



Safeguarding Adults



Safeguarding Adults

Keeping the people who use our services safe is very important. That is why we have arrangements in place to protect people from abuse.

This leaflet tells you how you can get help and advice. This leaflet also provides you with information about:

- What abuse is
 - How it can be reported
 - What happens after abuse is reported.
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What is abuse?

Abuse is what happens if someone does or says something to you which makes you feel scared or upset.

Abuse is when someone tries to take away your rights and your choices. Abuse is when someone makes you do something or does something to you even if you tell them to stop.

Who is at risk?

A vulnerable adult is anyone aged 18 or over who is unable to take care of themselves or protect themselves from harm, or to be cared for adequately by others.

You might need more support because:

- you are older
 - you have learning difficulties
 - you have mental health problems
 - you are drug or alcohol dependent.
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Abuse can happen anywhere

Abuse can happen anywhere at any time. It could be:

- At home
 - In a residential or nursing home
 - In a hospital
 - In a day service
 - At work or in an educational facility
 - On the internet or phone
 - In a public place or in the community.
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Abuse can be caused by anyone

Anyone can be an abuser. It could be:

- A partner or relative
- A friend or neighbour. Sometimes a person can pretend to be your friend so they can abuse you. This is sometimes called Mate Crime
- A paid or volunteer carer
- Other patients or service users
- A member of staff or someone in a position of trust
- A stranger
- And it could be more than one person.



Different kinds of abuse

There are lots of different kinds of abuse.

Physical abuse

This involves being hit, slapped or kicked, or being hurt in another way.

Sexual abuse

This is when someone touches you sexually when you don't want them to, or makes you touch them. It is also when someone talks to you about sex when you don't want them to or makes you watch explicit films when you don't want to.

Emotional or psychological abuse

This is when someone makes you feel sad, afraid or not important. This could be by shouting at you, calling you names, or making fun of you.

Domestic Abuse

This includes psychological, physical, sexual, financial and emotional abuse within an intimate or family environment. So called 'Honour' based violence, Female Genital Mutilation and forced marriage would also be included

Financial or material abuse

This is when someone takes something that belongs to you without asking, or makes you give them things. They may also tell you how to spend your money without giving you a choice.

Modern Slavery

It can include victims brought in from overseas and vulnerable people in the UK being held and forced to work against their will.

Neglect

This is when you do not get the help you need. It might include not getting help with your medication, or your care needs, or not giving you enough food.

Discrimination

This is when someone treats you badly because you are different to them. This is sometimes called Hate Crime.

This could be because of your:

- Age or gender
- Sexuality or disability
- Race or religious belief.

Organisational Abuse

Includes neglect and poor practice within an individual or specific hospital or care home, or in relation to care in your home. It means that you are not being treated with dignity and respect.



What can you do?

No one should have to live with abuse.

Abuse is always wrong, whatever the circumstances.

If you think that someone you know is being abused you can:

- help the person to be aware of the support available
- give them this leaflet
- use the contact numbers on this leaflet to report abuse and/or to seek advice.

If someone is injured, you may need to help get them to a doctor or call for an ambulance.

If you think a crime has occurred, you should contact the police.

You can always get advice and you can do this anonymously. This means without anyone knowing it is you.

If you think you are being abused tell someone you trust and tell them as soon as you can. This can be difficult but it is the best option.

- Try telling a friend, a family member, your partner, a healthcare worker or your GP.
- You could also contact official authorities like Social Services or the police.

Taking that first step is difficult but it is the best way to bring the abuse to an end.

By reporting abuse, you can help bring it to an end.

Doing nothing is NOT an option.

What will happen next?

When a concern is reported, a member of staff will:

- Listen to your concerns
- Take the concerns seriously
- Gather information from those people involved in the person's care
- Find out the wishes of the person at risk
- Respond sensitively and professionally
- Talk to the police if it is a criminal matter
- Agree the best way of helping.

This may sometimes involve advising you of other sources of support.

If the safeguarding adults procedures are the best way of providing help, they will also:

- Make a plan to understand what has happened
- Work with the person to help keep them safe.



How to report abuse

If you think a crime has been committed you should talk to the police.

Call 999 in an emergency For example if someone is being physically assaulted there and then.

Call 101 If the person is not in immediate danger for example if someone has stolen something but is no longer there.

If you are worried that someone is at risk of abuse, you should report a safeguarding concern to one of the following teams:

Richmond safeguarding team

☎ 020 8891 7971

@ Safeguarding.adults@richmond.gov.uk

Merton safeguarding adults team

☎ 0845 618 9762

@ safeguarding.adults@merton.gov.uk

Kingston safeguarding adults team

☎ 020 8547 4735

@ adult.safeguarding@rbk.kingston.gov.uk

Wandsworth safeguarding adults team

☎ 020 8871 7707

@ safeguardingadults@wandsworth.gov.uk

Sutton safeguarding adults team

☎ 020 8770 4565

@ safeguardingadults@sutton.gov.uk

SWLSTG safeguarding adults lead

☎ 020 3513 5000

@ Patrick.bull@swlstg-tr.nhs.uk

Not sure what to do?

If you are not sure what to do, you can get more information and advice.

You can do this anonymously so no one will know it is you.

Whistleblowing Helpline

Free advice for staff who want to report an issue

 **08000 724 725**

 [**enquiries@wbhelpline.org.uk**](mailto:enquiries@wbhelpline.org.uk)

 [**www.wbhelpline.org.uk/contact-us/**](http://www.wbhelpline.org.uk/contact-us/)

Care Quality Commission

National Customer Service Centre:

 **030 006 16161**

 [**enquiries@cqcc.org.uk**](mailto:enquiries@cqcc.org.uk)

 [**www.cqc.org.uk/content/contact-us**](http://www.cqc.org.uk/content/contact-us)

Fax: 030 006 16171



Contacting the Trust

✉ Trust Headquarters, Springfield University Hospital
Building 15, 2nd Floor, South West London and St George's
Mental Health NHS Trust, Springfield University Hospital,
61 Glenburnie Road, London SW17 7DJ

☎ **020 3513 5000**

In an emergency (for existing patients of the Trust)

• **Mental Health Support Line: 0800 028 8000**

(5pm to 9am Monday to Friday, 24 hours Saturday and Sunday).

Patient Advice and Liaison Service (PALS)

You can call our dedicated Patient Experience team and talk to someone about the service you, or the person you care for, has received.

☎ **020 3513 6150** (Monday to Friday 9am to 5pm)

Disclaimer

We make every effort to ensure that the information we provide is accurate and up to date but it should not be relied upon as a substitute for specialist professional advice tailored to your situation. So far as is permitted by law, South West London and St George's Mental Health NHS Trust does not accept liability in relation to the use of any information contained in this publication, or third-party information or websites included or referred to in it.

We are the leading provider of mental health services across south west London and a beacon of excellence for national mental health specialist services.

Help us make our services even better

The views of patients, their carers, friends and families are at the heart of improving the way we deliver our services. We are committed to delivering high quality care. Your feedback will help us understand what we do well and what we can do better.

If you would like to give us feedback please contact:

- Patient Advice and Liaison Service (PALS): 020 3513 6150
 - Feedback online at: <https://feedback.swlstg-tr.nhs.uk>
 - Patient Opinion: www.patientopinion.org.uk
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Become a member:

To find out about becoming a member
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South West London and St George's Mental Health
NHS Trust

Safeguarding Adults

Our values



Respectful



Open



Collaborative



Compassionate



Consistent

If you require this document in an alternative format
please call: 020 3513 6006

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