

Keeping Adults Safe

Information about abuse and neglect, and what to do if you have concerns about yourself or someone else.



Contents



03 Safeguarding Adults

03 What is Abuse?

04 Keeping Adults Safe

Are you or is someone you know experiencing some form of abuse or neglect?

What we will talk about

What happens next?

Who else can help?

06 Questions and Answers

More help

08 Further Information

If you require this Information in another language, or format such as large print, Braille or audio, please let us know.

Safeguarding Adults

All people have the right to live in safety, free from abuse and neglect.

Here at Derbyshire County Council, we work with local partner organisations to prevent and stop abuse or neglect. We promote the wellbeing of those who've experienced abuse and, where possible, make sure their views, wishes, feelings and beliefs are respected when deciding on any action.

What is Abuse?

Abuse is a very broad term that can take different forms and can occur in different environments and circumstances.

Domestic abuse – this includes psychological, physical, sexual, financial and emotional abuse within an intimate relationship or family environment. This includes forced marriage and Female Genital Mutilation.

Modern slavery – can include victims brought in from overseas and vulnerable people in the UK, being held and forced to work against their will.

Self-neglect – covers a wide range of behaviour such as neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Discriminatory abuse – covers forms of harassment, slurs or similar treatment because of race, gender/gender identity, age, disability, sexual orientation and religion.

Organisational abuse – includes neglect and poor practice within an individual or specific care setting such as a hospital or care home, or in relation to care in one's home. This may include one-off incidents and on-going ill treatment.

Neglect or acts of omission – including ignoring medical, emotional or physical care needs, withholding the necessities of life such as adequate nutrition.

Sexual abuse – including rape, indecent exposure, sexual harassment and other forms of abuse with a sexual element.

Sexual exploitation – involves situations and relationships where people receive something such as accommodation or money in return for participation in sexual acts.

Physical abuse – involves assault, slapping, hitting, pushing etc.

Psychological abuse – includes emotional abuse, intimidation or control etc.

Financial or material abuse – includes theft, coercion in relation to an adult's financial affairs, misappropriation of property etc.

We have a responsibility under the Care Act 2014, (in conjunction with the police, health and other partners) to make enquiries into situations where abuse is suspected, and determine whether any action needs to be taken.

If you have any concerns please ring 999 in an emergency, 101 in a non emergency or Call Derbyshire for information and advice on 01629 533190.

Keeping Adults Safe

Any of us could need help to stop abuse or neglect at some time in our life. If you need help to make abuse stop or have any other community safety problems, contact us at any time using the details on page 7 of this leaflet and we will make sure we put you in touch with services/legal assistance that can help.

Are you, or is someone you know, experiencing some form of abuse or neglect?

The person abusing you, or someone you know, may be:

- A member of the family, a friend or neighbour
- A paid or volunteer carer
- A professional
- Someone not known to you.

Certain situations may make us, or someone we know more at risk of abuse and neglect. Some examples may be:

- A carer who is suffering from stress
- People who misuse drugs or alcohol
- People living in a community where they are experiencing harassment or anti-social behaviour.

Some adults may need extra help to stop abuse because:

- They have a learning or physical disability
- They are frail because of their age or illness
- They have mental ill health.

We are here to provide assistance whether or not you currently receive social or health care services. In all situations we will listen to your views and wishes to try to achieve the best outcome for you. However, if it is felt that you or others are at high risk of harm then we may need to share this information with a third party, for example a GP or the police.

If an adult is not able to understand the risks of abuse, we can identify an advocate to represent them. The adult and/or their representative will be included throughout the contact.

Help is available for all adults who are experiencing or are at risk of abuse, including those who arrange and pay for their own care (self-funders). If you wish to talk this through further please contact Call Derbyshire or your local area office and you will be put in touch with a social worker to discuss your concerns.

We will talk about:

- The abuse you or someone you know may have suffered
- What you wish to happen next
- What other people including professionals, family members and carers can do to assist, where appropriate.

What happens next?

- We will work with you, and possibly other agencies where appropriate, to enquire about your situation
- We will discuss with you ways we can help you to stop the abuse, and provide options of support to help you recover
- We may offer you someone independent to talk to, such as an advocate
- Together we will draw up a plan to keep you as safe as possible, which can be reviewed when required
- You can keep a copy of the plan if it is safe for you to do so.

Who else can help?

- In an emergency always telephone **999** or **101** in a non-emergency
- Contact Call Derbyshire **01629 533190** for information and advice
- Speak to someone you trust who provides you with help/care such as your GP, home care staff, district nurse, staff at a day centre or residential care home
- Tell a trusted friend, neighbour or relative.

Questions and Answers

Q. Will people believe me?

A. We will always take your concerns seriously. We know that abuse does happen and we will listen carefully to what you tell us. We will ask you what you want to happen to stop the abuse.

Q. Will the police turn up at my door?

A. Not unless this is the only way you can be protected.

Q. Will the person who has carried out the abuse be told?

A. In cases where the person carrying out the abuse is a professional, the complaint will be discussed with their manager. In all cases you will be offered protection to stop the person harming you again if they are told about your complaint.

Q. If I want to remain anonymous is that possible?

A. Yes, we will still investigate any concerns you may have. There is a government charter for people who want to 'whistleblow'.

Q. If I want to report my carer will I lose my services?

A. No, we will ensure that we keep you safe and well.

Q. If I report my care home staff what will happen to me?

A. We will take any concerns about care homes very seriously. We have dedicated teams who work with care homes to ensure residents receive good quality care. You will not be asked to move unless you wish for that to happen.

More help

Police – in emergency 999 – non emergency 101

Call Derbyshire – 01629 533190

Safeguarding Adults website – www.derbyshiresab.org.uk

Derby City Adult Care – 01332 640777 / www.derby.gov.uk

Derbyshire Victim Services – 0808 612 6505

Derbyshire Domestic Abuse Support Line – specialist helpline for all victims of domestic abuse – 0800 0198668

National Domestic Violence Helpline (refuge and women's aid) – 0808 2000 247 / www.womensaid.org.uk

Derbyshire LGBT+ – specialist support for LGBT people in Derbyshire – 01332 207704 / www.derbyshirelgbt.org.uk

Rape Crisis – 0808 802 9999 / www.rapecrisis.org.uk

Samaritans – 116 123 / www.samaritans.org.uk

Stop Hate – 0800 138 1625

Victim support – 0845 3030 900 / www.victimsupport.org.uk

SV2 (sexual abuse support) – 01773 746115 / www.sv2.org.uk

Modern slavery helpline – 0800 0121 700 / www.modernslavery.org.uk

Further Information

Derbyshire County Council Adult Care department produces a range of information about its services and those provided by other organisations in the community. We provide leaflets on a range of topics that can be downloaded or ordered from our website at www.derbyshire.gov.uk/careinfo, obtained from staff, a local office or via Call Derbyshire on tel: **01629 533190**.

You can also contact us by:

• Text: **86555** • Fax: **01629 533295** • Minicom: **01629 533240**

Leaflets available include:

- Guide to Adult Care – how we work and what we provide
- Guide to Carers Services – support, advice and information for carers
- Guide to Handy Van Services – practical help in your home
- Guide to First Contact – signposting to services and support
- Guide to Dementia Services – information, support services and care options
- Care Services Directory – residential homes and home care services in Derbyshire
- Putting People First – comments, compliments and complaints.

Leaflets are available in standard, large print and Easy Read versions and upon request in other formats such as Braille or an alternate language. We also have videos, including BSL conversions on our YouTube channel at www.youtube.com/derbyshirecc

The Adult Care Information Promise – a **FACT** you can rely on.

We promise to provide you with:



Free information
Accurate information
Clear information
Trustworthy information.

If you think we have broken our **FACT** promise, please let us know so we can make improvements.



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