



# **Safeguarding adults from neglect and abuse**

**This leaflet explains what adult abuse  
is and tells you where to go in Leeds  
for advice and support.**

## Introduction

The Leeds Safeguarding Adults Partnership includes representatives from Adult Social Care, Health, Police, Fire and Rescue, Probation, Housing and voluntary and community groups. Its role is to ensure that vulnerable adults in Leeds are supported to protect themselves or to be protected from abuse or neglect.

This leaflet is about how we can try to keep you safe from neglect and abuse. If you have concerns, further information and guidance is available on the website at: **[www.leedssafeguardingadults.org.uk](http://www.leedssafeguardingadults.org.uk)**



## Who is a vulnerable adult?

A vulnerable adult is someone aged 18 years or over who may be unable to take care of themselves, or protect themselves from harm or from being exploited.

This may be because their circumstances, such as chronic illness, disability, age, mental health issues or lifestyle cause them to be at risk in some situations.

Action can be taken by anyone who knows or suspects that a vulnerable adult is being abused. That person could be: a professional, carer, relative, friend, or member of the public.



## What is abuse?

Abuse is mistreatment by any other person or persons that violates a person's human and civil rights.

Abuse can happen anywhere – in a person's own home, in a residential or nursing home, in a supported living setting, a hospital or GP surgery, a prison, day centre or educational setting, library, sports centre, within the workplace, or within the community.

## Some possible signs of potential abuse

- Insufficient money to cover bills, food and other living expenses.
- Unexplained marks, bruises or injuries.
- Changes in behaviour, such as being withdrawn, angry or scared.
- Changes in appearance such as being shabby or unkempt.



# Types of abuse

## **Physical:**

Including hitting, slapping, pushing, kicking or injuring someone or misuse of medication.

## **Sexual:**

Including rape, sexual assault or pressuring someone into sexual acts they haven't consented to, don't understand or feel powerless to refuse.

## **Emotional:**

Including threats of harm or abandonment, isolation, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, or withholding services or supportive networks.

## **Financial or material:**

Including theft, fraud, misuse of property, possessions, benefits, and deliberate or premeditated mismanagement of finances.

## **Neglect and acts of omission:**

Including ignoring medical or physical care needs, failing to provide access to appropriate health, social care or educational services, withholding medication, nutrition or heating.

## **Discriminatory:**

Including abuse that is racist, sexist, or based on disability or age, other forms of harassment, slurs or similar treatment.

## **Institutional:**

Including people being mistreated by services or in places such as residential homes, nursing homes or hospitals because of poor or inadequate care, neglect or poor working practice that affects the whole of that service.

## **What to do if you suspect abuse or are experiencing abuse?**

If you think someone is or may be experiencing abuse you should:

- Ensure the person is safe, if you can.
- Dial 999 if the person is in imminent danger or in need of immediate medical attention, and ask for the police or ambulance as appropriate.
- Ring the Police Call Centre on 0845 606 0606 if you believe a serious crime has been committed, but the person is not in imminent danger.
- Call Adult Social Care Customer Services on 0113 222 4401 or Textphone 0113 222 4410 to make a safeguarding adults referral.
- If it is outside of normal office hours, contact the Emergency Duty Service on 0113 240 9536 to make a safeguarding adults referral.
- Take care to preserve any evidence, if you can.

**If you are being abused and feel unable to call yourself, tell someone you trust and ask them to do it for you.**

**If you need advice call:**

**Safeguarding Adults Partnership Support Unit**  
Tel: 0113 224 3511 (office hours)

## What will happen if you make a referral?

### A member of staff will:

- Listen to what the person has to say.
- Gather information.
- Ensure the person is safe.
- Get medical help if required.
- Involve the police where a crime has been committed.
- Involve other professionals to investigate and protect the person from further abuse.





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## **Useful contact numbers**

### **Adult Social Care Customer Services**

To make a safeguarding adults referral or for further information about adult social care during office hours.

Tel: 0113 222 4401

### **Emergency Duty Team**

To make a safeguarding adults referral, out of hours.

Tel: 0113 240 9536

### **Safeguarding Adults Partnership Support Unit**

For advice and information.

Tel: 0113 224 3511 (office hours)

### **Police Call Centre**

If you believe a serious crime has been committed, but the person is not in imminent danger.

Tel: 0845 6060 606

### **Care Quality Commission (CQC)**

Concerns about a care home, domiciliary or home care or care in a hospital setting.

Tel: 0300 616 161 or 0191 233 3300

### **Supporting People**

Concerns around supported living and sheltered accommodation services.

Tel: 0113 247 6752 (office hours)

### **Leeds City Council Domestic Violence Team**

For confidential advice and information.

Tel: 0113 395 2140

## **Helplines**

### **Action on Elder Abuse**

National Helpline.

Tel: 0808 808 8141

### **Victim Support Helpline**

For advice and information.

Tel: 0845 303 0900

### **Samaritans**

Tel: 0845 790 9090

### **Connect Helpline**

Leeds Survivor-led crisis service.

Freephone: 0808 800 1212

Textphone: 0808 800 2323, 6pm –10.30pm every night

### **Stop Hate UK**

Independent information and support on hate crime.

Freephone: 0800 138 1625

### **Age Concern Leeds**

Working with and for Older People in Leeds.

Tel: 0113 200 8852

### **A4MHD**

Advocacy for Mental Health and Dementia.

Tel: 0113 247 0449

### **Leeds Advocacy**

Advocacy for people with learning disabilities.

Tel: 0113 244 0606

# Services supporting women experiencing domestic abuse

## National Domestic Abuse Helpline

Tel: 0808 200 0247

## Behind Closed Doors

North West and West Leeds.

Tel: 0800 328 2430

## HALT

Legal aid.

Tel: 0113 243 2632

## Leeds Women's Aid

Refuge for women and children.

Tel: 0113 246 0401

## Sahara

Black women's refuge and support.

Tel: 0113 230 5087

## Ku Sikia

Counselling service for African, African Caribbean Dual Heritage and other minority ethnic adults.

Tel: 0113 307 0300



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This publication can be provided in large print, Braille and audio please telephone 0113 247 8630.

If you do not speak English and need help in understanding this document, please telephone the number below and state the name of your language. We will then put you on hold while we contact an interpreter. Telephone 0113 222 4401.

For general information about Adult Social Care telephone customer services on 0113 222 4401.  
Textphone: 0113 222 4410

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