



What your manager will need to do:

- Consider the wishes of the adult at risk. What do they want to happen next? What changes do they want to achieve from the support that could be provided?
- Gather information, if needed, in order to decide what to do
- Consider if there are any actions needed to keep the person safe
- Ensure the police and medical services have been contacted if needed
- Decide whether a safeguarding adults concern needs to be reported. If your manager is not available you may need to do this yourself
- Report the incident to Commissioning Teams, Care Quality Commission (CQC) or the Charity Commission, as required
- Consider if other key people need to be informed
- Keep a record of what has happened and any actions or decisions taken
- Refer to guidance for their organisation/Leeds Safeguarding Adults Board as required

How to report abuse

To report a crime:

In an emergency call the police on: **999**

If the person is not in danger now, call the police on: **101**

To report a safeguarding concern or seek advice:

Call Adult Social Care on: **0113 222 4401**

Out of hours call: **0113 240 9536**

For more information visit the Leeds Safeguarding Adults Board website at www.leedssafeguardingadults.org.uk

This information can be provided in large print, Braille, audio or a community language. Please call **0113 247 6925**

The Leeds Safeguarding Adults Board organises safeguarding adults work in Leeds. The Board includes a range of organisations, such as Leeds City Council, health services, police and voluntary agencies.

INFORMATION FOR STAFF AND VOLUNTEERS



Peter always had time for others, but some care staff don't take time to care for him

ABUSE
Doing nothing is not an option

To raise a concern about adult abuse
CALL 0113 222 4401
www.leedssafeguardingadults.org.uk



The Leeds Safeguarding Adults Board works to protect adults with care and support needs from abuse and neglect

You have a duty to act if you have concerns about someone being abused or neglected.

Who is at risk?

An adult at risk is someone who is aged 18 years or more who:

- has needs for care and support
- is experiencing or is at risk of abuse or neglect, and
- as a result of their need for care and support is unable to protect himself or herself against the abuse or neglect or the risk of it

What is abuse?

Abuse can be:

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

Abuse can happen anywhere, at any time and be caused by anyone

It might be:

- a partner or relative
- a friend or neighbour
- a paid or volunteer carer
- other service users
- someone in a position of trust
- a stranger

Different kinds of abuse

Abuse can take many forms. It might include:

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 the adult has not given 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 theft, fraud, exploitation, pressure in connection with financial matters or misuse of someone else's finances.

Neglect involves the failure to provide care or support that results in someone being harmed.

Discriminatory abuse involves treatment or harassment based on age, gender, sexuality, disability, race or religious belief.

Modern slavery includes human trafficking and forced labour.

If these forms of abuse are caused by an organisation, it is sometimes called **organisational abuse**.

When abuse occurs between partners or by a family member, it is often called **domestic violence and abuse**.

Self-neglect is when an adult declines essential support with their care and support needs, and this is having a substantial impact on their overall wellbeing.



Your responsibilities

You have a responsibility to act if you have concerns about abuse or neglect.

Doing nothing is not an option

You must:

- take the concerns seriously
- listen carefully to what you are told. Do not ask questions other than to clarify what has been said. Only use open ended questions
- do not promise to keep a secret
- always tell your manager
- do not investigate the concerns yourself
- where there is an immediate risk you must consider if there is anything you can reasonably do to keep the person safe
- you may need to call the police or an ambulance to keep someone safe
- preserve any evidence of what has happened
- only tell people who need to know
- keep a record of what has happened and any actions taken

