

Are you, or someone you know, being abused or neglected?

If so, please say something

This leaflet will tell you what can be done about it



For more information about safeguarding adults visit  
[www.sefton.gov.uk/social-care/adults/raise-a-concern](http://www.sefton.gov.uk/social-care/adults/raise-a-concern)



# Introduction

Any abuse is wrong, everyone has the right to live their life free from violence, fear and abuse

## What is abuse?

Abuse can take many forms. It might be:

- something that happens once or repeatedly
- a deliberate act or something that was unintentional, perhaps due to a lack of understanding
- a crime


There are many different kinds of abuse, these are just examples:

- Physical abuse, such as being hit, kicked, being locked in a room or inappropriate restraint.
- Sexual abuse, such as being made to take part in a sexual activity when a person has not, or is not able to give their consent.
- Psychological abuse, such as being shouted at, ridiculed or bullied, as well as being made to feel frightened.
- Financial or material abuse, such as stealing someone's money or belongings, or misusing them for someone else's benefit.
- Neglect involves the failure to provide care or support which results in someone being harmed.
- Discriminatory abuse, involves treatment or harassment based on age, gender, sexuality, disability, race or religious belief.
- Organisational abuse, happens when companies that provide care do not provide services to the required level due to poor management or practices. The abuse may affect an individual, some or all those under their care.
- When abuse occurs between partners or by a family member, it is often called domestic abuse.
- Self-neglect - covers a wide range of behaviours, such as neglecting to care for one's personal hygiene, health or surroundings and includes behaviours such as hoarding

## What can I do if I think I am being abused or I am worried that someone else is?

- You should tell someone you trust.
- If it is an emergency, phone 999.
- If a crime has been committed you can call Merseyside Police on 101 (or 999 in an emergency)

You can report the abuse of an adult with care and support needs to Sefton Council Adult Social Care by phoning 03451400845



I get help and support to report abuse and neglect

## What will happen next?

We believe in the principle 'no decision about me without me'. This is written into the Care Act and is referred to as 'making safeguarding personal'.

## We promise to:

- listen carefully;
- take all of your concerns seriously;
- ask what the person who has been abused wants to happen to make them feel safe and support them to make their own decisions about this;
- treat the person affected with dignity and respect;
- support the person affected and their family or carers as appropriate;
- work with other relevant agencies to get help and support where needed; and
- keep the person affected up to date with any actions we have agreed to carry out.

No decisions  
about me  
without me

We will make sure that the person who has been abused is involved as much as possible in any enquiries we make. The law says that if the person has difficulty in understanding or making decisions about a safeguarding concern and has no one to help, we must arrange for someone called an advocate to support them. This is someone who is totally independent and will make sure that the person understands what is happening.

I feel  
listened to and  
what I say is taken  
seriously

I am asked  
my opinion if people  
around me think  
I am at risk of abuse  
or neglect

## Confidentiality

Information will be treated as confidential. There may be occasions when some information needs to be shared when it is in the best interest of the abused person or when it is necessary to protect other adults at risk.

