

Safeguarding Adults from Abuse and Neglect

What is abuse

What should I do if I am concerned
about someone?



Safeguarding Adults at risk of Abuse and Neglect is taken very seriously by the Cambridgeshire and Peterborough Safeguarding Adults Board and it's partner agencies, who work together to enable Adults to live their lives free from abuse and neglect, to obtain appropriate care, and to live in safety and without fear



Who is an “adult with safeguarding needs”?

Some groups of people may be more likely to experience abuse and may be less able to protect themselves from harm or exploitation because they:

- Have a learning / physical / sensory disability
- Have mental ill health or dementia
- Are frail due to age, physical disability or cognitive impairment
- Have an acquired brain injury
- Have a drug / alcohol problem
- Have a long term illness/condition
- Are a carer who provides personal assistance and care to an adult and is subject to abuse
- Lack capacity to make a decision and need care and support

(This list is not exhaustive, but rather reflects examples of possible adults

Where might abuse take place?

Harm and exploitation can happen anywhere, for example:

- At home
- In residential and nursing homes
- In day centres
- At work
- At college
- In hospitals or health centres/surgeries
- Public places or in the community

What is Abuse and Neglect?

The Care Act 2014 defines Abuse and Neglect and the different circumstances in which they may take place. This is not intended to be an exhaustive list but an illustrative guide which could rise to a safeguarding concern. Exploitation, in particular, is a common theme in the following list of types of abuse and neglect;

Physical Abuse — including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions

Domestic Abuse — including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence, and Controlling or Coercive Behaviour

Sexual Abuse — including 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 a vulnerable adult could not have consented, or where they were pressurised into consenting

Psychological Abuse — 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

Financial or Material Abuse — including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance, or financial transactions, or the misuse or misappropriation of property, possessions or benefits

Modern Slavery — 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.

Discriminatory Abuse — including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion

Organisational Abuse — 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.

Neglect and acts of omission — including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Self-Neglect — this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Any of these forms of abuse can be deliberate or the result of ignorance. Often, if a person is being abused in one way, they are also being abused in other ways.

What will happen if you report suspected abuse to Adult Social Care?

Remember, you should always report any concerns straight away. If Adult Social Care is notified early enough, it might be possible to prevent harm and exploitation of an adult taking place

If you report abuse, they will talk to you about this as soon as possible. If there is immediate danger, they will aim to visit you, or the person you are concerned about straight away.

If there is a significant risk of harm, they will aim to visit within 24 hours. For other reports of abuse, they will normally visit within five working days.

Adult Social Care will:

- talk to the person at risk to find out what they want to happen;
- support the person to have an advocate (someone to represent them) if they need one;
- respond professionally and sensitively and take your concerns seriously;
- talk to the police if a crime may have been committed;
- talk to other agencies that need to be involved;
- agree the best way of helping, including other types of support.
- Make a plan to look into the concerns; and
- work with the person to help keep them safe.



If the person refuses help, but others may be at risk, Adult Social care will need to take appropriate action. However, they will always keep them informed about any action they decide to take.

They will work with the person who is being abused to help them make decisions. They will provide help and support, and take action to end the abuse and try to ensure that it doesn't happen again.

They will not normally share information with other people without getting permission of the person being abused. The only exceptions to this are in situations where others may be at risk of abuse, or where the person is not able to make decisions for themselves because of mental capacity.

Please help us to prevent adult abuse by reporting your concerns.

How do I report a concern about an adult who is being Abused, Neglected, or Self-Neglecting?

If you have a concern, suspicion or allegation that an adult is being abused, neglected or self-neglecting you should do one of the following:

- In emergency situations seek appropriate attention and call 999 The protection of the adult is the first priority.
- If the situation is non-urgent you should report your concerns to Adult Social Care so a Social Care Worker can respond to the specific case.

Cambridgeshire

Customer Services (8am to 6pm Monday to Friday, 9am to 1pm on Saturday)

Telephone: 0345 045 5202

Fax: 01480 498 066

Email: referral.centre-adults@cambridgeshire.gov.uk or

gcsx.referralcentreadults@cambridgeshire.gcsx.gov.uk

Minicom: 01480 376 743

Text: 07765 898 732

Peterborough

Peterborough Customer Services – 01733 747474 (9am to 5pm Monday to Friday)

Children's Social Care MASH – 01733 864180 / 01733 864170

Early Help Helpline – 01733 863649

**Stop abuse.
Make that call**

For more information about safeguarding of adults at risk, please visit our website:

<http://www.safeguardingpeterborough.org.uk/adults-board/reporting-a-concern/>

Or contact us on

safeguardingboards@cambridgeshire.gov.uk