

Factsheet 12 – 26 July 2011 (7 pages)



Safeguarding Adults – Keeping people safe from abuse and neglect



Safeguarding means making sure you are safe from abuse and neglect, and are able to be independent and make choices.

What is a vulnerable adult?



Someone aged 18 or over who is or may be in need of community care services because of age or disability. Someone who is unable to care or protect themselves from harm.

What is abuse?



Abuse is when someone hurts you or treats you badly. Abuse is always wrong. There are different kinds of abuse.



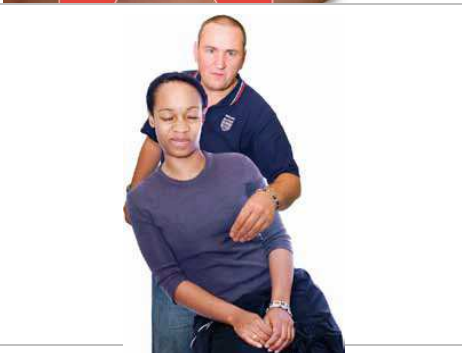
Physical abuse - when someone hurts you, for example hitting, kicking, biting.



Emotional abuse - when people talk to you in unkind ways. For example, teasing, threatening, swearing, ignoring you, shouting, putting you down and treating you like a child.



Financial abuse - when people take or control your money or things which belong to you.



Sexual abuse - when someone touches your body in ways you do not like or want. This includes kissing you, making you touch them, having sex with you when you do not want them to.



Neglect - This is when people who are supposed to help you don't look after you properly. For example, not giving you enough food, not keeping you warm and safe, not giving you medication or taking you to the doctors if you are ill.

What should you do if this is happening to you or someone you know?



Abuse is always wrong and should not happen.

If these things happen to you or your friends, you should tell someone you trust. You could tell:



➤ A member of staff or manager



➤ Someone in your family, a friend or neighbour



➤ A nurse, doctor or social worker



➤ An advocate or advocacy group



- You can ring Care Direct on 0845 1551 007
- Safeguarding Adults Team on 01392 382339.
- outside opening hours the Emergency Duty Team on 0845 6000 388



- you can ring the police on 08452 777 444 or ring 999 if it is urgent.



Don't tell the person who you think is causing the abuse.

Who is working to keep people safe? How can they help?



Devon County Council - plan and pay for services which offer good support and help keep people healthy and safe from abuse. They also have policies to help keep people safe.



People who provide services - like residential homes and day centres They should also report any possible abuse to Adult & Community Services. They should have a policy about abuse – you can ask to see this.



People who offer health and social care support - like community nurses, social workers, psychologists and personal assistants. They can help to identify people who are at risk of being abused.



People who investigate reports of abuse – when abuse is reported, health and social care professionals try to find out more about what has happened. They also try to protect people so that the abuse does not happen again.



The Police - some kinds of abuse are also crimes (for example sexual abuse, stealing). These things should be reported to the police, who may carry out an investigation.



Employers – should make sure they do not give jobs to people who might hurt or abuse vulnerable people. They carry out checks to find out whether new staff have abused people in the past.

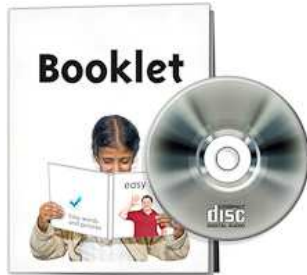


People who inspect services - the Care Quality commission (CQC) is responsible for inspecting services. It makes sure that services offer safe and good care and support.

How can I find out more?



Look on the internet at www.devon.gov.uk/mentalcapacityact or www.devon.gov.uk/safeguarding-adults or ring a Safeguarding Adults Officer on 01392 382339



This factsheet is available in a different format such as Braille or audio, or in a different language



You can telephone our Customer Services Centre on 0845 155 1015



You can email our Customer Services Centre at customer@devon.gov.uk



Further factsheets can be found online at www.devon.gov.uk/factsheets



Also see the Learning Disability Devon website:

www.learningdisabilitydevon.org.uk/