



York Teaching Hospital  
NHS Foundation Trust

# Safeguarding Adults from Abuse

Information for patients, relatives and carers

① For more information, please contact:

**Safeguarding Adults Team**

Malton Hospital, Middlecave Road, YO17 7NG

Tel: 07825 089021, 07795 126588 or 07795126677

Or email: [safeguardingadults@york.nhs.uk](mailto:safeguardingadults@york.nhs.uk)

Caring with pride



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## Introduction

York Teaching Hospital NHS Foundation Trust believes everyone has the right to live their lives free from violence and abuse and have their rights and choices respected.

Safeguarding vulnerable adults means working together to stop abuse and prevent it from happening in the future.

Our Safeguarding Vulnerable Adults policy applies to adults over the age of 18, who have needs for care and support and who are unable to protect themselves against significant harm or exploitation.

This leaflet explains what you can do if you are being abused or if you are concerned that another adult is at risk of being abused, neglected or seriously harmed.

## What is abuse?

Abuse is a violation of an individual's human and civil rights by any other person or persons. It can be a single or repeated act and can occur in any relationship.

There are different types of abuse, such as:

- Physical - hitting, slapping, pushing or being unlawfully restrained.
- Domestic Abuse - hitting, bullying, belittling and controlling. It can happen in all sorts of relationships and between close family members.
- Emotional - threats and intimidation, controlling behaviour and privacy being taken away.
- Sexual - unwanted touching, kissing and sexual intercourse.
- 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.

- Self Neglect - neglecting to care for one's personal hygiene, health or surroundings.
- Discriminatory - being treated unfairly because of your gender, race, culture, background, age, disability, sexuality or illness.
- Organisational - repeated incidents of poor care or practice that are continually not dealt with.
- Modern slavery - includes slavery, human trafficking and forced labour.

## Who might be causing the abuse?

- A member of the family, a friend or neighbour.
- A paid carer or volunteer.
- A professional worker.
- Someone else who is receiving care.
- Someone you do not know.

The abuser may be more than one person.

## How can I report abuse?

If you are being abused, or you see, hear or suspect someone else is being abused you can:

- Share your concerns with a member of staff
- Telephone the safeguarding adults team on 07825 089021 or 07795 126588

If you or the person you are concerned about are in immediate danger, contact the police on 999.

## **How can the safeguarding team help?**

We will listen to your concerns and may ask you some questions about the abuse or the concerns that you have.

With your consent or the consent of the person you are concerned about, we will discuss what you would like to happen and ensure that you or the person you are concerned about are not in any immediate danger.

We will discuss a plan to keep you or the person you are concerned about safe.

We will do this by working in partnership with one of the Local Authority Safeguarding Teams, which are:

- City of York Council
- North Yorkshire County Council
- East Riding of Yorkshire County Council

We will ask your permission to share information between the partnerships: however if other people are also at risk of harm we have a duty to share information to protect others.

Any information you give will be treated with the strictest confidence within the Safeguarding Team Partnerships.

## **How the safeguarding process works**

### **Initial enquiry**

When a concern is raised we will need to ask you some questions about the abuse or the concerns that have been raised and discuss and agree with you the best way of helping. We will assess and agree your support and protection needs as well as any further actions that may need to be taken.

If the safeguarding adults process is the best way of helping then we will need to make a referral.

### **Referral**

If a referral is to be made, the Safeguarding Adults Team will do this by contacting the appropriate Local Authority Safeguarding Team.

### **Fact finding**

The lead agency will conduct an initial information gathering assessment which considers your immediate needs and support. If the lead agency feels there is a risk of significant harm they will ask for your consent to look into the concern further.

## **Strategy meeting**

A strategy meeting may take place which will involve agencies meeting to talk about the concerns and decide if an investigation needs to take place.

## **Investigation**

A lead investigator will be appointed to gather information and evidence regarding the concern. The investigator may wish to speak with you and take a statement; they will also support you throughout the safeguarding process.

## **Case conference**

Once the investigation is complete, a case conference meeting may be arranged.

The findings of the investigation will be heard by all the agencies that are supporting you and a decision is made about whether you or other adults are at risk. You may be invited to attend this meeting.

## **Further Actions**

A protection plan to keep you safe may be agreed at this meeting and reviewed appropriately.

## **Tell us what you think of this leaflet**

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact:

The Safeguarding Adults team, contact numbers are on the front of this booklet or email [safeguardingadults@york.nhs.uk](mailto:safeguardingadults@york.nhs.uk).

## **Teaching, training and research**

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

## **Patient Advice and Liaison Service (PALS)**

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email [pals@york.nhs.uk](mailto:pals@york.nhs.uk).

An answer phone is available out of hours.

Providing care together in York, Scarborough, Bridlington,  
Malton, Selby and Easingwold communities

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**01904 725566**

email: [access@york.nhs.uk](mailto:access@york.nhs.uk)



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