



Keeping people safe

Safeguarding and protecting adults from abuse or mistreatment

January 2013

This leaflet provides information about what to do if you are being abused, or you suspect that someone is being abused.

Seen it?

Heard it?

Report it

Safeguarding and protecting adults from abuse
www.northyorks.gov.uk/safeguarding



Introduction

We should all be able to live free from fear and harm and have our rights and choices respected. In North Yorkshire we operate a zero tolerance to all forms of abuse and are committed to preventing the abuse of adults. We respond promptly when we are made aware of suspected abuse.

Everyone has the right to:

- live their life free from violence and abuse;
- be protected from harm and exploitation; and
- independence - which involves a degree of risk

Supporting people

We can help you if:

- you are being abused yourself and need help to stop it happening;
- you are concerned that an adult is at risk of abuse because someone has told you something, or you have seen or heard something that makes you feel uncomfortable or uneasy about their care.

We have a Safeguarding Adults Policy for people over the age of 18 who need some support to stay independent and live in a safe environment. This includes adults who

- may have learning or physical disabilities;
- may have mental health issues;
- may be old, frail or ill; and

who cannot always take care of themselves or protect themselves without help.

About abuse

Abuse can happen to anyone. If it's happening to you, it's not your fault.

There are lots of different types of abuse:

Physical abuse - this includes:

Hitting, slapping, pushing, misuse of medication and restraint.

Sexual abuse - this includes:

Rape and other sexual acts to which you have not given consent.

Emotional abuse - this includes:

Threats, intimidation, controlling, bullying, taking away privacy or threatening to abandon. Failing to meet emotional needs.

Financial abuse - this includes:

Theft, fraud, misuse of property/possessions/benefits and withholding what belongs to you. Unexplained household repair bills. Unexplained withdrawals from savings or bank accounts.

Neglect - this includes:

Withholding food, drink, adequate heating and/or clothing and failing to provide access to health and/or social care.

Discriminatory abuse - this includes:

Being treated unfairly because of your gender, race, culture, background, age, disability, sexuality or illness.

Institutional abuse - this includes:

Repeated incidents of poor practice or care in a care setting that are continually unaddressed.

How can I tell if someone is being abused?

There is no easy way to identify signs of abuse, but some of the signs may be:

- multiple bruising or fingermarks;
- injuries the person cannot give a good reason for;
- deterioration of health for no apparent reason;
- loss of weight;
- inappropriate or inadequate clothing;
- withdrawal or changes in usual behaviour;
- a person who is unwilling to be alone with a particular carer; or
- unexplained shortage of money.

Who might be doing it?

The abuser could be anyone. This includes:

- a family member, friend or neighbour;
- a stranger;
- a carer;
- a professional health or care worker; and
- a bogus worker.

It can also be more than one person.

Where does it happen?

Abuse can happen anywhere, including:

- at home, including supported housing and sheltered accommodation;
- in a care home;
- in hospital;
- in supported employment and day services; and
- in public places.

How do I help stop abuse?

If you, or the person you are concerned about, is in immediate danger and needs help you should ring the Police on **999**.

If you, or the person you are concerned about, is not in immediate danger you should ring North Yorkshire County Council on **0845 034 9410**. This is the Customer Service Centre and you will be able to speak to an adviser who will listen to your concerns and take them seriously.

They will offer support and contact a specialist worker who will meet with you so you can talk about what help and support may be needed.

If you need to call outside office hours, please ring **0845 034 9417**.

How will we help?

- we will listen to your concerns and take them seriously;
- we will make sure you or the person you are concerned about is not in any immediate danger;
- we will agree a plan to keep you or the person you are concerned about as safe and independent as possible;
- we will ask your permission before involving other people who may be able to help. In some cases, however, we may not be able to do this. Where the abuse is a crime, the police do need to be involved to prevent other people from suffering as well.



**Derek at No.43
War veteran
Fleeced by his neighbour
Robbed of his dignity**

If you know of any vulnerable person in North Yorkshire who is being beaten, bullied or cheated, tell us.
Please help us to stop abuse - call North Yorkshire County Council on 0845 034 9410 or out of hours on 0845 034 9417.
In an emergency call 999.

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**Mrs Smith at No. 12
Grandmother of three
Tricked out of her life savings
By a rogue trader**

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Other useful contacts:

Action on Elder Abuse (National Helpline)	0808 808 8141
Victim Support Helpline	0845 30 30 900
The Samaritans	08457 90 90 90
Age UK	0800 169 6565
Shelterline	0808 800 4444
Nuisance Call Advice	0800 661 441
Women's Aid	0808 2000 247
Citizens Advice Consumer Helpline	08454 04 05 06
North Yorkshire Police	101
Care Quality Commission	03000 61 61 61
Crimestoppers	0800 555111
Independent Domestic Abuse Service (IDAS)	03000 110 110

About us

This leaflet has been produced by Health and Adult Services, North Yorkshire County Council on behalf of the North Yorkshire Safeguarding Adults Board. The North Yorkshire Safeguarding Adults Board works to protect adults who may be at risk from abuse and promotes co-operation and effective working practices between different agencies.

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Contact us

**North Yorkshire County Council, County Hall, Northallerton,
North Yorkshire, DL7 8AD**

Our Customer Service Centre (social care enquiries) is open Monday to Friday 8.00am - 5.30pm, Saturday 9.00am - 5.00pm.

Tel: **0845 034 9410** email: **social.care@northyorks.gov.uk**

Or visit our website at: **www.northyorks.gov.uk**

If you would like this information in another language or format such as Braille, large print or audio, please ask us.

Tel: 01609 532917 Email: communications@northyorks.gov.uk



North
Yorkshire County Council