A logo for a sensory hive

AI-generated content may be incorrect.

**The Sensory Hive Ltd**

**Client Care & Confidentiality Policy**

| **Date:  09/06/2025** | **The Sensory Hive LTD** | **Address:**  **Weyman Avenue, L35 2YW** |
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| **Review Date:**  **09/06/2025** | **Ref: Client Care & Confidentiality Policy v1** | **Assessor: Hayley Peden**A close up of a name  AI-generated content may be incorrect. |
| **Review Date:**  **09/06/2026** | **New Ref/Version:** | **Signed:** |
| **Amended on:** | **New Ref/Version:** | **Signed:** |
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**1. Purpose and Scope**

This policy outlines how The Sensory Hive Ltd upholds the highest standards of client care, confidentiality, informed consent, data protection, safeguarding, and inclusion in line with UK legal, regulatory, and ethical standards, including those set by the HCPC, RCOT, and Ofsted. This policy applies to all staff, contractors, volunteers, and students working at The Sensory Hive Ltd.

**2. Data Protection & Confidentiality Policy**

**(UK GDPR & Data Protection Act 2018)**

We are committed to protecting all client personal data (electronic and paper-based) in accordance with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.

**Key Principles**

* Data is processed lawfully, fairly, and transparently.
* Data is collected for specified, explicit purposes.
* Data is accurate and up to date.
* Data is kept only as long as necessary and stored securely.

**Handling of Data**

* Electronic records (e.g., WriteUpp, Google Drive, Bookwhen) are protected with password encryption and multi-factor authentication.
* Paper records are stored in locked cabinets and accessed only by authorised staff.
* Client photos, videos, or session footage are only captured with explicit consent and used for clinical or developmental purposes only.
* Third-party communication (e.g., schools, GPs, other therapists) is only undertaken with written consent unless required by law or safeguarding reasons.

**3. Informed Consent Policy**

We believe in transparency and ensure all clients (and their guardians where applicable) are fully informed before engaging with our services.

**Consent Includes:**

* Agreement to assessment and intervention by a registered Therapist.
* Acknowledgement of physical activity risks during sensory sessions.
* Agreement to store and process assessment outcomes, notes, and session data.
* Consent to communicate with external professionals where beneficial.

**Children Under 16:**

* Parental/guardian consent is required for all assessments, treatments, and data storage.
* Consent forms are clear, age-appropriate, and reviewed regularly.

Clients may withdraw consent at any time. This will be documented and followed up accordingly.

**4. Safeguarding Policy**

**(Children & Vulnerable Adults)**

We are committed to the protection of children and adults at risk, in line with the **Working Together to Safeguard Children 2018, the Care Act 2014, and RCOT/HCPC guidance.**

**Key Safeguarding Commitments:**

* A Designated Safeguarding Lead (DSL) is appointed and named in our Safeguarding Flowchart.
* All staff undergo Enhanced DBS checks prior to working with children or vulnerable adults.
* All staff complete safeguarding training at induction and renew this every 2 years.
* Concerns are recorded, reported, and escalated according to our internal safeguarding procedures.

Safeguarding documentation is held confidentially and separately from therapy notes.

**5. Equality, Diversity & Inclusion Policy**

**(In Line with Equality Act 2010)**

We provide a welcoming, safe, and inclusive environment for all. We celebrate neurodiversity, support disability inclusion, and respect all individuals regardless of background or identity.

**Our Commitments:**

* We make reasonable adjustments for clients and staff with disabilities or sensory needs.
* We use inclusive, person-centred language and actively seek to remove barriers to access.
* Materials and communication can be adapted for different languages and communication needs.
* Staff receive training on cultural competence, neurodiversity awareness, and inclusive practice.

**6. Compliance and Monitoring**

* This policy is reviewed annually or sooner if legislation changes.
* Staff receive this policy during induction and sign to confirm understanding.
* Breaches are taken seriously and may result in disciplinary or legal action.

**7. Related Policies & Documents**

* Safeguarding Policy & DSL Contact Sheet
* Consent Form (Children & Adults)
* Data Breach Response Plan
* Equality Action Plan
* Staff Code of Conduct
* Incident/Concern Reporting Form