



# York Safeguarding Adults Board

## Keeping Safe and Protecting Adults

Everyone has the right to live their life free from violence and abuse, whilst maintaining their independence and well-being.

This information can be provided in your own language.

我們也用您的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

☎ 01904 551550



Independent Care  
Group



North Yorkshire and York

## 1. Introduction

- The Safeguarding Adults policy applies to adults, over the age of 18, who need support from Health and Social Care services to maintain their independence. In particular, it applies to adults who:
  - ◆ may have learning or physical disabilities
  - ◆ may have mental health problems
  - ◆ may be old, frail or ill
  - ◆ may not always be able to take care of themselves or protect themselves without help.
- This fact sheet provides information about what to do if you are being abused or you suspect that this may be happening to someone else.

## 2. What to do if you are being abused or suspect abuse is happening

### ■ Does this affect you or someone you know?

There are different types of abuse such as:

- ◆ Physical – hitting, slapping, pushing, being restrained, misuse of medication.
- ◆ Emotional – threats, intimidation, controlling, taking away privacy and /or threatening to abandon.
- ◆ Sexual – includes rape and other acts to which you have not given consent.
- ◆ Financial – theft, fraud, misuse of property, possessions or benefits, withholding what belongs to you.

- ◆ Neglect – withholding food, drink, adequate heating and/or clothing; failing to provide access to health or social care services, education or social activities.
- ◆ Discriminatory – being treated unfairly because of your gender, race, culture, background, age, disability, sexuality or illness.
- ◆ Institutional – repeated incidents of poor care or practice that are continually not dealt with.

## ■ **Signs of abuse to watch out for**

Some of the more common signs or indicators of abuse are:

- ◆ multiple bruising or finger marks
- ◆ injuries that cannot be easily explained
- ◆ deterioration of health for no apparent reason
- ◆ sudden and unusual loss of weight
- ◆ inappropriate or inadequate clothing
- ◆ withdrawal or mood changes
- ◆ a carer who is unwilling to allow access to the person
- ◆ a person who is unwilling or unhappy about being left alone with a particular carer
- ◆ unexplained shortage or disappearance of money.

## ■ **Who might be the abuser?**

- ◆ a member of the family, a friend or neighbour
- ◆ a paid or volunteer care worker
- ◆ a professional worker
- ◆ someone else who is receiving care
- ◆ someone you don't know.

### 3. What to do if you suspect abuse?

- If you or the person you are concerned about is in immediate danger, then you should ring the Police on 999.
- If you or the person you are concerned about are NOT in immediate danger, you should contact:  
**The Customer Advice Centre, Housing and Adult Social Services, City of York Council** (see the back of this leaflet for contact details)
- When you report a Safeguarding Adults concern, you will be asked some questions about what you have seen or what you know. This is important as the person taking your call needs to be able to make a judgement about
  - ◆ the seriousness of the situation you are describing, and
  - ◆ what immediate actions need to be taken to protect the vulnerable person and/or others who may be at risk of harm.
- Any information you give will be treated in strictest confidence. You will be asked for your name and address as there may be a need to get in touch with you at a later date to clarify what you have reported. However, if you choose not to share your name and address, your call will still be taken and acted upon.

#### **4. Other Useful Contacts and Helplines:**

■ **Action on Elder Abuse (National Helpline)**

08088 088141

■ **Victim Support Helpline**

0845 3030 900

■ **The Samaritans**

08457 90 90 90

■ **Help The Aged**

020 7278 1114

■ **Age Concern**

0800 00 9966

■ **Shelter Line**

0808 800 4444

■ **BT Nuisance Call Advice**

0800 661 441

■ **Women's Aid**

0808 2000 247

■ **The Care Quality Commission (CQC)**

0191 233 3323

■ **North Yorkshire Police**

0845 6060247

## 5. More information

- If you or the person you are concerned about are in immediate danger please contact the Police on 999.
- If you or the person you are concerned about are **not** in immediate danger please contact our Customer Advice Centre:

### **Customer Advice Centre**

PO Box 402

10-12 George Hudson Street

York YO1 6ZE

Tel: 01904 554141

Fax: 01904 554119

Minicom: 01904 554120

Email: [housing.socialcare@york.gov.uk](mailto:housing.socialcare@york.gov.uk)

- The Customer Advice Centre is open from 8:30am to 5pm, Monday to Friday.
- If there is an emergency outside office hours, or at the weekend, Safeguarding referrals should be made to our Emergency Duty Team. You should say that you are reporting a Safeguarding Adults concern. Telephone: 0845 034917.
- Our leaflets are also available in large print, on tape and in Braille. They can also be translated into other languages on request.