

## Adult Safeguarding Everybody's Business

Call: 01432 260 715  
 In an emergency call: 999  
 Police (non urgent):  
 03003333000  
 Out of hours: 03301239309



### Partners in Safeguarding:



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“ My son keeps asking me for money and gets angry when I refuse. I am frightened and don't know what to do. ”  
 Female 62

### Who is at risk?

Research indicates that some people are at greater risk of experiencing abuse than others. These people are sometimes known as vulnerable adults and include people with:

- Mental health problems, e.g. dementia.
- Physical or sensory disability
- Learning disability
- Chronic illness
- Age related frailty

“ They were calling me the usual names like “speccy” and I tried to ignore it because it's not worth it. But when they threw the brick – that's too far. ”  
 Male 19

### What to do if you suspect abuse

Vigilant communities can reduce incidents of harm and it is everybody's responsibility to take action if they suspect abuse has or is taking place.

If you suspect an incident of abuse has taken place you should raise the alert and report it. If you have a concern relating to anyone, be it a friend, family member or neighbour, gather and write down all facts, such as where the incident took place, what time and who was involved.

All the following agencies work closely together to safeguard vulnerable adults.

The Safeguarding Adults' team provides a single point of access to discuss your concerns, give you advice and take referrals:

01432 260 715  
 (weekdays 9am-5pm)  
 or email:

[safeguardingadults@herefordshire.gov.uk](mailto:safeguardingadults@herefordshire.gov.uk)

or fax:  
 01432 261943

Out of hours contact number for referrals:  
 03301239309  
 (after 5pm, weekends and public holidays).

If you are concerned about a service that is registered with the Care Quality Commission (CQC):  
 03000616161  
 (weekdays 8.30am to 5.30pm)

Out of hours:  
 03000616161

**Emergencies – when someone is injured or in immediate danger: dial 999 – police, fire, ambulance**

West Mercia Police  
 (when there is no emergency):  
 03003333000

# Everybody's Business

## Adult Safeguarding

Vigilant communities contribute to prevention of adult abuse



## Abuse

“ Every week when walking to my Club I am threatened by a gang of youths who call me names, follow behind and block my path at the same time. On one occasion they threatened to inject me with drugs... I do not feel safe in my own community.”

Male 35

The impact of abuse is wide ranging and long lasting, leading to those affected having to limit their lives to minimise risk. Lack of awareness of adult abuse within communities can result in escalation of incidents until they become severe.

Abuse can take the following forms:

- Physical Abuse – e.g. hitting, slapping, pushing, kicking, misuse of medication, undue restraint or inappropriate sanctions.
- Psychological Abuse / Emotional Abuse - includes the threat of harm or abandonment, humiliation, verbal or racial abuse, demeaning and denigrating remarks, isolation or withdrawal from services or supportive networks.
- Sexual Abuse – includes rape and sexual acts to which the vulnerable adult has not or could not consent to and/or was pressured into.
- Financial Abuse – includes theft, fraud, pressure around wills, property or inheritance, misuse or misappropriation of benefits.

- Neglect or acts of omission – Including failure to provide access to medical care or services, a failure to give prescribed medication, poor nutrition or lack of heating.
- Institutional Abuse - Can sometimes happen in residential homes, nursing homes or hospitals when people are mistreated because of poor or inadequate care, neglect and poor practice that impacts on the quality of that service.

Abuse can be an act of neglect or omission to act, or can be the unintended result of a person's actions.

### Who might be responsible for the abuse?

The abuse can come from anyone and take place anywhere. In many cases the abuser is often known to the person being abused and could be someone whom they are dependant upon. This can include:

- A paid carer or volunteer
- A social care or health worker
- A friend, relative or neighbour
- Abuse by another vulnerable adult
- A service provider or occasional visitor
- Strangers who deliberately target adults

“ My carers don't call at the time arranged, sometimes I'm left in my bed until 11.45am, with no food or drink (sometimes it means missing my morning tablets). I don't want to complain as I'm scared of losing my care.”

Female 72

### Where is the abuse happening?

“ Social isolation might make you more vulnerable to abuse, for example being “befriended” by an abuser.”

Female 28

Vulnerable adults live and work in a variety of settings including their own homes, supported living and residential care. It is important that members of the community are vigilant and raise the alert if they suspect abuse. Abuse is not restricted to any particular environment and can include any of the following:

- In your own home
- In someone else's home
- A carer's home
- A day centre
- A Care home
- In a hospital
- At work
- In a public place
- Educational facility
- Public transport

“ My neighbour helps me with my shopping and collects my pension. I'm really grateful but now I'm left with no money.”

Male 81

### Who are adults at risk? (vulnerable adults)

Anyone over 18 who is or may be in need of community care services due to their mental or physical disability and are unable to take care of themselves or unable to protect themselves from significant harm or serious exploitation.

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