



& our **Partners,**

**Committed to
Safeguarding Adults**



Keep Safe in Harrow

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



Easy to read information



in partnership with:



Say **NO**
to abuse



Introduction

All adults have a right to live in safety, without abuse and neglect.



Safeguarding adults is about working with people who have care and support needs who experience abuse or neglect.

It is about making them aware of their rights and working with them to feel safer 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, and what to do if you are worried that you or someone you know may be at risk.



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 being abused or neglected, or is at risk of, abuse or neglect; and
- can't keep safe 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 a sight or hearing difficulty;



- someone with mental-health needs, including dementia



What is abuse?



Abuse is when someone bullies you and does or says something to you that makes you hurt, upset or frightened



You may be scared to speak out or to stop them. The person who is bullying you may make it hard for you to report it



If abuse happens to you or someone you know it is important to speak out and tell someone that you trust. Do this as soon as you can

There are lots of different kinds of abuse:



Physical abuse – for example someone punching, hitting, kicking or biting you



Sexual abuse – for example someone touching your body or kissing you when you don't want them to



Emotional Abuse – for example people saying bad things to you like teasing or threatening or bullying you to upset you. It can be when people do not listen to you, or do not believe what you say



Financial abuse – for example someone taking your money, or when you do not have a say in how your money is spent



Mate Crime or Tricky Friends – for example when people who you think are your friends take advantage of you. They may get you to pay for everything all of the time



Neglect – this is when people say they are going to help you but they don't. Neglect could be not taking you to the Doctors or not giving you your medicine



Neglect could be when someone stops you having a social life

Neglect could be if someone does not help you to keep clean and comfortable



Neglect could be if someone stops you having enough food and drink

Self Neglect – sometimes you may not be able to look after yourself and you get unwell or unsafe e.g. hoarding too many things in your home



Discrimination – for example people saying bad things to you or treating you unfairly because you are different from them



You may be made to feel bad because your skin is a different colour, you have a different religion, look different or speak a different language



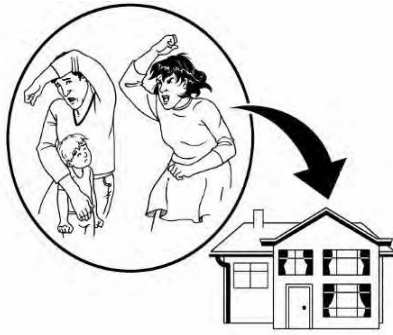
You may be made to feel bad because you are a disabled person



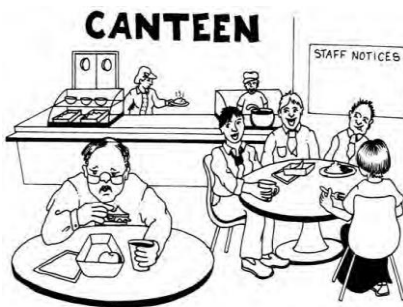
You may be made to feel different because of your sexuality. Like being gay, lesbian, bi sexual or transgendered

Modern slavery - you might be forced to work in another person's house without pay or time off or being allowed to speak with anyone

Abuse can happen anywhere, at any time. It could happen:



In your own home – this is sometimes called “domestic abuse”



At work



At your care home



At your Day Centre



At college



In hospital



At your club



Who could abuse you?

Most people will not harm you, but anyone could



It might be someone you know, or a stranger



It could be someone in your family or a friend (this can be called domestic violence or abuse)



It could be someone who works with you like a social worker or a support worker

What should I do if I think I am being abused?



People who are being abused are often scared to speak up



It is good if you can tell someone you trust and help to make it stop



Sometimes the bully can make it hard for you to tell anyone



They may make you feel scared or guilty and stop you being able to tell anyone



There are lots of people that you can tell if you think that you are being abused or bullied



In an emergency you can call the Police

Tell someone you trust:

- ☺ your family
- ☺ a friend
- ☺ a social worker
- ☺ a care inspector (from CQC)
- ☺ staff who support you
- ☺ a doctor or a nurse
- ☺ the Safeguarding Adults Team
(the phone numbers and email addresses are on the next page)

Safeguarding Adults Harrow e-mail:

ahadults@harrow.gov.uk

Telephone: 020 8901 2680 (Access Harrow golden number)
(for older people and adults with a disability/learning disability)

Adult Mental Health safeguarding e-mail:

cnw-tr.mentalhealthsafeguardingharrow@nhs.net

Telephone: 0800 023 4650 (CNWL single point of access)
(for people over 18 years with a mental health difficulty)

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What will happen next?

We promise to:

- listen carefully;
- take what you are worried about very seriously;
- ask you what you want to happen to make you feel safe and support you to make your own decisions about this;
- treat you with dignity and respect;
- support you and your family or carers as appropriate;
- work with other relevant agencies to get help and support where needed; and
- keep you up to date with any actions we have agreed to do

Advocacy

We will make sure that you are involved as much as possible in any enquiries we make. The law says

that if you have difficulty in understanding or making decisions about a safeguarding concern and have no one to help, we must arrange for someone called an advocate to support you.

This is someone who is totally independent and will make sure that you understand what is happening.



We may also need to:

- talk to other people who know you;
- share information with other agencies such as the police or health services. If we do this we will only share information where it is necessary;
- keep a record of what you are worried about and any actions we have taken in a personal record on our computer, which is safe and secure

What could happen to the person who is the abuser?

- if they are important to you we will, if possible, try to help you keep the relationship
- if you do not want to continue to see the person you say has abused you (e.g. would prefer to change your care worker), we can help make this possible
- the person who is abusing you may be investigated by the police, who might prosecute them if a crime has been committed

What if you want 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, everyone will work with you to help you be as safe as possible.

If you are not able to make this decision, everyone will make a decision in your "best interests".



If the same safeguarding issue that you are having could affect other people we may need to take action, such as reporting the matter to the police, even if you don't want us to. This is because we have a duty to protect all people with care and support needs and must consider whether the person who hurt you could do the same to other people.

More information can be found at:

www.harrow.gov.uk/safeguardingadults