

Keeping Adults Safe in Bath & North East Somerset



**Bath & North East
Somerset Council**



NHS
Bath and
North East Somerset



This booklet is for adults who are age 18 or over.

It is about what you can do if certain bad things happen to you or someone you know.

We will tell you about these things in this booklet.

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What is abuse?

Abuse is when someone does or says something to you that hurts you or makes you feel unhappy, scared or angry and does not feel right to you.

Abuse is wrong.

It can happen anywhere.

It can be done by anyone - even people that you know.

You might not feel that you can stop them on your own.



It is important to stop abuse, either by yourself or with support.



This booklet can help you know what to do.

Abuse can ruin lives and everybody should try to stop it.

This booklet will help you to understand the different kinds of abuse.

Physical - when someone hurts you. This could be:



- Hitting
- Kicking
- Pulling your hair
- Pinching, scratching, shaking or burning you
- Giving you too much or not enough medicine
- Lifting you badly so you get hurt
- Holding you down or stopping you moving around

Financial - about money. This could be:



- Stealing your money or things
- Making you buy something you don't want to buy
- Someone spending your money
- Someone not letting you choose what to spend your money on
- When someone tells you to give them your money
- Letters asking for money or trying to make you buy things
- People who come to your house and try to make you buy things you don't want





Emotional This could be:

- Saying things to upset or scare you
- Threatening you
- Making you feel ashamed
- Laughing at you
- Treating you like a child
- Not listening to you
- Not letting you go out or spend time with other people
- Ignoring you
- Leaving nasty comments or messages on your computer or mobile phone



Sexual This could be:



- Being touched where you do not want to be touched (on your private parts)
- Being made to touch other people on their private parts
- Undressing or having sex when you don't want to
- Being made to watch other people doing sexual acts when you don't want to



Discriminatory - people treating you unfairly because of:

- your skin colour
- your sex (male or female)
- your age
- your disability
- your language or how you speak
- your religion
- if you are lesbian, gay or bisexual



Some sorts of discrimination abuse are called **hate crimes**.



This is when someone says nasty things, attacks you or damages your property because they do not like people who are different.



If you are attacked, threatened or have your property damaged by people who are do not like you, it is a crime.

It is not your fault.

These crimes are taken seriously by everyone, especially the police and social services.

Neglect



This can include things like:

- Not having your medicine when you need it
- Not being taken to the doctor when you are ill
- Not being taken to a dentist or optician
- Being cold a lot of the time
- Not having food when you need it
- Not having clean clothes to wear
- A carer not doing the jobs they should do
- Not having equipment when you need it like hearing aids, walking frames or wheelchairs



Institutional

Institutional abuse can happen in any place which is set up to care for people. This could be a care home, a hospital, supported living agency or home care.

Institutional abuse means that everyone who uses the service is at risk of abuse because staff are badly trained or people do not do their jobs properly.



People who use these services can be neglected, left without food or drink or not given proper medical care.

They can be left uncared for or unwashed for long periods of time. Staff may be unkind.

They might be hurt by staff who do not help them to move properly or who are rough with them.

The rooms might be dirty.



Medicine might be given to keep people quiet.

People might not be treated as individuals. They might have to go to bed or eat when the staff tell them to.

They might not have the chance to live the kind of life they want to.



It is really important to tell someone if you know about things like this happening. You will be helping other people who might be having the same kind of abuse.

Grooming



Sometimes a person will get to know you and become your friend so that it is easier for them to abuse you.

This can make people think that the abuse is their fault and make it hard to report.

People who groom want you to feel like this. They can be very clever and can abuse people time after time if they are not stopped.



Sometimes it begins with them asking you for small favours like lending them money, and it builds up to bigger favours.

Abuse is not your fault and it is really important to stop it.

You can get help to report it.

This is called 'Making an Alert'.



Making an alert does not mean that people will take over your life or make changes that you don't want.

It can mean that you can get help to make you feel safer and change what is happening if you want to.



How can you make an alert?

You can contact the police or Sirona Care and Health or tell someone you trust about what is happening.

Tell them as soon as you can.

This could be a



- family member
- a friend
- an advocate
- a doctor or nurse
- a religious leader
- a social worker, key worker or care worker
- someone from a charity like Mencap or Mind
- someone who runs a group you go to
- someone at your College
- a care inspector from the Care Quality Commission
- the police





What happens next?

The person you tell needs to make a Safeguarding Referral so that they can get the right people involved to help you.

**Bath & North East
Somerset Council**

They can contact:



Sirona Care and Health on:

01225 396000



or ring the Police (non-emergency) on:

101



If nothing happens, tell someone else!

What happens when a Safeguarding Referral is made?



Someone will come and talk to you - this is called an investigation.

- they will listen to you
- they will ask you questions about what is happening to you
- they will help you to stay safe
- they will give you help and support
- they will ask you what you would like to happen
- they will try to stop the abuse happening
- they will make sure no one treats you badly because of what you say





How long will the investigation take?

- Every person is different so each investigation is different and some will take longer than others.
- When an alert has been made, a decision will be made in 2 days (not including weekends) about what to do (if it is very serious, it will be in 1 day).
- Within 5 days (not including weekends) of the alert being made, there will be a discussion or meeting to get more information to help make you safe. This is called a Strategy Discussion or Meeting.
- At all times you will be listened to about what you think should be done to make you feel better.
- It is important that people work together with you to stop the abuse.
- There might be an investigation to find out what has happened. People from Social Services and maybe the Police will want to talk about what to do and make a plan. The investigation may take up to 28 days.
- When the investigation has finished, there will be a meeting to see if things have changed for you, what needs to happen next and if you feel safer. this is called a Case Conference.
- A review meeting might be held to check if everyone, including you, agrees that you feel safer.





Will I be involved?

- It is important that people listen to what you want all the time.
- You might not be able to stay for all of the meetings. There may be times that people need to talk in private about what has happened.
- If you do not want to be involved or go to meetings, that is OK. It is important that you are told what is said about you in any meetings.



What if I need support to talk to people or to help me make decisions?



It is fine for you to bring a friend, family member or advocate to any meeting to support you and help you make decisions.

You will be supported to make decisions. If you choose not to come to meetings, you can have support before and after the meeting to make sure your views are known and you are part of any decision.



The Mental Capacity Act says that if you cannot make a decision yourself, you will still be involved in making the decision.

If you cannot make a decision about yourself, any decision made about protecting you will be made 'in your best interests'.

This means any decision will involve asking people who know you well to help find what is best for you.



Professionals are not allowed to make a decision for you based on what they think is right.



Who else will be involved?

Other people will need to be involved, but:

- they will only be involved if you say it is OK, unless it is very unsafe when people will have to be told.
- people will only be told what you have said if you say it is OK, or if it is the only way of keeping you safe.



There will be an investigating manager and an investigating officer. These people are involved to make sure things are done properly.



The police might get involved if a crime has been committed.



The person who made the alert or people who know you well might be asked. It is important not to make things worse for you or put you in danger by doing this.



The person who has abused you may also be spoken to. This will be done carefully.

The main aim will be to keep you safe.



Worries people sometimes have...

Will the person who is abusing me get taken away and arrested?

The main aim is to help you be safe and stop the abuse. That does not always mean that the person will be arrested or taken away.



Sometimes it might just mean talking to the person or getting the police to talk to them and tell them to stop.



Will I need to move?

It is important to talk to you about what you would like to happen.

The law says that it is your decision about whether you decide to stay somewhere that might be dangerous, as long as you understand that it might be dangerous.



If what is happening to you is very serious and cannot be stopped if you stay where you are, you will be told about some other places where you can go to be safe.



Will you be able to stop the abuse?

It is very important that everyone tries to stop any abuse straight away. There is lots of support you can get to make sure you feel safe.



Will everyone know?

The law says that information must be shared when trying to stop abuse, but only some people will need to know.



If you are not in danger at the time, you will be asked first about who will be spoken to.

You can get support to tell other people if you would like to.



Will people believe me?

There will always be an investigation if someone says they are being abused.

Will I have to go to hospital or a police station?

If you have been hurt, you might need to go to hospital. If a crime has been committed, you might have to go to the police station. You can get support to do this.





What if I do not agree with what is happening to me or what I am being told?

No one has the the right to force you to do anything that you do not want to unless you cannot make a decision for yourself.



There are lots of laws to protect you which say that there must be proof if you cannot make decisions.

The Mental Capacity Act was written to make sure that decisions are made in your best interests.



You can get support to help you decide and really think about what **you** want to happen.

You have the right to make decisions about your life that other people do not agree with.



You have the right to make a complaint if you do not agree with the support or services you have been offered.

Some helpful contact details:

If you think that a vulnerable adult is being abused in Bath and North East Somerset (B&NES), you should contact:

Sirona Care and Health.....	01225 396000
Emergency Duty Team.....	01454 615165
Police (non-emergency).....	101

National Helplines

National Domestic Abuse Helpline	0808 200 0247
Samaritans	0845 790 9090
Stop Hate UK (information on hate crime)	0800 138 1625

Other organisations:

Care Quality Commission..... enquiries@cgq.org.uk	03000 616161
Age Concern.....	01225 466135
Action on Elder Abuse www.elderabuse.org.uk	0808 808 8141
VOICE UK - supports people with learning difficulties who have been abused www.voiceuk.org.uk	0845 122 8695
People First Bath & North East Somerset www.bathpeoplefirst.org.uk	01761 419659
MIND Information www.mind.org.uk	0845 766 0163
Victim Support Avonvale	0845 456 6099
The Domestic Violence Survivors Handbook for disabled women www.womensaid.org.uk/domestic-violence-survivors-handbook.asp?section=0001000100080001	

Independent Advocacy Organisations

OPAAL www.opaal.org.uk

Action for Advocacy

020 7820 7868

National Lesbian, gay, bisexual and transgender domestic violence helpline

08452 604460

Broken Rainbow - support for people in single sex relationships experiencing domestic abuse www.broken-rainbow.org.uk

This information can be made available in other formats from Bath and North East Somerset Council.

Please contact 01225 477983

Minicom 01225 477043

or information_officer@bathnes.gov.uk



Written with B&NES Council by People First Bath & North East Somerset.

With thanks to Wiltshire Council for letting us use their Keeping Safe booklet to write this.

