

## Always remember:

- Abuse is always wrong
- You can let the person being abused know that help is available. You could give them this leaflet
- Try to include the person in the decision to seek help
- If someone is injured, you may need to help them to get a doctor, or call for an ambulance
- You can always get advice. You can do this anonymously.



## How to report a safeguarding concern:

- Call 020 8303 7777 and ask for the Safeguarding Adults team
- In an emergency call the Police on 999 or If the person is not in immediate danger call the Police on 101



The Bexley Safeguarding Adults Board organises safeguarding adults work in Bexley. The Board includes a range of organisations, such as The London Borough of Bexley, health services, police and voluntary agencies.

If you would like the information in this leaflet in a different format, please call 020 8303 7777 and ask for Communications/Graphics. The reference to quote is 606380/5.2016



# Helping adults to live a life free from abuse or neglect

Tel: 020 8303 7777  
[www.bexley.gov.uk](http://www.bexley.gov.uk)



## The Bexley Safeguarding Adults Board was created to protect adults from abuse

### Who is at risk?

- An adult at risk is:
  - ◆ 18 years old or older
  - ◆ In need of support because of their age, disability, mental health needs, drug or alcohol misuse or other illness
  - ◆ Is or may be unable to take care of themselves or protect themselves from harm

### What is abuse?

- Abuse and neglect can take many forms. It might be:
  - ◆ A single act or repeated acts
  - ◆ A failure to act
  - ◆ Intentional, or due to a lack of understanding
  - ◆ A crime

### Abuse can happen anywhere, at any time and be caused by anyone

- A partner or relative
- A friend or neighbour
- A paid or volunteer carer
- Other service users
- Someone in a position of trust
- A stranger

### Different kinds of abuse

- Physical abuse. Such as being hit, slapped or kicked. Or it could involve being locked in a room or being restrained inappropriately.
- Sexual abuse. Involves someone being made to take part in a sexual activity when they have not, or are not able to give consent. This also includes trafficking.
- Emotional or psychological abuse. Includes being shouted at, ridiculed or bullied, as well as being made to feel frightened or pressured into decisions.
- Financial or material abuse. Misusing, withholding or stealing someone's money or belongings.
- Neglect. Failure to provide care that results in someone being harmed. It might include being left with no food, or not receiving help with health or care needs.
- Self - Neglect. Choosing not to provide for yourself. It might include not eating, refusing care and support for health and care needs.
- Discriminatory abuse. Poor treatment or harassment based on age, gender, sexuality, disability, race or religious belief.

*'If these types of abuse are caused by an organisation, it is called institutional abuse.'*

### What can you do?

- We're all responsible for safeguarding adults at risk of abuse or neglect. Doing nothing is not an option.
- No one should have to live with abuse. By reporting abuse, you can help bring it to an end.
- You can use the contact numbers on this leaflet to report abuse and/or seek advice.

### Once you are aware of abuse you must:

- Take the concerns seriously
- Listen carefully to what you are told
- Do not promise to keep a secret
- Please contact us and we will -
  - ◆ Consider if there are any immediate actions needed to keep the person safe
  - ◆ Ensure the police and medical services have been contacted if needed
  - ◆ Report to Commissioning Teams, Care Quality Commission (CQC) or the Charity Commission, as required
  - ◆ Consider if other key people need to be informed
  - ◆ Provide support
- Do not investigate the concerns yourself where there is an immediate risk, you must consider if there is anything you can reasonably do to keep the person safe
- You may need to call the police, or for an ambulance to keep someone safe
- Where a crime has been committed, try to preserve any evidence
- Only tell people who need to know
- Keep a record of what has happened, and any actions taken

