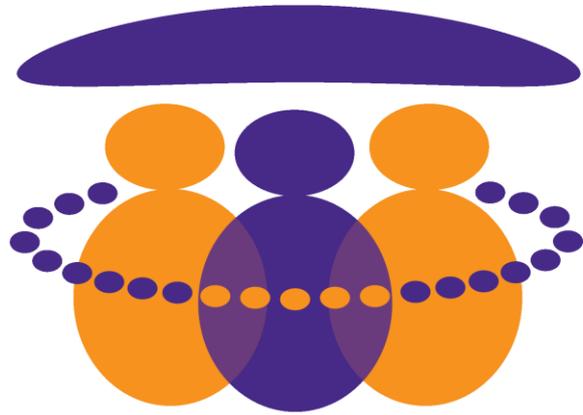




& our Partners,

Committed to Safeguarding Adults



Keep Safe in Harrow (Safeguarding adults from harm in Harrow is everyone's business)

Public information



in partnership with:



Introduction

All adults have a right to live in safety, free from abuse and neglect. Safeguarding adults is about working with people with care and support needs who experience abuse or neglect.

It is about making them aware of their rights and working with them to improve their situation in a way that they choose.

This leaflet tells you about adults who may be at risk of abuse or neglect, the kind of abuse that may happen, what to do if you have a concern and what happens when you report abuse.

Who should you be concerned about?

The Care Act 2014 says that safeguarding adults is about protecting any adult who:

- has care and support needs;
- is experiencing, or is at risk of, abuse or neglect; and
- is unable to protect themselves because of their care and support needs

An adult with care and support needs may be someone who is:

- elderly and frail;
- a person with a physical disability, a learning disability or difficulty, or a sight or hearing difficulty;
- someone with mental-health needs, including dementia or a personality disorder;
- a person with a long-term health condition; or
- someone who has issues with substance misuse

What is abuse?

Abuse is any action that harms another person. It can happen anywhere. Adults with care and support needs could be abused by anyone, including a partner, family member, neighbour, friend, health or social-care professional, volunteer or stranger. Abusers can deliberately exploit those who they see as vulnerable. There are several different types of abuse, including the following:

Discriminatory abuse

Includes: harassment, insults or similar treatment because of race, sex or gender identity, age disability, sexuality or religion

Domestic abuse

Includes: psychological, physical, sexual, financial and emotional abuse or 'honour-based' violence

Physical abuse

Includes: hitting, slapping, pushing, unreasonable restraint or locking in a room

Financial or material abuse

Includes: theft, fraud, persuading someone to do something against their will in relation to their financial arrangements (for example wills, property, inheritance or financial transactions) or misusing or dishonestly or unfairly taking property, possessions or benefits

Neglect and failure to act

Includes: ignoring medical, emotional or physical-care needs, failing to provide access to appropriate health, care and support or educational services and withholding necessities, such as medication, adequate food, drink and heating

Organisational abuse

Includes: neglect and poor care in an institution such as a hospital, care home or care agency. This could be a culture of bullying, poor organisation, lack of resources, denying people choice, and lack of dignity and respect for users of the service

Psychological and emotional abuse

Includes: intimidation, bullying, shouting, swearing, taunting, threatening or humiliating someone

Self-neglect

Includes: neglecting to care for personal hygiene, health or surroundings, and behaviour such as hoarding

Sexual abuse

Includes: rape, inappropriate touching, or forcing someone to take part in or witness any sexual act against their will

Modern slavery

Includes: slavery (including domestic slavery) – being forced to work in another person's house without pay or time off, or being allowed to speak to anyone; human trafficking and forced labour

What can I do if I think I am being abused or I am worried that someone else is?

- you should tell someone you trust
- if it is an emergency, phone 999
- if a crime may have been committed you can call the local Police on 101 (non-emergency situations)

You can report the abuse of an adult with care and support needs to social services using the following methods -

E-mail:

ahadultsservices@harrow.gov.uk

Telephone: 020 8901 2680 (Access Harrow golden number)

(for older people, including those with a mental health difficulty e.g. dementia; and adults with a disability/learning disability)

E-mail:

cnw-tr.mentalhealthsafeguardingharrow@nhs.net

Telephone: 0800 023 4650 (CNWL single point of access)

(for people between 18 and 65 years with a mental health difficulty)

What will happen next?

We believe in the principle 'no decision about me without me'. This is written into the Care Act and is referred to as '*making safeguarding personal*'.

We promise to:

- listen carefully;
- take all concerns seriously;
- ask what the person who has been abused wants to happen to make them feel safe and support them to make their own decisions about this;
- treat the person affected with dignity and respect;
- support the person affected and their family or carers as appropriate;
- work with other relevant agencies to get help and support where needed; and
- keep the person affected up to date with any actions we have agreed to carry out

Advocacy

We will make sure that the person who has been abused is involved as much as possible in any enquiries we make. The law says that if the person has difficulty in understanding or making decisions about a safeguarding concern and has no one to help, we must arrange for someone called an advocate to support them. This is someone who is totally independent and will make sure that the person understands what is happening.

We may also need to

- talk to other people who know the person affected;
- share information with other agencies such as the police or health services. If we do this we will work in line with the Data Protection Act 1998 and only share information where it is necessary;
- keep a record of the safeguarding concern and any actions we have taken in a personal record on our computerised data systems, which are safe and secure

What could happen to the person who is carrying out the abuse?

- if they are important to the person affected we will, if possible, try to help them maintain the relationship
- if the person affected does not want to continue to see the person they say has abused them (e.g. would prefer to change their care worker), we can help make this possible
- the person carrying out the abuse may be investigated by the police, who might prosecute them if a crime has been committed

What if the person wants to remain in a risky situation?

Adults have a right to make their own choices, even if other people think these choices are 'unwise'. This is one of the principles of the Mental Capacity Act 2005. If this is the case, all relevant agencies will work with the person to help them manage and minimise the risk.

If a person is not able to make this decision for themselves, relevant agencies and representatives for the person will make a decision in their "best interests".

If the safeguarding issue could affect other people we may need to take action, such as reporting the matter to the police, even if the person doesn't want us to. This is because we have a duty to safeguard all people with care and support needs and must consider whether the abuser is a risk to others.

More information can be found at:

www.harrow.gov.uk/safeguardingadults