

stop abuse and neglect

If you or someone you know may be experiencing abuse or neglect ring **Somerset Direct 0845 345 9133** or, in an emergency dial **999**.

Helpful phone numbers:-

Somerset Direct – Children and Young People	0845 345 9122
Emergency Duty Team (after 5 o'clock and at weekends)	01458 253241
Avon and Somerset Police	0845 4567000
Police Emergencies	999
Care Quality Commission	03000 616161
NHS Direct	0845 4647
Advocacy in Somerset (Mental health advocates)	08448 001041
Somerset Advocacy (Learning Disability advocates)	01823 322900
A4e (advocacy service)	01823 339492
Age Concern	01823 423496
Domestic Abuse FreeFone Support Line	0800 694 9999
Action on Elder Abuse	0808 808 8141
Mencap	0808 808 1111
MIND	0845 766 0163

Other Information

This leaflet has been agreed by the Somerset Safeguarding Adults Board. This Board is made up of organisations like the Police and NHS who have a role in preventing the abuse of vulnerable adults. The Board makes sure that these organisations work together effectively.

To find out more you can go to www.somerset.gov.uk and search for safeguarding adults or contact Chris Hamilton, Safeguarding Adults Co-ordinator on 01278 437241 or cahamilton@somerset.gov.uk.

stop abuse

physical abuse - sexual abuse - verbal abuse

emotional abuse - financial abuse - discrimination - neglect

Everyone has the right to live their life free from violence, fear, abuse or neglect. Some groups of people need help to keep themselves safe.

Somerset County Council has a responsibility to protect vulnerable adults from abuse or neglect.

If you or someone you know may be being abused or neglected phone

Somerset Direct 0845 345 9133

They will help to stop the abuse or neglect happening.

'Safeguarding Vulnerable Adults in Somerset'



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Who is a vulnerable adult?

A vulnerable adult is a person whose ability to protect themselves from abuse or neglect is limited. This may be because of their age or because they have a disability or health problem.

Who can be abused?

Anybody can be abused but it happens more often to people who:

- Have a disability (including a physical or learning disability, sight or hearing loss)
- Are elderly or frail (including people with dementia)
- Have a mental health or drug and alcohol problem

Many of these people will depend on others for their care.

What is abuse?

Abuse is a violation of a person's rights or dignity by someone else. There are many kinds of abuse:

Physical: including hitting, slapping, pushing, kicking, restraint or unwanted restrictions.

Sexual: this could be any kind of sexual activity to which a person has not or cannot consent.

Emotional: including threats of harm or abandonment, deprivation of contact, controlling, intimidation, coercion, harassment, verbal abuse, humiliation, isolation or withdrawal from services or supportive networks.

Financial or material: including theft, fraud, exploitation and the misuse or misappropriation of property, possessions or benefits. This can also include pressure in connection with wills, property or inheritance or financial transactions.

Neglect or acts of omission: failing to provide a vulnerable person with the help they need. This could be ignoring medical advice, physical care needs or failure to provide access to health or social care services.

any abuse is wrong

physical abuse - financial abuse - discrimination - neglect

Discrimination: including behaviour and harassment based on a person's ethnicity, race, culture, sexual orientation, age or disability, and other forms of harassment, slurs or similar treatment.

Who could abuse you?

Anyone can abuse you. It can be someone you know or a stranger.

Who do you tell?

Tell someone you know and trust as soon as you can. This could be a family member, a friend, nurse, doctor, social worker, carer at your care home or day centre.

You can also contact the police, or Somerset County Council through Somerset Direct.

What happens next?

The person you tell should put you in touch with someone who can help.



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abuse

To report any abuse or neglect phone Somerset Direct on 0845 345 9133 or, in an emergency, dial 999