

Who can I alert about suspected abuse?

It is important that you tell someone that you trust about any concerns that you may have. This could be a friend, neighbour, doctor, care worker, family member, nurse or social worker.

If you prefer to speak to someone who you don't know, you can also speak with a Customer Service Advisor at **Lancashire County Council**, who will take down your information and pass it onto the appropriate person. You can speak to them on **0300 123 6720** in the day time or **0300 123 6722** after 5pm.

If it is NOT safe where you are, call the police immediately on 999.

What can you expect to happen next?

If you tell health or social care staff, they will:

- ◆ Take your concerns seriously
- ◆ Make sure that the person is safe
- ◆ Help the person get medical treatment if needed
- ◆ Involve the police if a crime has been suspected
- ◆ Involve other staff to investigate and protect the person being abused.

When you report suspected abuse, you do not have to give your name, but if you do, it will not be given to the person/people involved.

USEFUL TELEPHONE NUMBERS:

POLICE: If you think someone is breaking the law call 101
(999 only in an emergency)

SOCIAL CARE: If you suspect someone is being abused or neglected then call **Lancashire County Council** in the daytime on **0300 123 6720**
or after 5pm call the **Emergency Duty Team** on **0300 123 6722**

HEALTH: If you need health advice call **111**
(999 only in an emergency)

ST CATHERINE'S HOSPICE:

If you feel that you need to speak to somebody or need support then you can contact the Support Team at the hospice between **9am-5pm** on **01772 629171**
or **email:** supportteam@stcatherines.co.uk

Or see www.stcatherines.co.uk for further information.

Registered Charity No:512186 Registered Company No:01602467



St Catherine's
hospice care

Safeguarding adults from abuse and neglect



All adults have a right to live free from violence, fear and abuse and to be protected from harm and exploitation

Information for patients, carers and families

What is safeguarding?

Safeguarding is protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to reduce both the risks and experience of abuse or neglect. It is also about making sure that the adult's well-being is promoted, including having regard to their views, wishes, feelings and beliefs in deciding on any action.

Definitions of abuse

Abuse comes in many forms and can often have a damaging effect on the health and well-being of an individual. It might include:

- **Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions
- **Domestic violence** – including psychological, physical, sexual, financial, emotional abuse and so called 'honour' based violence
- **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 which the adult has not consented to or was pressured 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 practices 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
- **Sexual exploitation** – exploitation is the deliberate maltreatment, manipulation or abuse of power and control over another person. Sexual exploitation can involve grooming, trafficking, coercing, a vulnerable adult for the advantage of another person, often for personal gain

ABUSE

Doing nothing is not an option

For more information visit
Lancashire Safeguarding
Adults Board at
www.lancshiresafeguarding.org.uk