

Safeguarding Adults Policy

Adult Social Services and Housing



Our Safeguarding Adults Policy aims to raise awareness of abuse and reduce the risk of abuse taking place.

This leaflet explains:

- Who is a vulnerable adult
- What is abuse
- Some signs of abuse
- Who can be an abuser
- Who to speak to if you think you or someone you know is being abused
- What happens after you have reported a concern

Who is a vulnerable adult?

A vulnerable adult is someone over 18 who has, or may need, help with their everyday living tasks. This includes:

- People with a learning disability
- People who have a physical disability
- People who are older and frail
- People who have hearing or sight loss
- People with mental health problems
- People who have dementia

What is abuse?

Abuse is any action that harms another person and can take many forms.

Physical abuse: When someone hurts you by:

- Punching
- Hitting
- Scratching
- Biting
- Kicking
- Giving you too much or not enough medicine
- Rough handling
- Restraining you

Neglect: When you are not given the things you need for example:

- Help to wash and dress and with toileting
- Regular food and drinks
- Medication as prescribed by the doctor
- Seeing the doctor if you are ill
- A warm environment



- Clean clothes

Sexual abuse: someone making you do sexual things that might make you sad, angry or frightened.

This could be:

- Being touched where you do not want to be touched in a sexual way in your private parts
- Being made to touch other people in their private parts
- Undressing or having sex when you do not want to

Financial Abuse: When someone:

- Takes your money or belongings
- Makes you buy something you don't want to buy
- Uses your money to pay for their things
- Does not let you choose how you spend your money
- Says that you have to give them your money, belongings or home

Emotional abuse: When someone:

- Threatens you
- Harasses you
- Makes fun of you
- Does not let you go out or spend time with other people
- Teats you like a child

Discriminatory Abuse: When someone treats you unfairly because of:

- Your race
- Your religion or culture
- Your disability
- Your gender
- Your sexual orientation
- Your age

Signs of abuse

Some signs of abuse could be:

- Bruising
- Cuts
- Black eyes
- Scratches
- Broken bones
- Becoming quiet and sad
- A person being tearful and crying easily
- A person being hungry



- A person having no money
- A person being unwashed/dirty
- An illness not being treated.

Who can be an abuser?

Anyone can abuse you; it could be someone you know or a stranger. It could be:

- A relative
- A carer
- A neighbour
- A paid carer
- A volunteer

Who can help?

If you are worried about being abused you should tell someone your trust as soon as you can. This could be:

- A member of your family
- Your doctor
- Your district nurse
- A social worker
- Your carer
- A friend

If you or the person who you have concerns about is in immediate danger you should contact the Police.

If this is not the case, it is still important to report your concerns as soon as possible. During office hours you should contact Care Connect on **01275 888801**. In the evenings and at weekends you should contact the Emergency Duty Team on 01454 615165. They will deal with any immediate issues that need to be addressed, and pass a report of the incident to Care Connect.

What will happen next?

You will be contacted probably by a social worker. We will do our best to make sure that no action is taken without your permission to do so. You will be asked to give details about the situation.

- If the person is in physical danger, action will be taken to make sure they are safe.
- In other cases, the action taken will depend upon the wishes of the person involved and the seriousness of the situation.
- Trained staff will carry out a careful and sensitive enquiry about how best to deal with the situation.
- Information and advice will be offered so that the person involved can make an informed choice about any practical help they need or any action they wish to take.



- If the person involved is unable to make an informed choice, care will be taken to support and protect them.

If you have any concerns for yourself or someone else please don't hesitate to contact Care Connect on **01275 888801**.

The information in this leaflet can be provided in other languages and formats, including Braille and audio on request. To request a copy in a different format or language, please contact our Public Information Officer, on 01275 882 181 email elly.smith@n-somerset.gov.uk.

Information is also available on North Somerset Council's website www.n-somerset.gov.uk