



Safeguarding Adults from Abuse Information Leaflet


What is abuse?


	<p>Abuse is when someone hurts you or treats you badly. Abuse is always wrong.</p>
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What is safeguarding?

	<p>Safeguarding means making sure you are safe from abuse and neglect, and are able to be independent and make choices.</p>
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What kinds of abuse are there?

	<p>Physical-</p> <ul style="list-style-type: none"> • Hitting • Biting • kicking
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	<p>Sexual abuse -</p> <ul style="list-style-type: none"> • When someone touches your body or your private parts in ways you do not like or want. • Includes kissing you, making you touch them, having sex with you when you do not want them to.
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	<p>Emotional abuse - When people talk to you in unkind ways.</p> <ul style="list-style-type: none"> • teasing, • threatening, • swearing, • ignoring you, • shouting, • Putting you down or treating you like a child.
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Financial abuse -

- When people take or control your money or things which belong to you.



Neglect -

This is when people who are supposed to help you don't look after you properly.

- Not giving you enough food,
- Not keeping you warm and safe,
- Not giving you medication or taking you to the doctors if you are ill.



Discrimination -

Is when people treat you badly or unfairly because of:

- The colour of your skin,
- Your religion,
- Your disability
- You are Lesbian, gay, bisexual or transgender.



Institutional -

Is when an organisation or people who work in it;

- Give poor care
- Misuse their power
- Abuse your Trust
- Break your confidentiality
- Give poor service

Who might be an abuser?



Anyone can be an abuser;

- A member of staff
- Someone in your family
- A friend or neighbour
- Someone you don't know


What can you do?



If these things happen to you, you should tell someone that you trust. You could tell:

- Any member of staff in the hospital
- Someone in your family
- A friend
- The police

What will happen next?

	<ul style="list-style-type: none"> • Your report will be taken seriously • If you agree, or if hospital staff need to act in your best interests they will contact social services or the police on your behalf. • Social Services are responsible for making sure this happens • Professionals will try to find out more about what has happened. • They will work together to try to protect you so that it doesn't happen again. • The police may need to become involved if the abuse is a crime.
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Who can I contact?

Adult Community Services - Norfolk Care Connect	0344 800 8020 (available 24 hours a day)
Police Adult Abuse Investigation Unit	01603 276332
Police - main switchboard	0845 456 4567
Local Organisations Norfolk Carers Helpline	0808 808 9876 (8am - 8pm Monday to Friday)
Leeway Women's Aid - Domestic Violence Helpline	0845 241 2171 (9am - 8pm Monday to Friday, 11am - 4pm Saturdays and Sundays)
National Organisations Action on Elder Abuse	0808 808 8141 (9am - 5pm Monday to Friday)
Carers Line	0808 808 777 (10am - 12pm, 2pm - 4pm, Wednesday and Thursday)

