KT Healthcare

Safeguarding Children Young People and Adults

KT Healthcare

IF SOMEONE IS IN IMMEDIATE DANGER

Call 999 now. If it is not an emergency but a crime may have happened, call the police on 101. Do not wait to contact KT Healthcare first.

Worried about someone?

You can tell us if you are worried about the safety or wellbeing of a child, young person or adult. You do not need proof. It is okay to share a concern.

How to tell KT Healthcare

- Tell any KT Healthcare staff member during an appointment.
- Ask to speak to our Safeguarding Lead or Service Manager.
- Use the normal contact details on our website to get in touch.
- If you cannot speak safely, tell us how and when it is safe to contact you.

Please include, if you can: who you are worried about, what happened, when and where it happened, and whether anyone is in danger now.

What safeguarding means

Safeguarding means helping people stay safe from abuse, neglect, exploitation and avoidable harm. Abuse can happen at home, in the community, in a service, at work or online. It can be caused by someone known to the person, a professional, a stranger or an organisation.

Children and young people

A child is anyone under 18. We listen to what children say and also notice behaviour, body language, distress and changes in how they communicate. We make communication adjustments for autistic and neurodivergent children.

Adults

An adult may need safeguarding help when they have care and support needs, are experiencing or at risk of abuse or neglect, and cannot protect themselves because of those needs. We support adults to make choices and stay involved wherever possible.

Signs that someone may need help

- Unexplained injuries, fear or sudden changes in behaviour.
- Being controlled, threatened, humiliated or isolated.
- Sexual harm, grooming or pressure to share images.
- Money or possessions being taken or controlled.
- Basic needs, healthcare or support not being provided.
- Unsafe living conditions, serious self-neglect or hoarding.
- Bullying, hate crime, discrimination or harassment.
- Online exploitation, scams, radicalisation or harmful contact.
- Domestic abuse, forced marriage, FGM, trafficking or modern slavery.

- A child going missing, being exploited, or carrying an excessive caring role.

A person may communicate distress without words. A shutdown, withdrawal, change in routine, fear, agitation or unusual behaviour can also be important.

What happens when you tell us

1. **We listen — You will be taken seriously:** We will listen calmly without blame or judgement.
2. **We check safety — Urgent risks come first:** We will help consider whether emergency help is needed.
3. **We record — Clear and factual:** We record what was seen, heard or disclosed and the action taken.
4. **We share when needed — Only relevant information:** We may contact social care, the police, health services or another safeguarding partner.
5. **We support — Accessible and person-centred:** We explain what happens next and offer communication support or advocacy where appropriate.

Privacy and consent

We keep information private and share it only when there is a safeguarding reason. We will usually ask for consent. We may share information without consent if someone may be at risk, a crime may have happened, evidence could be lost, or the law requires us to act.

If the concern is about a KT Healthcare worker

Tell the Safeguarding Lead or another senior manager. If the concern involves a senior leader, you may contact the relevant Local Authority safeguarding team or the police. People who raise genuine concerns should not be treated unfairly.

Communication and accessibility

Tell us what helps you communicate and understand information. We can consider:

- plain language and Easy Read information;
- more time to process and respond;
- written information, visuals or supported communication;
- sensory and environmental adjustments;
- an interpreter, advocate or trusted person where appropriate; and
- a private way to speak without a family member or carer present.

Neurodivergence does not mean that someone cannot make decisions. We must not make assumptions about capacity, credibility or understanding.

Remote and online appointments

For an online appointment, we will check who is present and whether you can speak safely and privately. Tell us if someone is monitoring you or if it is unsafe to talk. If we

see or hear something concerning, we may need to act to protect you or another person.

Online safety

Please tell us about grooming, threats, blackmail, harmful messages, unwanted sexual contact, scams, bullying or controlling behaviour through phones, games, messaging apps or social media.

Quick action guide

Situation	What to do
Immediate danger or risk to life	**Call 999.**
A crime may have happened, but there is no immediate danger	Call police on 101 and tell KT Healthcare.
Concern about a child	Tell KT Healthcare and contact the child's Local Authority Children's Services if urgent.
Concern about an adult	Tell KT Healthcare and contact the adult's Local Authority Safeguarding Adults Team if urgent.
Urgent concern outside office hours	Contact the relevant Local Authority Emergency Duty Team. Call 999 if there is immediate danger.
Concern about KT Healthcare staff	Tell a senior manager or Safeguarding Lead. External reporting routes remain available.

Local safeguarding contacts vary. Use the council website for the area where the person lives to find Children's Services, Adult Safeguarding or the Emergency Duty Team.

Our safeguarding commitment

KT Healthcare provides autism, ADHD and mental health assessment services. Safeguarding is everyone's responsibility. Our approach is person-centred, child-centred, trauma-informed and neuro-affirming.

OUR PROMISE

We will listen, communicate clearly, make reasonable adjustments, act without delay when someone may be at risk, and treat every person with dignity and respect.

Our key principles

- **Listen:** take concerns and lived experience seriously.
- **Include:** respect identity, culture, communication and neurodivergence.
- **Prevent:** notice concerns early and act promptly.
- **Protect:** prioritise safety while using the least restrictive response.
- **Partner:** work with safeguarding agencies when needed.
- **Learn:** review concerns and improve our services.

About these policies

This page summarises the KT Healthcare:

- Safeguarding Children Policy — KT-POL-015, Version 1.0.
- Safeguarding Adults Policy — KT-POL-014, Version 1.0.

If you would like to see the full policy, please contact us to request a copy. Both policies were ratified in March 2026 and are due for review in March 2027.

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