



SAFEGUARDING ADULTS FROM ABUSE

- **IS SOMEONE TREATING YOU BADLY?**
- **ARE YOU AFRAID TO SPEAK OUT ABOUT WHAT IS HAPPENING TO YOU?**
- **ARE YOU WORRIED THAT SOMEONE YOU KNOW IS AT RISK OF HARM OR MISTREATMENT?**

If the answer is “yes” to any of these, this leaflet is for you.

Bexley
Care Trust



**LONDON BOROUGH OF
BEXLEY**

This leaflet is about safeguarding adults from abuse. It explains the different types of abuse that can be experienced, what help is available and how to get that help.

WHAT IS ADULT ABUSE?

Abuse means neglecting or mistreating someone. Abuse can be physical, sexual, financial, discriminatory, psychological or emotional.

There are many vulnerable adults who may be at risk of neglect or harm. Here are some examples of adult abuse:

Jimmy is 90 and lives in a residential home. Sometimes care workers lose patience and shout at him. He is often left for long periods of time on his own, without a drink, and rushed through his evening meal if he takes too long. He is put to bed at 7pm because the home is short-staffed.

THIS IS INSTITUTIONAL ABUSE.





Mollie cares for her partner Justen, who has a long term illness. Mollie sometimes gets angry and hits him.

THIS IS PHYSICAL ABUSE.

Joy's son takes Joy's pension to do her shopping. Joy is not allowed to choose what is bought, and is not given any money for herself.

THIS IS FINANCIAL ABUSE.

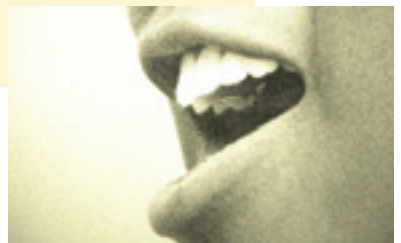


Roger has learning disabilities and attends a day centre. Another adult touches him in a way Roger doesn't like.

THIS IS SEXUAL ABUSE.

Margaret is disabled and needs help to live at home. Carers have threatened her that she will have to live in a residential home if she does not make their job easier.

THIS IS EMOTIONAL ABUSE.



WHO ARE ABUSERS?

Abusers can be carers, friends, relatives, neighbours or staff members who come into contact with vulnerable adults.

WHAT HELP IS AVAILABLE?

Bexley is committed to safeguarding all vulnerable adults and works with a number of partners, giving support, help and advice to those who need it. These organisations are:

Bexley Council

Bexley Care Trust

Oxleas NHS Trust

Queen Mary's Hospital

Age Concern Bexley

Kent Community Housing Trust

Metropolitan Police (Public Protection Unit)

Bexley Voluntary Service Council

Bexley & Bromley Advocacy

Bexley Mencap

Care Partners Trust

Inspire Community Trust

Maidstone Community Care Housing

Commission for Social Care Inspection

We want to help you live free from fear and to ensure that you are treated with dignity and that your choices are respected.

HOW CAN I REPORT ABUSE?

You can report your situation to one of our skilled staff who will listen and respond to your concerns.

In the first instance, call Bexley Care Trust on

01322 356363

WHAT WILL HAPPEN WHEN I REPORT THE ABUSE?

Our first priority will be to ensure that you are safe.

We will arrange for an appropriate professional to talk to you about your situation. We will give you advice on how we can help you, and discuss what services we may be able to provide to protect you from further abuse.

WHAT MUST I DO IF I SUSPECT ABUSE IS HAPPENING TO SOMEONE I KNOW?

Please report the situation to us in the same way.

Our priority is to ensure the safety of the person experiencing abuse. We will ask you questions about the situation and proceed from there.

OTHER HELPFUL ORGANISATIONS IN BEXLEY

| | |
|--|---------------|
| Bexley adult social services: | 01322 356363 |
| Emergency out of hours service: | 020 8303 7777 |
| Bexley Care Trust: | 020 8298 6000 |
| Age Concern Bexley: | 020 8300 0883 |
| Bexley and Bromley Advocacy: | 020 8300 9666 |
| Care Partners Trust: | 020 8303 0900 |
| Kent Community Housing Trust: | 01634 869880 |
| Bexley Mencap: | 01322 336973 |
| Bexley Voluntary Service Council: | 020 8304 0911 |
| Oxleas NHS Trust: | 01322 356100 |
| Metropolitan Police (Public Protection Unit): | 020 8284 9246 |
| Commission for Social Care Inspectorate: | 020 8308 3520 |
| Citizen's Advice Bureau: | 020 8303 5100 |
| Maidstone Community Care Housing: | 01322 341162 |

Details of all Bexley Council services can be found at
www.bexley.gov.uk

For further copies of this leaflet, or if you would like to receive this leaflet in large print, or audio tape, or with pictures and symbols, please contact the Communication and Consultation Officer on 020 8836 8069.

Details on how to obtain this information in different languages is printed on the back page of this leaflet.



If you would like to know more about the services the Council provides, or would like either a translation of this document or the information in a different format, please call our Customer Contact Centre on 020 8303 7777 and press 0, quoting reference: 601476/10.07

