

SEE IT - REPORT IT



**HELP KEEP
RESIDENTS SAFE
FROM ABUSE
AND NEGLECT**



1. What is abuse? Abuse may take the form of a single or series of acts, large or small, whose impact adversely affects the individual. An adult may experience several types of abuse at the same time and there is often a lot of overlap between them, but it is also important that people should not restrict their view of what abuse and neglect can actually mean (taking advantage of someone is a common theme).

Discriminatory Abuse

Including forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation, or religion.

Domestic Abuse

Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence, or abuse between two people aged 16 or over who are 'personally connected'. This includes those who are, or have been, intimate partners, or relatives, regardless of gender or sexual orientation. This may include psychological, physical, sexual, financial, emotional abuse, and so-called honour-based violence.

Financial or Material Abuse

Financial or material abuse can occur in isolation, but research has shown where there are other forms of abuse, there is likely to be financial abuse occurring, although not always.

Potential indicators include:

- Change in living conditions or lack of heating, clothing, or food.
- Inability to pay bills/unexplained shortage of money.
- Unexplained loss/misplacement of financial documents.
- The recent addition of authorised signers on signature cards.
- Repeated trips to the Emergency Department at Hospital.

Modern Slavery

Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers use whatever means to force individuals into a life of abuse and inhumane treatment.

Neglect & Acts of Omission

The failure of any person who has responsibility for the charge, care, or custody of an adult at risk, to provide the amount and type of care that a reasonable person would be expected to provide. Neglect can be intentional or unintentional. Potential indicators include:

- Ignoring medical, emotional, or physical care needs.
- Failure to provide access to appropriate services.
- Withholding the necessities of life, such as food and water.

Organisational Abuse

Poor care within a care setting such as a hospital or care home that happens as a result of structures, policies, processes, or practices in that organisation. Potential indicators include:

- Deprived environmental conditions and lack of stimulation.
- Illegal confinement or restrictions.
- Inappropriate care of possessions, clothing and living area.
- People left on a commode or a toilet for long periods of time.
- People referred to or spoken to with disrespect.
- This may range from one off incidents to ongoing ill treatment.

Physical Abuse

Spotting the signs of physical abuse may not always be easy and sometimes people find it hard to believe that this type of abuse happens. Potential indicators including:

- Black eyes, bruises, burns and cuts.
- Emotional distress.
- Restraint or grip markings.
- Unusual patterns of injury, or repeated trips to the Emergency Department at Hospital.

Psychological Abuse

Without the visible signs of physical abuse, psychological abuse can stay hidden for years. Psychological abuse can affect a person's thoughts and feelings as well as exert control over their life. Potential indicators include:

- Exclusion from meaningful events or activities.
- Ignoring, imitating, or mocking the person.
- Insulting the person and isolating the person.
- Name calling and yelling.
- Swearing and threatening.
- Threatening to take away something that is important.

Radicalisation

Radicalisation is defined in the Government's Prevent Duty Guidance as "The process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups. Safeguarding in this context is "The process of protecting vulnerable people, whether from crime, other forms of abuse or from being drawn into terrorist related activity.

Self-Neglect

This covers a wide range of behaviour's including neglecting to care for one's personal hygiene, health or surroundings, and hoarding. This could also involve refusal of services, treatment, assessments, or intervention, which could potentially improve self-care or care of one's environment.

Sexual Abuse & Exploitation

Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts. **Sexual Exploitation** is the sexual abuse of an adult in exchange for attention, affection, food, drugs, shelter, protection, other basic necessities and/ or money, and could be part of a seemingly consensual relationship. The person being exploited may believe their abuser is their friend, boyfriend, or girlfriend. The abuser may:

- Physically or verbally threaten the victim.
- Take indecent photographs of them and circulate to others.
- Be violent towards them or try to isolate them from friends and family.

2. Which adults are at risk of abuse? (Needs for Care and Support)

Adult abuse can happen to anyone who is aged 18 or over. However, adults may be at 'greater risk' of abuse and neglect, less able to protect themselves and ask for help:

- If they have a physical, mental, sensory, learning, or cognitive illness or disability.
- Linked to above if they need assistance with everyday tasks.
- If they rely on others for some kind of social care or health support.
- If they are in receipt of care.
- If they are informal carers, family and friends who provide care on an unpaid basis.

This list is not exhaustive.

3. Where does abuse occur?

Abuse can occur anywhere, examples include:

- Care Homes, Day Centres.
- Hospitals/Health Services.
- In a Carers home, in the adult's own home (including on-line).
- Public Places.
- Supported Living arrangements.
- Work, College, or University.

4. Who are the perpetrators of abuse?

Anyone can be an abuser, examples include:

- Family members/relatives (including partners).
- Friends or Neighbours.
- Other service users (including in Care Homes, Hospitals etc.).
- Professionals (including paid Carers).
- Strangers.
- Unpaid Carers and volunteers.

5. What should I do?

If you see or hear something that concerns you, or you suspect somebody is being abused, or someone tells you they are being abused, or you need help yourself.

Report it without delay:

Call Metropolitan Police on 101 or 999 in an emergency

Call Social Care Direct on 0208 359 5000

If you are unsure, talk to the staff on the above number, they will listen to you and give you good advice. You can talk to them without giving your name.

6. What not to do:

- Don't promise to keep abuse a secret.
- Don't alert the abuser, this might make matters worse and make it more difficult to help the person at risk.
- Don't delay reporting abuse, report this straight away.

7. Think Family

Consider risks to others which may include children or other adults with needs for care and support (see section 2). Should there be a concern that a parent may be neglecting children in their care, concerns should be reported to Children's Social Care.

8. What happens next?

Every report of suspected abuse will be taken seriously. The Local Authority and or police will take steps to ensure the immediate safety of the adult at risk, and anyone else affected by the alleged abuse, including children. The relevant agency will talk to the adult at risk (along with a suitable representative or advocate if necessary) to find out what is happening. They will work together with them to plan what is best to help keep the person safe, whilst respecting their views and wishes.

9. Find support

Support can be accessed from a range of organisations based locally across Barnet, as well as nationally, which are specifically set up to help people affected by the issues linked to adult abuse and neglect. This includes the statutory agencies such as the Local Authorities, Police and NHS, as well as numerous voluntary sector organisations. The most prominent of these are set out on this webpage: <https://www.barnet.gov.uk/adult-social-care/what-we-do/contact-adult-social-care>