

Copies of this booklet may be obtained in large print, Braille, on audio cassette or in other languages. To obtain a copy in an alternative format please telephone 01344 352000.

#### Nepali

यस प्रचारको सक्षेपं वा सार निचोड चाहिं दिइने छ, ठूलो अक्षरमा, ब्रेल वा क्यासेट सून्नको लागी । अरु भाषाको नक्कल पनि हासिल गर्न सकिने छ । कृपया सम्पर्क गनुहोला ०१३४४ ३५२००० ।

#### Tagalog

Mga buod/ mga hango ng dokumentong ito ay makukuha sa malaking letra, limbag ng mga bulag o audio kasette. Mga kopya sa ibat-ibang wika ay inyo ring makakamtan. Makipag-alam sa 01344 352000

#### Urdu

اس دستاویز کے خلاصے یا مختصر متن جملی حروف، بریل لکھائی یا پھر آڈیو کیسٹ پر ریکارڈ شدہ صورت میں فراہم کئے جا سکتے ہیں۔ دیگر زبانوں میں اس کی کاپی بھی حاصل کی جا سکتی ہے۔ اس کے لیے براہ مہربانی ٹیلیفون نمبر 01344 352000 پر رابطہ کریں۔

#### Polish

Streszczenia lub fragmenty tego dokumentu mogą być dostępne w wersji napisanej dużym drukiem, pismem Brajla lub na kasecie audio. Można również otrzymać kopie w innych językach. Proszę skontaktować się z numerem 01344 352000.

#### Portuguese

Podemos disponibilizar resumos ou extractos deste documento em impressão grande, em Braille ou em audiocassete. Podem também ser obtidas cópias em outros idiomas. Por favor ligue para o 01344 352000.

# Safeguarding Vulnerable Adults

What do you do if you suspect a vulnerable adult is being abused or neglected.

Time Square  
Market Street  
Bracknell  
Berkshire  
RG12 1JD



## What does abuse mean?

Abuse is when someone does something to another person, which damages their quality of life or puts them at risk of harm.

Abuse can be a criminal act when it is an offence against another person. It can happen once or repeatedly. It may be deliberate or caused by ignorance.

In cases where a relative or partner is caring for a vulnerable adult and abuse takes place, this can be classified as domestic violence or abuse.

## Who can be abused?

This leaflet is about adults, i.e. people who are over 18 years of age. Some adults may be more at risk than others including;

- People who depend on others for their care
- Older people who are dependent on others
- People with mental health problems
- People with learning or physical disabilities
- People with sight or hearing impairment or loss
- People with dementia
- People who misuse substances
- People with long term health needs

## Who can be an abuser?

Anyone can be an abuser, but it is usually someone known to the person.

Bracknell Forest Borough Council is working in partnership with the other unitary authorities, the police, inspection units and health trusts to protect vulnerable adults

## Should I report a concern?

Bracknell Forest Council Community Response and Reablement Team 01344 351500

Email: [safeguarding.adults@bracknell-forest.gov.uk](mailto:safeguarding.adults@bracknell-forest.gov.uk)

If emergency help is required when the office is closed the Out of Hours Team can be contacted on 01344 786543

Thames Valley Police 0845 8505505

In cases of domestic violence or abuse, to report an incident call the Police, or for advice and support call Berkshire Women's Aid on 01189504003 or East Berkshire Women's Aid on 01753 549865 or 0800 085 2654.

For more information on safeguarding adults please see [www.bracknell-forest.gov.uk/living/liv-community-care/liv-vulnerable-adults.htm](http://www.bracknell-forest.gov.uk/living/liv-community-care/liv-vulnerable-adults.htm)

- Contact the alleged abuser
- Promise to keep it a secret
- Be afraid to contact Social Services or the police to discuss it

What if a friend has been sexually abused?

- Contact Social Services or the police
- Or ask someone you trust to contact them for you

Where does abuse happen?

Abuse can happen anywhere. It may happen at home, in a care home, hospital, day centre or in a public place.

What if a friend has been sexually abused?

You should contact the Bracknell Forest Community Response and Reablement Team **Telephone 01344 351500**

If you wish to discuss your concerns outside normal office hours you may contact the EMERGENCY DUTY TEAM on **01344 786543**

What happens next?

In response to your referral, trained staff will carry out a careful and sensitive enquiry. What happens then will depend on the wishes of the person and the seriousness of their situation. If they are in physical danger, ensuring their safety will be of the utmost importance.

Information and advice will be offered so that the person can make an informed choice about any practical help they need or action they wish to take. If they are unable to make an informed choice, care will be taken to support and protect them.

O c e

We

- Listen to what you say
- Treat you with dignity, respect and sensitivity
- Take action as necessary

Ab e ca a e a f a d a c de:

Ph ca

Being hit or injured on purpose

Restraining someone inappropriately

Being refused the company of others either at home or outside

Sensory deprivation

Inappropriately giving medication, overdosing or withholding it

E a

Intimidation, threats, humiliation, extortion

Racial, verbal or physical abuse

Se a

Involvement in a sexual activity which is unwanted or not understood

Unwanted sexual attention

Neg ec

Not providing food, clothing, attention or care

Withholding of aids or equipment (continence, walking, hearing, glasses)

Putting someone at risk of infection

Failure to provide access to appropriate health or social care

F a ca/ a e a

The theft or misuse of money, property or personal possessions

Pressure in connection with wills, property or inheritance

D c a

Treating people differently or worse than you would want to be treated because they are older, more frail, confused or otherwise vulnerable

Self inflicted injury may be a sign that abuse is taking place, e.g. because someone feels disturbed.

Wha h d d f e e  
e ha he a e be g  
ab ed?

D

- Stay calm and listen to them
- Take what you are being told seriously
- Offer support to help them stop the abuse happening
- Be aware that medical or other evidence might be needed
- Make a written note of what you have been told
- Contact Social Services or the police

D

- Press the person for more details (these can be taken later)
- Assume that someone else is aware of the situation and will take action