

Safeguarding Adults with Care and Support needs in Wolverhampton

A guide to recognising and reporting abuse and neglect



Who is an adult with care and support needs?

This is an adult over the age of 18 who is unable to keep themselves safe as a result of their care and support needs.

Examples of care and support needs include:

- Help to get out of bed, get dressed or washed
- Help with eating or cooking meals
- Help with seeing family or friends

Adults with care and support needs can include people with:

- Physical disability
- Learning Disability
- Mental Health difficulties
- Autism & Asperger Syndrome
- Substance and alcohol misuse
- Sensory impairments
- Older people

Due to those care and support needs, the adult is unable to protect themselves from abuse and neglect.



What is abuse and neglect?

Abuse and neglect can present in different ways and examples of this include:

- When someone physically hurts the person or treats them badly
- When someone does things, or says things that upset the person or makes them feel frightened
- When someone makes the person do things that they do not want to do
- When someone fails to provide adequate care that the person needs in order to live safely

Abuse is always wrong.



Physical abuse

This is when someone physically hurts the person

This can include:

- Someone hitting the person
- Someone punching the person
- Someone burning the person
- Someone holding the person down and preventing them leaving
- Someone deliberately giving medication that the person does not need

Domestic violence

This is when people who are or have been in an intimate relationship with, or a family member does things to hurt the adult.

Domestic violence happens when one adult uses their power and control over another adult.

This can include:

- Physical abuse
- Emotional abuse
- Sexual abuse and sexual exploitation
- Financial abuse
- Honour Based Violence
- Female Genital Mutilation

Sexual abuse and sexual exploitation

This is when someone touches a person's body or private parts of the body in ways that the person does not like or want and has not agreed to.

It also happens when someone else makes the person do things that they have not agreed to and makes them feel frightened.

This can include:

- Rape
- Touching private parts of the body i.e. bottom, breasts or genitalia
- Making the person touch other people in these places when they have not agreed to this
- Making the person watch other peoples sexual acts
- Making the person look at pornographic images or videos when they do not want to
- Putting the person under pressure to agree to any sexual acts when they have said no
- Sexual teasing



Emotional abuse

This is when people say or do things to hurt a person's feelings, shout or threaten them.

This can include:

- Calling the person names
- Controlling what decisions the person makes about their life
- Blaming the person for things which are not their fault
- Ignoring the person
- Laughing at the person
- Bullying
- Treating the adult like a child

Financial abuse

This is when someone takes money or belongings without asking.

This can be when someone:

- Steals the person's money
- Take control of the person's money without their permission
- Makes the person pay for other peoples things
- Takes things that belong to the person without their permission

- Putting the person under pressure to make a will, or change an existing will
- Encouraging the person to sell their property against their wishes
- Uses the person's name and personal details to obtain a credit card or other financial credit.

Modern slavery

This is when someone uses their power over the person and treats them in a way like they own the person.

This can include:

- Forcing the person to work without pay through the fear of violence
- Forcing the person to work to pay off debt
- Forcibly moving the person from where they live to another area
- Forcing the person into marriage against their wishes



Discriminatory abuse

This is when people treat other people unfairly because they are different to them.

This could be because they:

- Are from a different cultural background
- Have different religious beliefs
- Are disabled
- Are lesbian, gay, bisexual or transgender
- Are a different gender
- Are an older or younger person
- Speak a different language



Organisational abuse

This is when staff in a hospital, care home, a supported living setting, or the person's own home do not care for the person in a way that respects their rights or individual views.

This can be when

- There are not enough staff on duty most of the time
- The staff are not trained to support people safely
- The rules and routines are made by the managers and staff and do not benefit the people using the service
- Staff do not respect privacy of the people using the service
- Staff do not respect individual needs and views



Neglect

This is when people who are there to help do not look after adults with care and support needs properly.

This can include:

- People failing to provide the support the person needs to prepare meals and eat.
- People failing to provide the support the person needs to keep safe
- People failing to help get medical help when it is needed
- People not supporting the person to keep clean
- People not supporting the person to wear clean clothes



Self neglect

This is when people are concerned about the decisions a person is making about how they live their life, which have a direct impact on their safety and wellbeing.

This can include people being concerned that the person is:

- Not attending to their personal hygiene
- Not looking after their own health
- Not looking after their home environment – for example hoarding

This does not mean the person cannot make decisions about how to live their life.

This is about staff helping the person to understand the risks about their lifestyle choices, and whether they would like support to make changes to the decisions they are making.



Who might abuse?

It is important to remember that most people will not abuse other people.

But people who could abuse may include:

- a family member
- a paid staff member
- professionals (for example doctors, social workers, nurses, the police)
- neighbours
- friends
- people who claim to be a friend so they can use the person's home and money
- strangers
- volunteers

We will always seek the views of the adult who is at risk of abuse and neglect on the abuse and what they would like to see happen. If the person who has abused or caused harm works in a position of trust (e.g. in a care home) then we may need to look into this further as other people might be at risk.



Where can abuse happen?

It is important to remember that abuse can happen anyway and at anytime

It could happen:

- in hospital
- in the person's own home
- in any place where the person receives support
- at work
- in the street
- on the bus
- in a pub



Who should I tell if I am worried about my safety?

If you think you or someone you know is being abused you talk to someone you can trust as soon as you feel able to do so.

In many cases people will tell a member of their family or close family friend.

It is important to remember that there are organisations that can support you to stay safe, and to stop people doing things that make you feel unsafe.

This could be:

- a police officer
- a doctor or nurse
- a social worker
- your local elected member
- the council
- staff who provide you with care and support



Say NO to abuse

Wolverhampton Safeguarding Adults Board (WSAB) is committed to stopping all forms of abuse.

This includes ensuring adults with care and support needs can live a life free from the fear of abuse and neglect. Adult abuse is something we must all work together to prevent.

REMEMBER

- abusing or neglecting any adult is not acceptable
- you can make a difference
- there are organisations who can help keep people safe
- safeguarding adults is everyone's business

**DO NOT IGNORE ABUSE OR NEGLECT
REPORT IT!**



If you are worried about your safety, or think you or someone you know is being abused or neglected contact:

In an Emergency call 999

West Midlands Police (non-emergencies)
Telephone number: 101

Adult Care Access Point Telephone: 01902 551199

Social Care Emergency Duty Team (Out of hours)
Telephone number: 01902 552999

Safeguarding Service Website
<http://www.wolverhamptionsafeguarding.org.uk/>

Other Useful Telephone Numbers

Adult Safeguarding Team 01902 553218
For general safeguarding advice

Care Quality Commission Tel: 03000 616161
If you have concerns about quality of care within care homes, hospitals or domiciliary care providers

Karma Nirvana Tel: 0800 5999 247
Supporting victims of honour crimes and forced marriages

Hope for Justice Tel: 0845 5197402
Supporting victims of human trafficking and modern slavery

Women's Aid Tel: 0808 2000247
Free phone 24 hour National Domestic Violence helpline