 101 (Female Genital Mutilation Act 2003, section 5B). They also tell the Safeguarding Lead. Any other concern about female genital mutilation is a safeguarding referral.

Self harm and suicidal thoughts.

26. If a client appears to be at immediate risk of harming themselves, staff direct them to call 999 or go to Accident and Emergency now. If the client will not or cannot act, staff call 999. Where possible, staff stay in contact until help is in place.

27. If the client is not at immediate risk, staff advise them to contact their GP or call NHS 111 and choose the mental health option, and give them the Samaritans number, 116 123. Staff tell the Safeguarding Lead the same working day. Where there is a serious risk to the client's safety, information may be shared without consent, as paragraph 20 sets out.
28. Staff do not provide counselling or mental health assessment. Their job is to recognise the disclosure, act without delay, point the client to the right help and record what they did.

Allegations about staff or partners.

29. An allegation that a member of staff or a partner has harmed a client is reported to the Safeguarding Lead, or to the Managing Director if it concerns the Safeguarding Lead.
30. The priorities are to protect the client, contact the police if a crime may have been committed, and refer to the local authority. The Managing Director decides whether the person should be removed from client contact while the matter is looked into.
31. Where relevant, the person's professional regulator is informed. Where The Livewell Syndicate removes someone from work because they harmed, or posed a risk of harm to, a client, it refers them to the Disclosure and Barring Service, as the Safeguarding Vulnerable Groups Act 2006 requires. A partner organisation is told about any allegation involving its staff.

Safer recruitment and training.

32. Staff in client facing roles have an enhanced Disclosure and Barring Service check, with a barred list check where the role is eligible, before they start. Checks are kept current through the DBS Update Service or renewed at least every three years.
33. Partners confirm in their agreements that their practitioners are checked to the same standard.
34. All staff complete adult and child safeguarding training at the level set for their role in the intercollegiate competency frameworks, including Prevent awareness, at induction and then as those frameworks require. The Safeguarding Lead and the Managing Director, who deputises for her, are trained to level 3.

Prevent.

35. The Livewell Syndicate is not a specified authority under the Counter-Terrorism and Security Act 2015, but it follows the Prevent duty guidance as good practice. Concerns that someone is being drawn into terrorism go to the Safeguarding Lead, who refers them to the local authority or to Humberside Police on 101.

Records, notifications and review.

36. Safeguarding records are kept securely and separately from health records. Only the Safeguarding Lead and the Managing Director can access them.
37. Once The Livewell Syndicate is registered with the Care Quality Commission, the Managing Director will notify it of abuse allegations as the Care Quality Commission (Registration) Regulations 2009 require.
38. Every safeguarding case is reviewed at the quarterly governance review. This policy is reviewed every year.

Law and guidance.

Care Act 2014, sections 42 to 47.

Counter-Terrorism and Security Act 2015, and HM Government. (2023). Prevent duty guidance: For England and Wales. London: Home Office.

Department of Health and Social Care. (2025). Care and support statutory guidance, chapter 14: Safeguarding. London: DHSC.

Female Genital Mutilation Act 2003, section 5B.

HM Government. (2026). Working together to safeguard children 2026. London: Department for Education.

Royal College of Nursing. (2024). Adult safeguarding: Roles and competencies for health care staff (2nd ed.). London: RCN.

Royal College of Paediatrics and Child Health. (2025). Safeguarding children and young people and children and young people in care: Competencies for health care staff (5th ed.). London: RCPCH.

Safeguarding Vulnerable Groups Act 2006.