

# Keeping adults safe from abuse and neglect





## About this booklet

This booklet explains how we keep adults across Dudley borough safe from abuse and neglect. It tells you about types of abuse and neglect that can happen to adults and how to report this.

Contact details for reporting any concerns are provided in this booklet.

## What is safeguarding?

Safeguarding means protecting a person's right to live in safety, free from abuse and neglect. It is about making people aware of their rights, protecting them and preventing or stopping abuse. We need to encourage people to report any suspected adult abuse, whether it happened recently, or not.

The Dudley Safeguarding Adults Board oversees this work throughout Dudley borough. The board is made up of organisations from across Dudley borough, including Dudley Council, West Midlands Police, NHS and voluntary and other agencies. They work together to share the responsibility of safeguarding.

When a concern of abuse or neglect is reported, the Dudley Safeguarding Adults Board has a legal duty under The Care Act 2014 to ensure that enquiries are made where the adult concerned:

- Has needs for care and support (whether or not the council is meeting these needs) and;
- Is experiencing, or is at risk of abuse or neglect and
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse and neglect.

If the adult does not meet these criteria, then the Board will ensure that signposting to supportive services which can help the person concerned, is provided.

## What types of abuse are there?

Abuse may be a single act or it can continue over a long time and can take many different forms. It is any action that harms or exploits another person.

Abuse may be:

- Physical abuse - including assault, hitting, slapping or pushing
- Domestic violence - which includes forced marriage and 'honour' based violence

- Sexual abuse - which can include anything of a sexual nature where there is no consent
- Psychological or emotional abuse - this includes verbal abuse which frightens or bullies a person
- Financial or material abuse - this can take many different forms, such as theft and fraud, but also the manipulation of people with regard to property, money and valuables
- Modern slavery - which includes human trafficking and forced labour
- Discriminatory abuse - including harassment because of race, gender, gender identity, age, disability, sexual orientation, religion or belief
- Organisational abuse - including neglect and poor care practices in a health or social care setting, or even relating to care provided in a person's own home
- Neglect - including ignoring medical, emotional or physical care needs
- Self-neglect - this covers a wide range of behaviour, neglecting to care for a person's own personal hygiene, health or surroundings, including behaviour such as hoarding

## Who abuses adults?

Anyone can carry out abuse or neglect including:

- A partner, son or daughter, relative, friend, neighbour or acquaintance
- A person who is paid to care for someone, or a volunteer carer
- People who work in social care or health care
- A stranger - some people will deliberately abuse adults they see as an easy target

Most abusers are people who are close to the adult concerned. The abuser is most often someone who the victim knows. Sometimes the abuser will initially be a stranger to the person, they will however over time befriend them and gain their trust.

## Where does abuse take place?

Abuse can occur in the home, in care homes, nursing homes, hospitals, sheltered housing schemes, day centres, public places - anywhere.

## What circumstances can increase the risk of someone being abused?

The risk of abuse or neglect increases when people are isolated, have to depend on others for their personal care, are ill or recovering from being ill, may not have the ability to protect themselves because of a disability, or have been abused before.





## How can you report abuse?

It is everyone's responsibility to be aware of and report abuse or neglect. You may be concerned about abuse or neglect because someone has told you something. You may have seen or heard something that makes you uneasy about the welfare of a neighbour, friend or relative.

You may be being abused yourself and need help to stop the abuse.

If you are concerned that a person is in immediate danger or in need of medical attention you should contact the police or ambulance service, calling **999**.

Otherwise, please contact someone who can help you with your worries and concerns. You can either call our Access to adult social care helpline (**0300 555 0055**) and we will help you, or you can visit our website **[www.safeguarding.dudley.gov.uk](http://www.safeguarding.dudley.gov.uk)** You can contact us from the website using the online form, if you prefer. Lots of helpful information about keeping safe can be found here.

## What will happen when I call?

- Your concerns will be taken seriously, we will listen to you and the information you give will be treated in confidence.
- You will be asked for basic information about what you have been told, what you have seen, heard or suspect or if you are a victim of abuse, what is happening to you.
- You will be asked your name and this will not be shared without your permission.



## What should I do if it's a child I think is being abused or neglected?

The Dudley Safeguarding People Partnership is responsible for any children at risk from abuse or neglect. If you have concerns about a child or young person you can call on **0300 555 0050** (Monday to Friday 9am to 5pm). Out of office hours contact the Emergency Duty Team on **0300 555 8574** or in an emergency call the police on **999**.

Alternatively you can call Child Line on **0800 1111** or email them by visiting **[www.childline.org.uk](http://www.childline.org.uk)**

### Other publications in this series

*A guide to adult social care and support in Dudley*

*Arranging and paying for care and support while living in your home*

*Arranging and paying for residential or nursing home care*

*Housing options for independent living*

*Support for carers in Dudley*

*Having your say*

## Useful contact details

### **West Midlands Police**

In an emergency **999**

In a non-emergency **101**

### **Care Quality Commission (CQC)**

If the person is receiving care or support from a care agency or in a hospital or care home setting

**03000 616161**

**[www.cqc.org.uk](http://www.cqc.org.uk)**

### **Action on elder abuse helpline**

For advice and support

**0808 808 8141**

**[www.elderabuse.org.uk](http://www.elderabuse.org.uk)**

### **Dudley carers network**

Information and resources for carers and their families

**0300 555 0055**

**[ww.dudley.gov.uk](http://ww.dudley.gov.uk)**

### **Disclosure and barring service**

Helping to prevent unsuitable people from working with children and adults at risk of abuse or neglect

**03000 200 190**

email - **[customerservices@db.s.gsi.gov.uk](mailto:customerservices@db.s.gsi.gov.uk)**

**[www.gov.uk](http://www.gov.uk)**

## Further information

**For further information please contact our  
access to adult social care helpline**



### Telephone

**0300 555 0055** (Monday to Friday - 9am to 5pm)

An emergency duty team is available on **0300 555 8574**, at all other times

### Web

**[www.dudley.gov.uk/asc](http://www.dudley.gov.uk/asc)**

### Email

**[acessteam.dachs@dudley.gov.uk](mailto:acessteam.dachs@dudley.gov.uk)**

### Post

**Brierley Hill Health & Social Care Centre  
Venture Way, Brierley Hill DY5 1RU**

If you are a carer telephone **01384 818723**  
or email **[carers.network@dudley.gov.uk](mailto:carers.network@dudley.gov.uk)**

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If you require any assistance with regards to this document or would like to request an interpreter, large print or audio version, please contact the communications team on 01384 814280