



BMH
MEDICAL[®]

Balance My Hormones
Clinics

Safeguarding Policy



Updated 11/11/2022
Updated 12/2024
UPDATED 02/02/2025

Introduction

The purpose of this document is to set out the safeguarding policy of **BMH Medical Clinics**, a **CQC-registered division of Balance My Hormones Ltd**, which provides healthcare services exclusively to adults throughout the UK. We are committed to ensuring the **protection of vulnerable adults** and follow all **CQC safeguarding requirements**.

As our services cover all of England, Scotland, Wales, and Northern Ireland, we have included a **list of local safeguarding boards** to assist in signposting patients to the appropriate **local authority**. We adhere to local safeguarding policies **where the client resides** and will liaise with the relevant authorities in the event of a safeguarding concern.

[See Appendix 1 for list of local authority Safeguarding](#)

2. Key Safeguarding Roles & Responsibilities

Designated Safeguarding Lead (DSL):

- Name: **Dr. Dan Robertson**
- Position: Designated Safeguarding Lead (DSL)
- Certification: Level 3 Safeguarding, Previously Level 4 in 2018
- Responsibilities: Leading safeguarding processes, reviewing cases, reporting to authorities, and training staff.

Registered Manager:

- Name: **Michael Kocsis**
- Certification: Level 3 Safeguarding
- Responsibilities: Ensuring CQC compliance, supporting the DSL, and maintaining safeguarding records.

All Staff Responsibilities:

- Recognising and reporting safeguarding concerns to the DSL or Registered Manager.
- Completing mandatory safeguarding training and refreshing it every two to three years.

3. Supporting Risk Assessment for Level 3 DSL

Given the nature of BMH Medical Clinics as an **online-only adult healthcare provider**, the risk of safeguarding incidents is **low**. The following justifies the **DSL having Level 3 Safeguarding rather than Level 4**:

1. Patient Population:

- We **only serve adults**, eliminating risks related to child safeguarding.
- No regular engagement with **vulnerable adults in institutional settings**.

2. Nature of Service Delivery:

- **All consultations are remote**; there is **no in-person care** where abuse could be physically detected.
- Patients engage with the service **voluntarily and independently**, reducing coercion risks.

3. Escalation Pathways:

- BMH follows **local safeguarding procedures** based on the patient's location.
- Any safeguarding concerns beyond Level 3 competency will be **referred to Level 4 or external agencies**.

4. Training & Competency:

- The DSL, **Dr. Dan Robertson**, holds **Level 3 Safeguarding**, which is appropriate for the low-risk nature of our service.
- If required, external **Level 4 safeguarding professionals** will be consulted for complex cases.

4. Safeguarding Training Requirements

- **All clinical staff:** Must complete **Level 3 Safeguarding Adults training**.
- **The DSL:** Must maintain **Level 3 certification** and escalate complex cases to higher-level safeguarding teams when needed.
- **Administrative and support staff:** Must receive **basic safeguarding awareness training**.
- **Training must be renewed every two to three years.**

5. Identifying & Reporting Safeguarding Concerns

Signs of Abuse & Neglect

- **Physical indicators:** Unexplained bruises, burns, malnourishment, poor hygiene.
- **Behavioural indicators:** Withdrawal, nervousness, fear of specific individuals.
- **Financial indicators:** Sudden loss of assets, unpaid bills despite sufficient income.

How to Report Concerns

- Concerns may be raised by **patients, relatives, carers, members of the public, or staff**.
- Reports should be made to the **DSL or Registered Manager**.
- If **immediate harm is suspected**, contact **Social Services or the Police**.
- A formal safeguarding concern should be recorded using the **SETSAF1 form**.

6. Internal Safeguarding Investigation Process

1. The **DSL reviews all safeguarding concerns within 24 hours**.
2. If an immediate threat is present, contact **emergency services**.
3. An **internal risk assessment** is conducted based on:
 - **Severity and frequency of abuse.**
 - **Likelihood of recurrence.**
 - **Vulnerability of the patient.**

4. A **formal report is completed within 5 working days.**
5. If further action is required, the case is **escalated to Social Services or the Police.**
- 6.

7. Confidentiality & Data Protection

- All safeguarding concerns must be handled **confidentially.**
- Information is shared **only when necessary** to protect an individual from harm.
- Patient data must be stored in compliance with **GDPR and CQC data security standards.**

8. Whistleblowing Policy

- Any staff member who reports safeguarding concerns in **good faith** will be protected under the **Public Interest Disclosure Act 1998.**
- Anonymous reporting is allowed, and staff may report directly to **CQC.**
- No staff member should face retaliation for reporting safeguarding concerns.

9. Contact Information for Safeguarding Authorities

Care Quality Commission (CQC)

- **Address:** Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA
- **Telephone:** 03000 616161
- **Website:** www.cqc.org.uk

Local Authorities

- [See Appendix 1 for list of local authorities](#)

APPENDIX 3 Safeguarding Adults Guide:

What is a vulnerable adult?

The definition is wide, however this may be regarded as anyone over the age of 18 years who may be unable to protect themselves from abuse, harm or exploitation, which may be by reason of illness, age, mental illness, disability or other types of physical or mental impairment.

Forms of Abuse

Physical abuse

This is when someone physically hurts you. Examples of physical abuse can be:

- **hitting**
- **kicking**
- **pulling hair**
- **pinching or shaking, or**
- **giving someone too much medication so they find it difficult to do things.**

Sexual abuse

This is when someone makes you do sexual things that make you sad, angry or frightened. Sexual abuse is being touched where you do not want to be touched, such as:

- **your private parts**
- **your bum**
- **your breasts**
- **your penis or vagina.**

Or being made to touch other people in these places.

Emotional abuse

This is when people say bad things to hurt your feelings, shout at you or threaten you. Some examples of emotional abuse include:

- **calling you names**
- **laughing at you**
- **blaming you for things when it's not your fault**
- **treating you like a child**
- **ignoring you.**

Financial abuse

This is when someone takes your money or belongings without asking.

Examples of financial abuse include:

- **stealing your money**
- **being forced to pay for other peoples things**

- **when you don't have a say in how your money is spent.**

Neglect

Neglect is when your care or support is not enough to meet your needs. Neglect can be:

- **feeling cold most of the time**
- **being hungry most of the time**
- **having only dirty clothes to wear**
- **being put in danger**

Discriminatory abuse

This is when people say or do bad things to you, or treat you unfairly because you are different. Discriminatory abuse is being treated unfairly because you:

- **have different colour skin**
- **have a different religion**
- **are disabled**
- **are a lesbian or gay**
- **speak a different language**
- **because of your age**

Domestic abuse

Domestic abuse includes any of types of the abuse described above, which takes place between:

- **family members**
- **sexual partners**
- **girlfriends and boyfriends**
- **situations where people are forced to marry**

Modern slavery

This is when people are forced to work against their wishes, with no choice about what they do or where they live, for little or no money.

Organisational abuse

This is when you receive poor care in a care home, hospital or in your own home from someone paid to support and provide care for you.

Abuse may be deliberate or as a result of lack of attention or thought, and may involve combinations of all or any of the above forms. It may be regular or on an occasional or single event basis, however it will result in some degree of suffering to the individual concerned. Abuse may also take place between one vulnerable adult and another, for example between residents of care homes or other institutions.

Indications

- Bruising
- Burns
- Falls
- Apparent lack of personal care
- Nervousness or withdrawn
- Avoidance of topics of discussion
- Inadequate living conditions or confinement to one room in their own home
- Inappropriate controlling by carers or family members
- Obstacles preventing personal visitors or one-to-one personal discussion
- Sudden changes in personality
- Lack of freedom to move outside the home, or to be on their own
- Refusal by carers to allow the service user into further care or to change environs
- Lack of access to own money
- Lack of mobility aids when needed

Action Required

Where abuse of a vulnerable adult is suspected the welfare of the service user takes priority. In the case of emergency where serious harm is to be prevented, the service user's registered manager will balance the need to protect the service user with the duty of confidentiality before deciding whether to refer. The service user should usually be informed that the registered manager intends to disclose information, and advice and support should be offered.

In assessing the risk to the individual, the following factors will be considered:

- Nature of abuse, and severity
- Chance of recurrence, and when
- Frequency
- Vulnerability of the adult (frailty, age, physical condition etc.)
- Those involved – family, carers, strangers, visitors etc.
- Whether other third parties are also at risk (other members of the same household may be abused at the same time)

Subject to the local procedures in force, consideration will be given to:

- Reporting to Social Services team in the relevant council

- Reporting to the Police

Safeguarding concerns may be raised by anyone including:

- The person experiencing the alleged abuse
- Relatives
- Carers
- Members of the general public
- Health and social care staff.

In assessing the risk to the individual, the following factors will be considered:

- Nature of abuse, and severity
- Chance of recurrence, and when
- Frequency
- Vulnerability of the adult (frailty, age, physical condition etc.)
- Those involved – family, carers, strangers, visitors etc.
- Whether other third parties are also at risk (other members of the same household may be abused at the same time)

Subject to the local procedures in force and based on the council where the patient is based, consideration will be given to:

- Reporting to Social Services team
- Reporting to the Police
- Notification to the CQC portal

Everyone has the right to live a life that is free from abuse, harm and neglect.

APPENDIX 1 SAFEGUARDING BOARDS

England  

[Barking and Dagenham Safeguarding Adults Board](#)
[Barnet Safeguarding Adults Board](#)
[Barnsley Safeguarding Adults Board](#)
[Bath and North East Somerset Safeguarding Adults Board](#)
[Bedford and Central Bedfordshire Safeguarding Adults Partnership Board](#)
[Bexley Safeguarding Adults Team](#)
[Birmingham Safeguarding Adults Board](#)
[Blackburn with Darwen Safeguarding Adults Board](#)
[Blackpool Safeguarding Adults Board](#)
[Bolton Safeguarding Adults Board](#)
[Bournemouth, Christchurch and Poole Safeguarding Adults Board](#)
[Bradford Safeguarding Adults Board](#)
[Brent Safeguarding Adults Board](#)
[Brighton and Hove Safeguarding Adults Board](#)
[Keeping Bristol Safe Partnership-Adults](#)
[Bromley Safeguarding Adults Board](#)
[Buckinghamshire Adult Safeguarding Board](#)
[Bury Safeguarding Adults Strategic Board](#)
[Calderdale Safeguarding Adults Board](#)
[Cambridgeshire and Peterborough Adult Safeguarding Partnership](#)
[Camden Safeguarding Adults Partnership Board](#)
[Cheshire East Safeguarding Adults Board](#)
[Cheshire West and Chester Adult Safeguarding Board](#)
[Cornwall and Isles of Scilly Safeguarding Adults Partnership Board](#)
[County Durham Safeguarding Adults Inter Agency Partnership](#)
[Coventry Safeguarding Adults Board](#)
[Croydon Safeguarding Adults Board](#)
[Cumbria Safeguarding Adults Board](#)
[Darlington Safeguarding Adult Partnership Board \(DSAPB\)](#)
[Derby Safeguarding Adults Board](#)
[Derbyshire Safeguarding Adults Board](#)
[Devon Safeguarding Adults Partnership](#)
[Doncaster Safeguarding Adults Partnership Board](#)
[Dorset Safeguarding Adults Board](#)
[Dudley Safeguarding Adults Board](#)
[Ealing Safeguarding Adults Board](#)

[East Riding of Yorkshire Safeguarding Adults Board](#)
[East Sussex Safeguarding Adults Board](#)
[Enfield Safeguarding Adults Board](#)
[Essex Safeguarding Adults Board](#)
[Gateshead Safeguarding Adults Board](#)
[Gloucestershire Safeguarding Adults Board](#)
[Hackney and City of London Safeguarding Adults Board](#)
[Halton Safeguarding Adults Board](#)
[Hammersmith and Fulham Safeguarding Adults Board](#)
[Hampshire Safeguarding Adults Board](#)
[Haringey Safeguarding Adults Board](#)
[Harrow Safeguarding Adults Board](#)
[Hartlepool \(Teeswide\) Safeguarding Adults Board](#)
[Havering Safeguarding Adults Board](#)
[Herefordshire Safeguarding Adults Board](#)
[Hertfordshire Safeguarding Adults Board](#)
[Hillingdon Safeguarding Adults Board](#)
[Hounslow Safeguarding Adults Board](#)
[Hull Safeguarding Adults Partnership Board](#)
[Isle of Wight Safeguarding Adults Board](#)
[Islington Safeguarding Adults Partnership Board](#)
[Jersey Safeguarding Partnership Board](#)
[Kent and Medway Safeguarding Adults Board](#)
[Kingston Safeguarding Adults Board](#)
[Kirklees Safeguarding Adults Board](#)
[Lambeth Safeguarding Adults Board](#)
[Lancashire Safeguarding Adults Board](#)
[Leeds Safeguarding Adults Board](#)
[Leicester City Safeguarding Adults Board](#)
[Leicestershire and Rutland Safeguarding Adults Board](#)
[Lewisham Safeguarding Adults Board](#)
[Lincolnshire Safeguarding Adults Board](#)
[London \(City and Hackney\) Safeguarding Adults Board](#)
[Luton Safeguarding Adults Board](#)
[Manchester Safeguarding Adults Board](#)
[Merseyside Safeguarding Adults Combined Board \(Knowsley, Liverpool, Sefton and Wirral.\)](#)
[Merton Safeguarding Adults Board](#)
[Middlesbrough Safeguarding Adults Board](#)
[Milton Keynes Safeguarding Adults Board](#)

[Newcastle Safeguarding Adults Board](#)
[Newham Safeguarding Adults Partnership Board](#)
[Norfolk Safeguarding Adults Board](#)
[North East Lincolnshire Safeguarding Adults Board](#)
[North Lincolnshire Safeguarding Adults Board](#)
[North Somerset Safeguarding Adults Partnership](#)
[North Tyneside Safeguarding Adults Board](#)
[North Yorkshire Safeguarding Adults Board](#)
[Northamptonshire Safeguarding Adults Board](#)
[Northumberland Safeguarding Adults Board](#)
[Nottinghamshire Safeguarding Adults Board](#)
[Oldham Safeguarding Adults Board](#)
[Oxfordshire Safeguarding Adults Board](#)
[Pembrokeshire Safeguarding Adults Board](#)
[Plymouth Safeguarding Adults Board](#)
[Portsmouth Safeguarding Adults Board](#)
[Reading Safeguarding Adults Board](#)
[Redbridge Safeguarding Adults Board](#)
[Richmond Safeguarding Adults Board](#)
[Rochdale Safeguarding Adults Board](#)
[Rotherham Safeguarding Adults Board](#)
[Rutland Safeguarding Adults Board](#)
[Salford Adult Safeguarding Board](#)
[Sandwell Safeguarding Adults Board](#)
[Sheffield Adult Safeguarding Partnership](#)
[Shropshire Safeguarding Adults Board](#)
[Slough Safeguarding Adults Board](#)
[Solihull Safeguarding Adults Board](#)
[Somerset Safeguarding Adults Board](#)
[South Gloucestershire Safeguarding Adults Board](#)
[South Tyneside Safeguarding Adults Board](#)
[Southampton Safeguarding Adults Board](#)
[Southend-on-Sea Safeguarding Adults Board](#)
[Southwark Safeguarding Adults Board](#)
[St Helens Safeguarding Adults Board](#)
[Staffordshire and Stoke on Trent Adult Safeguarding Partnership](#)
[Stockport Safeguarding Adults Board](#)
[Stockton on Tees Safeguarding Adults Board](#)
[Stoke on Trent Safeguarding Adult Partnership Board](#)
[Suffolk Safeguarding Adults Safeguarding Partnership](#)

[Sunderland Safeguarding Adults Board](#)
[Surrey Safeguarding Adults Board](#)
[Sutton Safeguarding Adults Board](#)
[Swindon Safeguarding Adults Board](#)
[Tameside Adult Safeguarding Partnership Board](#)
[Teeswide Safeguarding Adults Board](#)
[Telford and Wrekin Safeguarding Adults Board](#)
[Thurrock Safeguarding Adults Board](#)
[Torbay Safeguarding Adults Board](#)
[Tower Hamlets Safeguarding Adults Board](#)
[Trafford Safeguarding Adults Board](#)
[Walsall Safeguarding Partnership](#)
[Waltham Forest Safeguarding Adults Board](#)
[Wandsworth Safeguarding Adults Board](#)
[Warrington Safeguarding Adults Board](#)
[Warwickshire Safeguarding Adults Partnership and Board](#)
[West Berkshire Safeguarding Adults Partnership Board](#)
[West Sussex Safeguarding Adults Board](#)
[Westminster Safeguarding Adults Board](#)
[Wigan Safeguarding Adults Board](#)
[Wiltshire Safeguarding Adults Board](#)
[Windsor, Maidenhead and Bracknell Forest Safeguarding Adults Partnership Board](#)
[Wokingham \(West Berkshire\) Safeguarding Adults Partnership Board](#)
[Wolverhampton Safeguarding Adults Board](#)
[Worcestershire Safeguarding Adults Board](#)
[York Safeguarding Adults Board](#)

Scotland  □□□□□□

[Aberdeenshire Adult Protection Committee](#)
[Angus Council Adult Protection Committee](#)
[Argyll and Bute Council Adult Protection Committee](#)
[Clackmannanshire \(Forth Valley\) Adult Protection Committee](#)
[Dumfries and Galloway Council Adult Support and Protection](#)
[Dundee Adult Support and Protection Committee](#)
[East Ayrshire Adult Protection Committee](#)
[East Dunbartonshire Adult Protection Committee](#)
[East Lothian Adult Protection Committee](#)
[East Renfrewshire Council Adult Protection Committee](#)

[Edinburgh City Council Adult Protection Committee](#)
[Falkirk Council Adult Protection Committee](#)
[Fife Council Adult Protection Committee](#)
[Glasgow Council Adult Protection Committee](#)
[Highland Council Adult Protection Committee](#)
[Inverclyde Adult Support and Protection](#)
[Moray Council Adult Protection Committee](#)
[North Lanarkshire Council Adult Protection Committee](#)
[Orkney Adult Support and Protection Committee](#)
[Outer Hebrides Protection of Vulnerable Adults](#)
[Perth and Kinross Adult Support and Protection Committee](#)
[Renfrewshire Adult Protection Committee](#)
[Scottish Borders Adult Protection Committee](#)
[Shetland Adult Protection Committee](#)
[South Ayrshire Adult Protection Committee](#)
[South Lanarkshire Adult Protection Committee](#)
[Stirling Adult Support and Protection](#)
[West Dunbartonshire Adult Support and Protection Committee](#)
[West Lothian Public Protection Committee](#)

Northern Ireland

[Northern Ireland Adult Safeguarding Partnership](#)

Wales 🏴󠁧󠁢󠁥󠁮󠁧󠁿

[Cwm Taf Morgannwg Safeguarding Board \(Merthyr Tydfil, Rhondda Cynon Taf, Bridgend\)](#)

[Cardiff and Vale of Glamorgan Regional Safeguarding Board \(Cardiff, Vale of Glamorgan\)](#)

[Gwent Safeguarding Board \(Blaenau, Gwent, Caerphilly, Monmouthshire, Newport, Torfaen\)](#)

[Mid and West Wales Safeguarding Board \(Camarthenshire, Ceredigion, Pembrokeshire, Powys\)](#)

[North Wales Safeguarding Adults Board \(Anglesey, Gwynedd, Conway, Denbighshire, Flintshire, Wrexham\)](#)

[West Glamorgan Safeguarding Board \(Swansea, Neath Port Talbot\)](#)

Appendix 2: SETSAF1 – Safeguarding Adult Concern Form

Service User reference:	Date Form Completed:
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1. Tell us if the concern is for a person or an Organisation: (please complete as much of this as is known – if not known put N/K)			
Name of person who you are concerned about:			
Organisation:			
Gender:			
Home Address:			
Telephone Number:			
Age:	DOB:		
Ethnic Origin and or Nationality:			
Does the person have any Communication Needs:			
Are they aware of this referral	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Have they agreed to this referral:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	If not, why not:
Is the adult in receipt of any social or health care services:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Known
If yes, please give brief details:			

2a. – Current Situation and Details of the Incident/Concern(s) being raised		
Does the person continue to be at risk of harm?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are there other people who may be at risk of harm?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p>If the answer to either of the above is yes, please describe the risk that remains and the names of any others potentially at risk:</p> <p>(please only refer to identified risk that relates directly to the concern)</p>		

2b. Details of the concern(s) being raised
Time of incident:
Date:
Location of Incident:
<p>Concern:</p> <p>What would the adult like as the outcome of the enquiry:</p>
<p>Brief factual details of the incident:</p> <p>This should include a clear factual outline of the concern being raised with details of times, dates, people and places where appropriate.</p> <p>(Please continue on separate sheet if required).</p>
If injuries are present, please give a brief/accurate description:

Has a body chart been completed? (If completed please attach to SET SAF 1 or forward as soon as possible.)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Details of any medical attention sought:		
Doctor Informed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Name of Doctor informed: Date and time of information given:		
Actions taken to date to safeguard the individual:		
Are any other professionals aware in this alert? (in particular please specify if the police are involved)		
Where Police are involved please state the crime incident number?		

3. Relative/Name of Main Carer		
Name: Relationship to Person:		
Is Relative/Carer aware of this referral?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Contact Address:		

County:
Postcode:
Telephone No:
Mobile No:
Email:

4. Details of Person(s) of Concern involved if abuse is suspected or in the case of Self Neglect the name of the Adult concerned (please complete as much of this as is known)		
Name:		
Gender:		
D.O.B. :		
Address (if known):		
Do they live with the adult?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, in what capacity e.g. spouse, fellow resident, carer:		
Occupation/Position/Title:		
What is the relationship between the person(s) of concern and the adult who is the subject of the concern?		

Does this person hold any position of trust (paid or voluntary) that we should be made aware of?

5. Please provide details of the person raising the alert. (We cannot guarantee your anonymity but will do all we can to keep your details confidential if you prefer)

Can your details be shared with third parties?

Does the person raising the alert live with the vulnerable adult?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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I would prefer to remain anonymous?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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If yes, please give your reasons for remaining anonymous:

Date:

Name:

Job Title and/or Relationship to person referred:

Organisation (if applicable):

Contact Address:

County:

Postcode:

Telephone No:

Mobile:

Email:

6. Details of person completing the form (add only if different to box 5)

Name:

Date completed:

Contact Address:

County:

Postcode:

Telephone No:

Mobile:

Email:

* FOR HEALTH STAFF ONLY – HAVE YOU COMPLETED YOUR LOCAL INCIDENT FORM PRIOR TO SENDING THIS FORM

Please tick which form of abuse you suspect:

- Physical
- Sexual
- Psychological
- Financial or Material
- Neglect
- Discriminatory
- Organisational
- Modern Slavery
- Self-Neglect
- Domestic Abuse
- Not Determined
- Vulnerable to Radicalisation
- Female Genital Mutilation