



Gloucestershire  
Safeguarding Adults  
Board

# Safeguarding Adults in Gloucestershire



Guidance on  
abuse and the  
Safeguarding  
Process



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## What is abuse?

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Abuse is when someone does or says things to you to make you upset or frightened.

You may be too scared to speak out or to stop them.



You may be abused on purpose, or by someone who may not realise that what they are doing to you is wrong.



Abuse can happen when someone has power over you, and you do not agree to what is happening.

There are different types of abuse.

# Physical Abuse

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This is when someone physically hurts you.



Here are some examples of physical abuse:

- Hitting



- Kicking



- Pulling hair



- Pinching or shaking
- Throwing things at you

- Giving someone too much medication so they find things difficult to do

## Sexual abuse

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This is when someone does things to you or makes you do sexual things. These things can make you sad, angry or frightened.

Sexual abuse is when someone touches your body or your private parts in a way you do not like or want. Sexual abuse is also being made to touch someone else when you do not want to.

Here are some examples of sexual abuse:

- Someone touching your private parts when you do not want them to.
- Someone touching your bottom when you do not want them to.
- Someone touching your breasts when you do not want them to.
- Someone touching your penis when you do not want them to.
- Someone touching your vagina when you do not want them to.
- Being made to touch other people in these places

# Psychological abuse

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Psychological abuse can also be called  
Emotional abuse

This is when people talk to you in unkind ways.  
Emotional abuse can be when people say bad  
things to hurt your feelings, shout at you or  
threaten you.

Here are some examples of emotional abuse:



- Calling you horrible names
- Threatening to harm you or leave you on your own
- Blaming you for things when it's not your fault
- Treating you like a child
- Ignoring you

## Financial abuse

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This is when someone takes your money or belongings without asking you. It can also be when someone controls your money or things that belong to you without asking you.

You may have a legal guardian or someone has the power of attorney for you. This is someone who would help you look after your money and things that belong to you.



If you have help to look after your money someone should always go to these people if they are supposed to.

Here are some examples of financial abuse:

- Someone stealing your money
- Someone making you pay for other people's things
- When you don't have a say in how your money is spent

## **Neglect & Acts of Omission**

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Neglect is when people who are supposed to look after you don't look after you properly.

Here are some examples of neglect:



- Being hungry
- Being cold a lot of the time
- Having only dirty clothes to wear
- Being put in danger



## Discriminatory abuse

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This is when people say or do bad things to you. It can also be when people treat you unfairly or differently.

Here are some examples of discriminatory abuse:



- Someone being treated badly or differently because of the colour of their skin
- Someone being treated badly or differently because of their religion
- Someone being treated badly or differently because they are disabled
- Someone being treated badly or differently because they are lesbian or gay
- Someone being treated badly or differently because they speak a different language



## Domestic Violence

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Domestic violence is when your current or previous partner or a member of your family make threats to hurt or control you.

Here are some examples of Domestic violence:

- Forcing you to have sexual intercourse
- Being forced to marry someone when you do not want to
- Being held against your will or taken somewhere you don't want to be

## Modern Slavery

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Modern slavery is being forced to work illegally against your will

Examples of modern slavery are:

- Working to pay off a debt
- Forced to work in prostitution or pornography
- Carrying out housework or domestic chores with little or no pay
- Being forced into criminal acts

## Organisational Abuse

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Organisational abuse happens in care homes, hospitals and can even happen in your own home.

Examples of organisational abuse are:

- Care staff calling you names or hitting you
- Care staff not helping you with washing and dressing
- Being left alone in your room all day and care staff ignoring you

# Who can abuse you?



Anyone can abuse you.  
They could be someone you know or a stranger. Abuse should never happen, whoever it is that does it.

## Where can abuse happen?

Abuse or neglect can happen anywhere and at any time.



At home



At a day centre



In a hospital



At work



At college



At a club

# What can I do?

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If abuse or neglect is happening to you,  
you need to tell someone that you trust.  
You must do this as soon as you can.



Your family



Staff who support you



The Police



A Care Inspector



A Social Worker



A Doctor



A Friend



A Nurse

## What happens next?



Once you have told someone you trust they should tell Adult Social Care. This is called raising a safeguarding concern. A professional will want to ask you what you want to happen. They will support you through the process.



This professional could be a police officer, CQC, the Care Provider or a Social Worker.



CQC are called Care Quality Commission they are an organisation who make sure we have good health and social care services. If there is a problem with a service they may be asked to find out more to make sure the problem does not happen again.



The Police officer, CQC, Care Provider and social worker will all want to make sure you are safe and protected. They will listen to you and find out what you want to happen.



They may also talk to other people who support you to find out more about what has happened. They will tell you what they will be doing.

## What happens next?

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If someone has been abusing you people who support you will want to meet together to talk about how to make a plan to protect you better. This is called a safeguarding enquiry.



Sometimes abuse can be a crime. When someone is abusing someone else this is called committing a crime.



If someone is committing a crime against you like sexual abuse or stealing from you or physical harm the police will investigate the crime and support you in this.



The police can look into what should happen next.  
Sometimes a Safeguarding Meeting will be arranged to talk about the risk and what you want to happen.

## What happens next?

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You will always be involved from the beginning of the enquiry.

### Who will be invited to the meeting?



- You are invited but you can choose whether you would like to come or not. You do not have to come if you do not want to.



- Your care manager or social worker will be invited if you have one.



- Your advocate, a family member or a friend can also be invited

Some of these people may also be invited to come to the meeting:



Police



- Someone from CQC (Care Quality Commission)
- The manager of your day centre or your care home



- A health visitor



- Your doctor

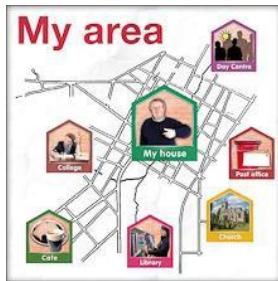


- Your community nurse



- A psychiatrist or psychologist

# What happens next?



## What happens at the meeting?

The meeting can happen near to where you live.



There will be a chairperson who will run the meeting. Someone will also be taking the notes about what happens at the meeting.



People in the meeting will say what their concerns are. Concerns are what they think may be a problem.

They will agree a plan on how to support you better and how to stop abuse.



People in the meeting will understand that you are also an adult and have the right to make your own choices, even if those choices you make put you at risk of being harmed.



People in the meeting will listen to what you would like to happen next.



Only the people at the meeting will know what has been said. This information will be kept private.

## What happens next?

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You will be sent a copy of the notes from the meeting. The enquiry can end after the first meeting if it is felt that there is no risk to you or others.



If further meetings need to be held your support worker will keep in contact to let you know how things are going.



If the person/s who abused you are important to you, we will, if possible, try to help keep your relationship with them.

If you don't want to see them anymore, we can make this possible.



You will then be asked if you feel safer and if you were happy with how people helped support you.

## Useful phone numbers



Community & Adult Care Helpdesk  
Corporate Contact Centre  
Block 4, 5<sup>th</sup> Floor  
Shire Hall  
Gloucester  
GL1 2TR  
(01452) 426868



Gloucestershire Constabulary  
Striving for a Safer Gloucestershire



Police  
In an emergency - 999  
Other times - 101



Respond Helpline  
For people with Learning Disabilities  
0808 808 0700



Age UK  
0800 169 6565