Welcome to the Diagnostic and Assessment Service

National Autistic Society

We hope that your visit is a positive experience and that the support you receive and adjustments made meet with your expectations.

Safeguarding

The Diagnostic and Assessment Service is committed to safeguarding and promoting the welfare of all people and requires that all staff and any person who enters our centre shares this commitment.

Safeguarding means protecting people from harm and acting on concerns for someone's safety and wellbeing. Everyone who works at the Diagnostic and Assessment Service has a responsibility to make sure that all our children, young people and adults are safe. This includes our visitors.

All staff, including our Business Support team and clinicians, are subject to Enhanced Disclosure and Barring Service (DBS) checks. This is to help us ensure that unsuitable people are prevented from working with people in the centre. Other visitors to the centre will always be escorted by a member of staff.

The Diagnostic and Assessment Service has a number of policies to ensure that children, young people and adults are safe and supported. During your visit, parents and carers are responsible for their children and may be asked at various stages of their assessment with us to advise our staff on how best to help manage their child's safety needs. During the process of preparing for the assessment, we may seek your advice about any foreseeable risks where the child, young person or adult might be vulnerable in terms of causing harm to themselves or to others.

What are my responsibilities as a visitor?

All visitors will be asked to sign the visitors book at the reception desk.

For all service users and their families attending an appointment at the Diagnostic and Assessment Service, they do so at their own risk and they are responsible for their own actions. The same applies to any friends or professionals in attendance with them. report is sent out.

What should I do if I have any concerns about safeguarding?

If you are worried about the safety of anyone in the centre, you can either report this to the team on the day or to the Designated Safeguarding Lead, Dr Sue Smith, Head of the Lorna Wing Centre.

You can also provide feedback through **Your.Views@nas.org.uk**. The National Autistic Society has safeguarding policies and a safeguarding team – see also **www.autism.org.uk/contact-us/urgent-help**

What will happen if we have concerns for your child or concerns for you as an adult?

If one of the staff team has a concern that a child, young person or adult is, or may be in danger or at risk of suffering harm within or outside the Diagnostic and Assessment Service, we will act according to our statutory duty to protect them from any harm or danger. All professionals have a duty of care to refer children, young people or vulnerable adults to their local safeguarding services if they observe something or are worried there might be a significant risk of harm.

In some instances, we may need to call the emergency services and we have a duty to report any crimes to the police.

What may cause us to have concerns?

- The person may have said something of concern to us about their safety and wellbeing including a situation where they are being exploited by others.
- If they present with behaviours that suggests they are a risk or danger to themselves or others.
- If we see an unusual or unexplained injury or mark.

In most circumstances, we would discuss these concerns with you and the possibility of referral to a local safeguarding service and inform you of any actions taken by us. If we believe that informing you would put the child, young person or adult concerned or others at greater risk, we would still have a duty to refer without discussing our concerns with you.

However, it is our policy that it is always better for the safety and wellbeing of the child, young person or adult if we can work together.

Please do not leave our centre without telling somebody if you have any concerns about someone's safety.

What can you expect from us?

- A safe environment – risk assessments of the centre venue are carried out and reviewed on an annual basis.
- An environment where you can be assured that if there are any concerns raised about safeguarding and protection, we will investigate these and take appropriate action.
- We will keep accurate and up-to-date records.
- We will respond promptly to any concern about the safety of an individual that you tell us about.

The Designated Safeguarding Lead for the Diagnostic and Assessment Service is Dr Sue Smith, Head of Lorna Wing Centre.

Your health and safety is important to us.

Please note:

In the event of a fire: Please follow staff to the nearest fire exit and meet at the assembly point.

Our **first aiders** are Jo Parker and Sue Keech, who are in our onsite Business Support team at the Diagnostic and Assessment Service.

There is a **no smoking policy** at the Diagnostic and Assessment Service both inside and on the outside premises. If you wish to smoke,
please speak to our staff who will advise accordingly.

If you wish to take any **photographs** during your visit, please talk about this with the staff team you are working with beforehand.

We request that you keep your **phone on silent** during your visit and if you need to use it during your visit, please check with the staff you are working with.