

## What is adult safeguarding?

Framework has a responsibility to work with service users and other agencies to protect those who may be most vulnerable to abuse and neglect. This includes:

- ▶ People experiencing mental ill health
- ▶ People who misuse drugs and/or alcohol
- ▶ The elderly
- ▶ People who are frail
- ▶ People with a learning disability, physical or sensory impairment
- ▶ People experiencing mental ill health
- ▶ People who are unable to take care of themselves
- ▶ People who may be unable to protect themselves from abuse and neglect

Safeguarding means **protecting an adult's right to live in safety**, free from abuse and neglect. It is about people and organisations **working together to prevent and stop** both the risks and experience of **abuse or neglect**, whilst at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard for their views, wishes feelings and beliefs when deciding any actions.

## How to get help

If you are worried about your safety, or you think that someone you know is being abused or neglected, **you can get help.**

In an emergency **dial 999.**

If it is not an emergency but you need to report an incident, **you can call the police on 101.**

**Contact your local Adult Social Care Team on:**



## Other sources of support

### Age UK:

0800 055 6112

Support and advice for adults aged 60+, their families, carers and friends

### Care Quality Commission:

03000 616161

[cqc.org.uk](http://cqc.org.uk)

Advice about care providers

### Safe to Talk:

0800 035 5309

[safetotalk.org.uk](http://safetotalk.org.uk)

# Are you or someone you know being abused or neglected?

This leaflet will tell you how to get help and report the abuse.



For more information about safeguarding, ask your keyworker or any member of staff



**Framework**  
For your future



## What is abuse or neglect?

Abuse or neglect is when someone does or says something which harms you; everyone has a right to be treated with dignity and respect. No-one has the right to abuse you.

Abuse or neglect can be a single one-off act, or something that happens over weeks, months or years. It can be accidental or deliberate.

**Abuse or neglect can happen in lots of different ways. Abuse or neglect can be defined in many ways, and there is not an exhaustive list. However, guidance from the government identifies the following:**

### ► **Physical abuse:**

hitting, slapping, pushing, kicking, misuse of medication, restraint and force feeding.

### ► **Financial or material abuse:**

theft, fraud or using a person's money, possessions, wills or property without their consent, internet scamming, coercion.

### ► **Emotional/psychological abuse:**

includes threats of harm or abandonment, isolation, humiliation, blaming, controlling, intimidation, harassment, verbal abuse, threats, bribes or cyber abuse.

### ► **Organisational abuse:**

includes neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or where the care is provided within their own home.

### ► **Neglect:**

failure to provide appropriate care (e.g. food, medication, heating, cleanliness and hygiene) or denying religious or cultural needs.

### ► **Sexual abuse/exploitation:**

includes, sexual assault, rape, sexual acts to which the adult at risk has not consented or could not consent or was pressured into consenting.

### ► **Discriminatory abuse:**

includes racism, sexism, ageism and discrimination based on a person's disability or sexual orientation. This category of abuse could also constitute hate crime.

### ► **Domestic abuse:**

an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family member regardless of gender or sexuality. Includes psychological, physical, sexual, financial, emotional abuse, honour based violence, female genital mutilation and forced marriage.

### ► **Modern Slavery:**

through mental or physical abuse or threat of abuse forced to work, owned or controlled by an 'employer', dehumanised, treated as a commodity or bought and sold as 'property', physically constrained or has restrictions placed on their freedom of movement, includes human trafficking.

### ► **Self-neglect:**

covers a wide range of behaviour, neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding, inability (intentional or non-intentional) to maintain a socially and culturally accepted standard of self-care with potentially serious consequences to the health and well-being of the individual and sometimes to their community.

## Reporting abuse or neglect

If you or someone you know is being abused or neglected, it is important that you tell someone. You can contact the local Adult Social Care Team or the police on 999 if it is an emergency to report the abuse or neglect. Contact details can be found on the back of this leaflet.

**We call this a safeguarding concern.**

**They will then:**

► Contact you and listen to you to find out details and ask what you want to happen; we may identify that an advocate would be helpful to support you.

► Offer immediate help and advice to keep you safe.

► Keep you informed and whenever possible will respect your wishes. If you do not want any action to be taken this will be respected, except in the following circumstances:

1. If other adults or children are at risk when there is a duty to act to protect them.
2. If the person thought to be causing the harm works or volunteers with vulnerable people or children there is a duty to act to ensure their safety.

## What will happen next

As well as the information you provide, other people who know you well may be contacted. Exactly who is contacted will depend on your individual circumstances (e.g. doctor, police, family).

Information shared will be in line with the law and will only be that which is necessary to prevent harm.

Advice will be offered so that choices can be made and help can be provided.

Based on the information you and others provide, a decision will be made about what to do next in line with locally agreed procedures which can include a safeguarding enquiry.