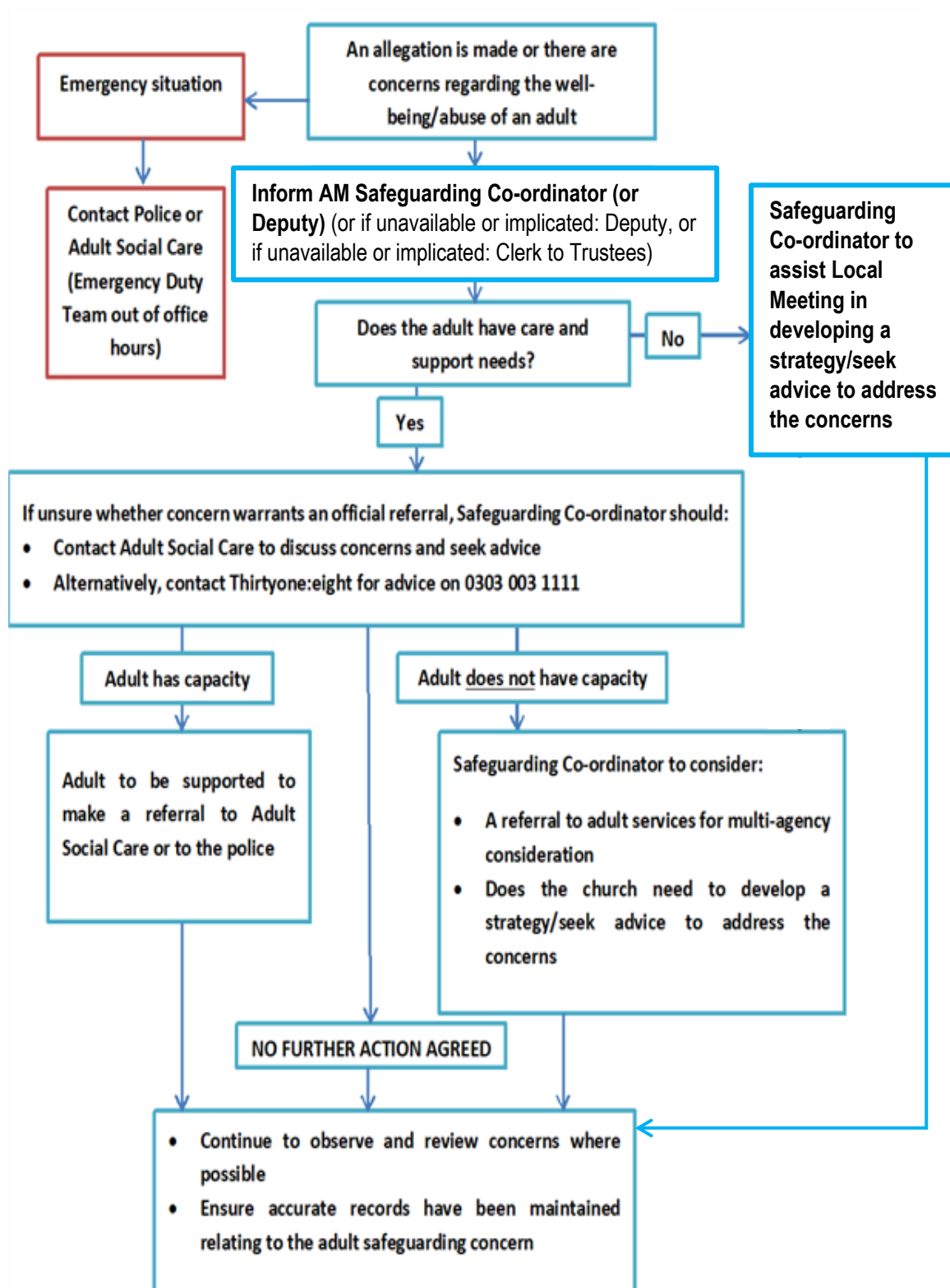


## Flowchart B: in cases of concerns about an adult

An overview to be used with **Safeguarding Procedures Section 12. Responding to concerns.**



Legally, someone who lacks capacity cannot, due to an illness or disability such as a mental health problem, dementia or a learning disability, do the following:

- understand information given to them to make a particular decision
- retain that information long enough to be able to make the decision
- use or weigh up the information to make the decision
- communicate their decision.

Note that people of sound mind are allowed to make decisions which other people consider poor.

[If you wish to understand more about assessing mental capacity, see the Care Quality Commission guidance used by registered care, treatment and support providers:](#)

[https://www.cqc.org.uk/sites/default/files/documents/rp\\_poc1b2b\\_100563\\_20111223\\_v4\\_00\\_guidance\\_for\\_providers\\_mca\\_for\\_external\\_publication.pdf](https://www.cqc.org.uk/sites/default/files/documents/rp_poc1b2b_100563_20111223_v4_00_guidance_for_providers_mca_for_external_publication.pdf)