

### 1.0 What is Adult Abuse

- 1.1 **Abuse** is mistreatment by any other person or persons that violates a person's human and civil rights. The abuse can vary from treating someone with disrespect in a way which significantly affects the person's quality of life, to causing actual physical suffering.
- 1.2 **Abuse can happen anywhere** – at home, in a residential or nursing home, a hospital, in the workplace, at a day centre or educational establishment, in supported housing, in the street, on line, public place in the community.

### 2.0 Abuse can be caused by anyone

- A partner or relative
- A friend or neighbour
- Sometimes a person pretends to be your friend so they can abuse you. This is called 'Mate Crime'.
- A paid or volunteer carer.
- Other services users
- Someone in position of trust.
- A stranger

### 3.0 What does Safeguarding mean?

- 3.1 **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, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

### 4.0 What should you do if you are concerned that someone is being abused or is at risk of abuse?

- 4.1. **Act** - don't assume that someone else is doing something about the situation,  
**Doing nothing is not an option!**
- 4.2 If anyone is injured get a doctor or ambulance
- 4.3 If you think a criminal offence has been committed call the **Police on 999 or non- emergency on 101.**
- 4.4 Speak to your manager as soon as possible. If you think no action has been taken, escalate to a more senior manager. If you are still concerned follow your **Whistleblowing Policy**. You should always follow your local safeguarding procedures. Ask your manager if you aren't sure what they are.

## Safeguarding – A Guide for Care Staff

- 4.5 Care Quality Commission ( CQC) Phone: 03000 61 61 61 Web: [www.cqc.org.uk](http://www.cqc.org.uk)  
Silverline Confidential 24 hour Helpline: 0800 470 80 90 Web: [www.thesilverline.org.uk](http://www.thesilverline.org.uk).
- 4.6 Make a note of your concerns, what happened and any action you take so that you can tell your manager. Think about **Who?** (Is involved) **What** (Has happened) **Where** (Where did it take Place). Be careful what you write in the visit log as this may be seen by others.

### 5.0 What are the types of abuse?

- 5.1 **The Care Act 2014** defines the different types of abuse. It is not intended to be an exhaustive list but a guide to the sort of behaviour which could trigger a safeguarding concern:

Types of Abuse	Types of Behaviours
<b>Physical abuse</b>	Assault, hitting, slapping, pushing, misuse of medication, restraint, inappropriate physical sanctions
<b>Sexual abuse</b>	Rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing, or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting
<b>Financial or material abuse</b>	Theft; fraud or exploitation; pressure regarding wills, property, or inheritance; misuse of property, possessions or benefits.
<b>Modern Slavery</b>	Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment
<b>Domestic Violence and Abuse</b>	Psychological, physical, sexual, financial, emotional abuse, 'honour' based violence
<b>Neglect</b>	Ignoring medical or physical care needs; preventing access to health, social care, or educational services; withholding the necessities of life, such as food, drink, or heating.
<b>Discriminatory abuse</b>	Including forms of harassment, slurs or similar treatment: because of race, gender and gender identity, age, disability, sexual orientation or religion
<b>Organisational abuse</b>	Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation
<b>Self- Neglect</b>	This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding
<b>Psychological abuse</b>	Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks