



Safeguarding Adults - Keeping People Safe

An easy read guide to understanding and reporting abuse

emh care & support

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emh homes



What does safeguarding adults mean?

Safeguarding adults means working together to stop abuse happening and helping everyone to live free, happy lives and make their own choices.



Who is an adult at risk of harm?

An adult at risk of harm is someone who is aged 18 and over and in need of community care service because of:

- Physical disability
- Mental health
- Illness
- Age
- Unable to protect themselves against serious harm



People with a learning difficulty can also be vulnerable to bullying and abuse.

What is abuse?

Abuse can happen in lots of different ways. Sometimes you may not realise you are being abused but other people may recognise it.

Abuse can be:

- When someone hurts or treats you badly
- When someone does or says things to make you upset or frightened



Abuse is ALWAYS wrong!

Abuse is NOT your fault!

Emotional abuse

This is when people say bad things to hurt your feelings, shout or threaten you.

This could be:

- Calling you names
- Blaming you when it is not your fault
- Ignoring you
- Laughing at you
- Treating you like a child



Physical abuse

This is when someone hurts you. This could be someone who:

- Hits you
- Kicks you
- Pinches or scratches you
- Pulls your hair
- Burns you
- Gives you the wrong medication



Sexual abuse

This is when someone touches your body or private parts in ways you do not want.



It is also when someone makes you do sexual things that make you sad, angry or frightened. This can be someone:

- Touching your bottom
- Touching your breasts
- Making you touch other people in these places
- Making you look at or watch pictures or films of a sexual nature

Financial abuse

This is when people take your money or belongings without asking. This can be when someone:

- Steals your money
- Takes control of your money
- Makes you pay for other people's things
- Takes things that belong to you



Neglect

This is when people who are there to help you do not look after you properly. This can include:

- Being hungry most of the time
- Not being kept safe
- Not getting the right medical help
- Not having clean clothes to wear



Discrimination

This is when people treat you badly or unfairly because you are different to them. This could be because you:



- Have a different coloured skin
- Have different religious beliefs
- Are disabled
- Are lesbian or gay
- Speak a different language



Institutional abuse

This is when paid staff in a care setting does not care for you properly or respect your rights. This can be when:

- There are not enough staff on duty most of the time
- Most of the staff are not trained
- The rules and routines are made by the manager and staff
- Your personal belongings are used by or for someone else



Who might abuse you?

Most people you meet will not abuse.

People who could abuse you might be:

- A family member
- Paid staff or professionals
- Neighbours
- Strangers
- Friends
- Volunteers



Where can abuse happen?

Abuse can happen anywhere and at any time.

Examples of where it could happen include:

- In the house or home where you live
- In hospital
- At a day centre
- At work
- In the street
- Online



Who should I tell?

If you think you have been or are being abused, or you think someone you know is being abused, you should talk to someone you trust as soon as you can.

This could be:

- A family member
- A friend
- A care worker
- A police officer
- A doctor or nurse
- A council or social worker



In an emergency situation you should ring 999

Once you have told someone you trust, they may make an adult safeguarding referral.

What is an adult safeguarding referral?

An adult safeguarding referral is when someone tells Adult Care that abuse is happening.



As soon as people know you may be unsafe, appropriate action will be taken. Anyone can make an adult safeguarding referral.

Once Adult Care gets a referral, they will need to find out more information to decide how to deal with the concern.

Adult Care will:

- Talk to you about what has happened and offer you support
- Talk to other people to find out what has happened
- Take action to make sure you are safe



If abuse or neglect is taking place, Adult Care will start an adult safeguarding enquiry.

What happens in an adult safeguarding enquiry?

There are different stages in an adult safeguarding enquiry. Safeguarding could end at any of the stages.

Stage 1

An adult safeguarding referral is made to Adult Care



Stage 2

Adult Care collects more information about the abuse or neglect



Stage 3

A plan is made to investigate the concerns of abuse or neglect. A person or agency will complete the investigation.



Stage 4

The plan to keep you safe is talked about at a meeting. A decision will be made about whether there needs to be more meetings to check the plan is working.



Say no to abuse

emh group is committed to stopping all forms of abuse and aims to protect all adult customers.

REMEMBER:

- Mistreatment of any adult is **NOT** acceptable
- You can make a difference
- Safeguarding adults at risk is everyone's business



Do Not Ignore It!
Report It!



For further information or concerns about safeguarding you can contact the emh team by:

Email: centralhub@emhcareandsupport.org.uk

Your Contacts

Use this space to write down important telephone numbers.

Support Worker(s):



Scheme / Housing / Registered Manager(s):



Doctor(s):



Family and Neighbour(s):



Local Adult Safeguarding Teams

If you think you or someone you know has been or is being abused, and want to report this yourself, these are the numbers of people you can talk to.



If you live in Derby or Derbyshire		
	Daytime (9am-5pm)	Evening (5pm-9am)
Safeguarding Adults Team	0162 953 3190	01629 532600
Derbyshire Police	101	101
Emergency Services	999	999



If you live in Leicester or Leicestershire		
	Daytime (9am-5pm)	Evening (5pm-9am)
Safeguarding Adults Team	0116 305 4933	0116 255 1606
Leicestershire Police	101	101
Emergency Services	999	999



If you live in Nottingham or Nottinghamshire		
	Daytime (9am-5pm)	Evening (5pm-9am)
Safeguarding Adults Team	0300 500 8090	0300 456 4546
Nottinghamshire Police	101	101
Emergency Services	999	999

If you live in Northampton or Northamptonshire		
	Daytime (9am-5pm)	Evening (5pm-9am)
Safeguarding Adults Team	0300 126 1000	01604 626938
Northamptonshire Police	101	101
Emergency Services	999	999

If you live in Lincolnshire		
	Daytime (9am-5pm)	Evening (5pm-9am)
Safeguarding Adults Team	01522 782155	01522 782333
Lincolnshire Police	101	101
Emergency Services	999	999