

Do not

- Do not confront the person you think is responsible for the abuse
- Do not destroy the evidence
- Do not start to investigate the situation

Who can I contact?

Adult Community Services - Norfolk Care Connect
Available 24 hours a day **0344 800 8020**

Police

Non emergency contact 101
Emergency 999

Care Quality Commission

03000 616161

National Organisations:

- Action on Elder Abuse 0808 808 8141
(9am - 5pm Monday to Fridays)
- Public Concern at Work 0207 404 6609
(9am - 6pm Monday to Fridays)
- The Relatives and Residents Association 0207 359 8136
(9am - 4.30pm Monday to Fridays)
- Carers UK Line 0808 808 7777
(10am - 12noon 2pm - 4pm Wednesday and Thursdays)

Norfolk Carers Helpline

0808 808 9876
(8am - 8pm Monday to Fridays)

What will happen next?

The response to your call will depend on how serious it is and the wishes of the person at risk of abuse. We take all calls seriously and decide if this is a Safeguarding matter.

If the person is in physical danger or being neglected, their safety will be our priority. Usually a member of our team will carry out some enquiries and may speak to other professionals to make sure that any actions are carried out in a thorough and sensitive way.

We will offer support, protection and advice to the victim and their family (if appropriate) and make sure their views are listened to.

We may not be able to tell you exactly what has happened, but your call will be acknowledged and dealt with.

We are always looking for ways to improve our service. If you would like to be involved in strengthening our safeguarding work then please contact: the Safeguarding Adults Team on 01263 835 200 or write to:

The Norfolk Safeguarding Adults Team Manager,
Adult Community Services,
West Wing,
Blickling Hall,
Blickling,
Norfolk, NR11 6NF.



If you need this advice sheet in large print, audio, Braille, alternative format or in a different language please contact us on 0344 800 8020 or write to Norfolk Care Connect, Vantage House, Fishers Lane, Norwich NR2 1ET and we will do our best to help.

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Safeguarding Adults What to do if you think an adult is being

abused harmed threatened



Introduction

In recent years there has been publicity about adult abuse. Many more people are aware that vulnerable adults may be at risk of abuse and want to do something about it.

Who is a vulnerable adult?

When people think about adult abuse, many people think of frail older people. Older people may sometimes be vulnerable, but a vulnerable adult can be anyone over the age of 18 who has a physical or sensory disability, or a learning difficulty or a mental health problem, and who may be unable to protect themselves from abuse or harm.

What is abuse?

Abuse is any behaviour towards a person that causes him or her harm, endangers life or violates their rights. It can happen to both men and women.

Who may be abused or at risk?

- Any vulnerable adult can be at risk of abuse or harm
- People can be abused in their own homes, in care homes, care homes with nursing, in day centres, at work, in hospitals, police stations and in public places.

Abuse might be:

- **Physical** e.g. shaking, slapping, pushing or kicking someone
- **Sexual** e.g. any sexual activity that the person does not want, understand or agree to
- **Psychological/Emotional** e.g. threats of harm or abandonment or humiliation, intimidation or verbal abuse
- **Financial** e.g. stealing someone's money or denying them access to their money or possessions
- **Neglect** e.g. ignoring someone's medical or care needs, or withholding food, drink or aids to daily living
- **Discriminatory** e.g. abusive remarks or actions regarding a person's age, race, religion, sex or abilities
- **Domestic abuse** e.g. emotional and physical violence, bullying, threats, mental and verbal abuse, financial and social control over one person by another within the home or family
- **Professional abuse** e.g. the misuse of power and abuse of trust by professionals, the failure of professionals to act on suspected abuse/crimes, poor care practice or neglect in services.
- **Institutional abuse** e.g. involves the collective failure of an organisation to provide an appropriate and professional service to vulnerable people.

Hate crime / incident

- Any incident which may or may not constitute a criminal offence and is perceived by the person, or any other person, as being motivated by prejudice or hatred.

Who may be an abuser?

- Either a woman or a man
- A partner, child or relative, or other household member
- A friend or neighbour
- A volunteer worker
- A health or social worker
- A member of staff in a care home, a nursing home, a sheltered housing scheme or day centres
- Another vulnerable adult
- Anyone else who comes into your home.

What should I do?

If you feel that you are being abused or know a person you believe is at risk then it is important to tell someone. You can contact any of the agencies listed on the back of this leaflet. They will take your concerns seriously and will work with you or others to make sure everyone is safe.

Looking after a vulnerable adult can be difficult. Carers can feel isolated and stressed. If you are worried that you might harm the person you are caring for it is important that you talk to someone. You can contact any of the agencies listed in this leaflet and they will be able to offer you help and support.

Staff members who work with vulnerable adults may be worried about the consequences of reporting abuse. It is important that you tell someone what is happening. The person concerned may not be able to report the abuse themselves and may rely upon you to voice your concerns. You will be offered advice and support by the agencies listed in this leaflet.