

## Safeguarding Adults from Abuse

### Information Leaflet

This leaflet provides information that may be of assistance if you think someone may be vulnerable or is being abused.

### What is Abuse?

The term “abuse” covers any behaviour or action directed towards a vulnerable adult that causes harm, endangers life or violates their rights.

### Who is a “Vulnerable Adult”?

A vulnerable adult can be any person, male or female, over the age of 18 who may not be able to protect themselves due to:

- a physical or sensory disability, or
- a learning difficulty, or
- a mental health problem.

### Types of Abuse

- **Physical** e.g. hitting, shaking, pushing.
- **Sexual** e.g. any sexual contact that has not been consented to.
- **Psychological** e.g. humiliation, intimidation, verbal abuse, threat of harm.
- **Financial** e.g. denying a person access to their possessions, stealing money.
- **Neglect** e.g. ignoring or withholding medical or basic care needs.
- **Discriminatory** e.g. abusive actions relating to age, sex, race, religion or ability.
- **Domestic** any of the above types of abuse occurring within the family or home.
- **Organisational** e.g. misuse of power, abuse of trust by professionals, poor care practice.
- **Self-neglect** -Lack of self-care to an extent that it threatens personal health and safety-Neglecting to care for one’s personal hygiene, health or surroundings.
  
- **Modern day slavery**- Encompasses 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.

### **Who might be an “Abuser”?**

- Family member, friend or neighbour
- Volunteer, Health or Social Care worker
- Staff in care homes, nursing homes, sheltered accommodation, or day care facilities
- Anyone who has contact with a vulnerable adult

### **What can I do?**

If you are being abused, or think someone you know may be at risk of abuse, it is important that you tell someone.

The back of this leaflet contains contact details for a number of agencies who may be able to help.

They will take your concerns seriously, will be able to provide advice and support, and will take action to make sure everyone is safe.

You can also ask to talk to any member of staff within the hospital, who will be able to assist you in finding the right organisation to discuss your concerns with.

### **Who can I contact?**

**Adult Social Services** – Social Care Centre of Expertise 0344 800 8020  
(Available 24 hours a day)

**Police Non-emergency Number** 101

**Police Emergency** 999

**Care Quality Commission** 03000 616161

### **Local Organisations**

- Norfolk Carers Helpline 0808 808 9876  
(8am – 8pm Monday to Friday)
- Leeway Women’s Aid - Domestic Violence Helpline 0300 561 0077.  
(9am – 8pm Monday to Friday, 11am – 4pm Saturdays and Sundays)

### **National Organisations**

- **National Care line; 0800 0699 784**

- The Relatives and Residents Association 0207 359 8136  
(9am – 4:30pm Monday to Friday)

