

Protecting adults at risk: guide to safeguarding adults from abuse in North Yorkshire (Book One)

How to make sure you are safe from abuse

What is this guide about?

This guide has been written by the North Yorkshire Safeguarding Adults Board to explain how they help protect people from abuse and neglect. It is also used to help people understand how they can report abuse and what happens when they do.

The North Yorkshire Safeguarding Adults Board is a group made up of lots of different people who represent organisations such as North Yorkshire County Council, the police and health services.

We are responsible for making sure that adults at risk of harm in North Yorkshire are protected from abuse and neglect.

When abuse or neglect has happened, the organisations work together to stop the abuse happening and protect people from further harm.

We have developed this guide because we want to support you to make your own choices to stay safe and make your own decisions to reduce risks.

This guide is divided into parts and you do not have to read it all.

It is for adults aged 18 and over.

You can ask for support to read it.

The guide is in two books.

This is Book One.

Book One tells you what abuse is and how to report if you think you have been abused.

Book Two tells you what happens after you report abuse.

There is also an Easy Read version of this guide.

If you would like a copy of this or a copy of Book Two please contact the Safeguarding Adults Team on 01609 532438 or download from our website www.northyorks.gov.uk/safeguarding

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



What does safeguarding adults mean?

Safeguarding adults means working together to stop abuse and prevent it happening in the future. Everyone has a right to live a life that is free from abuse and neglect.

Who is at risk?

Anyone could be at risk of harm or abuse and a person may be more or less vulnerable at different times in their life. This includes:

- someone who may need care services because of age, disability or ill health; or
- someone who is unable to protect themselves from harm or abuse.

How do you know what abuse is?

- Abuse is an action or a lack of action that results in harm to a person.
- Abuse can be an accident or it can be done on purpose.
- Abuse can be a crime, but it is not always.

There are different types of abuse. The person who is hurting you may tell you to keep it a secret. This is wrong.

You may feel that the abuse is your fault. It is not. You are not to blame.

Physical abuse

This could be when someone:

- hits, kicks or hurts you;
- gives you the wrong medicine or too much or too little medicine on purpose; or
- holds you down or locks you in a room

Sexual abuse

This could be when someone:

- touches your private parts or forces you to touch their private parts when you don't want to;
- shows you pictures or videos of sex that you don't want to see; or
- makes sexual jokes or comments that embarrasses you and won't stop.

Emotional abuse/ psychological abuse

This could be when someone:

- calls you names;
- makes fun of you;
- makes you feel frightened or not important;
- treats you like a child;
- ignores you; or
- stops you from making your own choices.

Financial abuse

This could be when someone:

- takes or steals your money;
- makes you pay for things that are not yours;
- doesn't let you choose how to spend your money;
- makes you sign cheques or papers that you don't understand; or
- does work for you that you didn't ask for then demands money from you.

Neglect

This could be when you are:

- not given the support or help that you need;
- not helped to keep warm and clean by someone who is supposed to be caring for you; or
- not allowed to make your own choices about how to live your life or what to do.

Discriminatory abuse

This is when you are treated badly because of your:

- age;
- race;
- gender;
- sexual orientation; or
- disability.

For example, you may:

- have hate mail sent to your home;
- get called names or shouted at;
- receive threatening or abusive phone calls; or
- receive threatening or abusive text messages on your mobile phone.

Institutional abuse

This could happen in a hospital or a care home and you are:

- stopped from making your own choices;
- not able to choose when or what to eat;
- not able to choose when or where to go out; or
- not able to choose what clothes to wear.

Where does abuse happen?

Abuse could happen anywhere, but places might include:

- your own home;
- any care setting;
- in hospital;
- on public transport; or
- at your local club or leisure centre.

Who may abuse you?

Anyone could abuse you, but people might include:

- someone in your family;
- a friend;
- a carer;
- a professional;
- another vulnerable adult
- a stranger; or
- children.

How can abuse make you feel?

Abuse can make you feel:

- confused;
- sad;
- angry; or
- frightened.

Reporting if you think you have been abused

If you think that you or somebody you know is being abused you should tell someone. You can contact North Yorkshire County Council Health and Adult Services directly.

You can tell someone you know and trust.

This could be:

- a nurse:
- a social worker:
- a police officer:
- a doctor:
- a carer: or
- a friend or someone in your family.

Once you have told someone you trust they should tell North Yorkshire County Council Health and Adult Services.

This is called making **a safeguarding adults alert**.

A safeguarding adults alert is when somebody tells us that abuse is happening or might be happening.

Anybody can make a safeguarding adults alert. To make a safeguarding adults alert phone:

0845 034 9410 (Monday to Friday 8am to 5:30pm, Saturday 9am to 5pm)

0845 034 9417 (outside these hours)

If you or someone you know is in immediate danger you should call 999 and report it to the police.

Useful information

More information about Safeguarding Adults is available on the North Yorkshire County Council website at **www.northyorks.gov.uk/safeguarding**

Useful numbers

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

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

