Yungnar Hypnotherapy

Safeguarding & Serious Concern Procedure

Business: Yungnar Hypnotherapy
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1. Purpose

Yungnar Hypnotherapy is committed to taking reasonable steps to protect clients and others from serious harm.
This procedure explains what I will do if, during an enquiry, assessment or hypnotherapy session, I become seriously concerned about the safety or welfare of a client or another person.
Yungnar Hypnotherapy is a private, online hypnotherapy practice. I do not provide emergency, crisis or specialist mental health services and will not attempt to manage a situation that requires specialist medical, mental health or emergency intervention.

2. Confidentiality

Information shared by clients is treated as confidential.
At the beginning of the therapeutic relationship, clients are informed that there are limited circumstances in which confidentiality may need to be broken.
These include situations where:

- there is a serious and immediate concern about the client's safety;
- there is a serious and immediate concern about another person's safety;
- there is a safeguarding concern involving a child or vulnerable adult;
- disclosure is required by law; or
- another overriding professional or legal obligation applies.

Confidentiality should not be treated as absolute secrecy where doing so could place someone at serious risk. UK safeguarding guidance recognises that information may need to be shared where there is a significant risk of serious harm.

3. Responding to a serious concern

If I become seriously concerned about a client's immediate safety, I will first seek to understand the situation and, where possible, discuss my concern with the client.
Where appropriate, I will encourage the client to contact an appropriate source of help, such as their GP, NHS services or emergency services.
Where the client agrees, I may contact their GP or another appropriate professional on their behalf.
My aim will normally be to work with the client to obtain appropriate help rather than to take over responsibility for their care.

4. Emergency situations

If there is an immediate risk of serious harm or loss of life, it may be necessary to contact emergency services or another appropriate person without waiting for the client's consent.
In an emergency, only information that is necessary and proportionate to protect the person or others will be shared, and it will be shared only with people who need it.
The ICO confirms that data protection law does not prevent necessary and proportionate information sharing in an emergency where this is required to protect

someone from serious harm or loss of life.

5. Children and vulnerable adults
Yungnar Hypnotherapy primarily provides services to adults aged 18 plus.
If information arises suggesting that a child or vulnerable adult may be at serious risk of abuse, neglect or other serious harm, I will consider what action is necessary to protect them.
Where appropriate, I will seek professional advice from my supervisor or the relevant safeguarding service.
Information will only be shared where there is a reasonable and appropriate basis for doing so and only to the extent necessary to address the safeguarding concern.

6. Working within professional competence
I will only undertake hypnotherapy work that falls within my training, experience and professional competence.
If a client's circumstances indicate that hypnotherapy is not appropriate or that they require specialist medical or mental health support, I may recommend that they seek help from an appropriate healthcare professional.
I may decline to begin treatment or recommend that treatment is paused or ended where I believe this is necessary.

7. Professional supervision
Professional supervision is available to me when I need advice about a difficult situation, treatment decision or safeguarding concern.
Where possible, I will discuss concerns with my supervisor without identifying the client.
If identifying information needs to be shared in order to obtain appropriate advice, I will limit the information to what is reasonably necessary.

8. Recording safeguarding concerns
If a safeguarding or serious safety concern arises, I will make a factual record of:

- the nature of the concern;
- relevant information provided by the client;
- any assessment or discussion undertaken;
- advice obtained;
- decisions made;
- whether information was shared;
- who it was shared with; and
- the reason for any decision to share or not share information.

The record will distinguish between **what the client said**, **what I observed**, and **my professional reasoning or decision**.
Records will be stored securely in accordance with the Yungnar Hypnotherapy Data Protection Policy.

9. Information sharing
When deciding whether information should be shared, I will consider:

1. What is the concern?
2. How serious or immediate is the potential risk?
3. What action is necessary to reduce the risk?
4. Who needs the information?
5. What is the minimum information that needs to be shared?
6. Can the client be informed before information is shared?
7. Is there a legal, safeguarding or other appropriate basis for sharing?

The fact that a client does not consent to information being shared does not necessarily prevent information being shared where there is a legitimate safeguarding or emergency reason to do so. The ICO specifically recognises safeguarding and emergency situations as circumstances in which information may be processed or shared without relying on consent.

10. After a safeguarding concern
Following a significant safeguarding incident or concern, I will:

- ensure that any necessary immediate action has been taken;
- seek professional supervision where appropriate;
- record the circumstances and decisions made;
- consider whether any further action is required; and
- reflect on whether any changes to my practice or procedures are needed.

11. Boundaries of the service
Yungnar Hypnotherapy is not an emergency or crisis service.
Clients experiencing an immediate or life-threatening emergency should contact **999** or attend the nearest Accident & Emergency department.
Clients who need urgent but non-life-threatening medical or mental health assistance should use an appropriate NHS or healthcare service.
Where a situation falls outside my professional competence, I will not attempt to provide treatment that I am not qualified to provide.

12. Review
This procedure will be reviewed at least annually and sooner if there are changes to relevant legislation, safeguarding guidance, professional requirements, insurance requirements or the services provided by Yungnar Hypnotherapy.

Next review: September 2027