

Factors which influence the likelihood of abuse occurring

- Poor carer/client relationship (caring for someone can be difficult).
- Financial dependency on the vulnerable adult.
- Poor housing/living conditions.
- History of abuse in the family.
- Carer has no support in looking after the vulnerable adult.
- Vulnerable person does not have an independent visitor/friend.

I am not sure I want to be involved - someone else will notice sooner or later!

Such situations are never easy to talk about but we all have a duty to protect any person, young or adult who may not be able to act for themselves in these circumstances.

It may be that the carer and vulnerable adult require a little more support and don't know who to ask. We will undoubtedly maintain a carer/client relationship if it is at all possible to do so. Help may be available for the carer to

provide better care for the vulnerable adult instead. If you ignore the situation now, it is unlikely to go away.

Who do I report this to?

- Scheme Manager or local office
- Local Social Services office
- Local Police Station

Confidentiality

All referrals will be treated confidentially. Some of the abusive situations are criminal offences and as such the police will need to be involved. The important aim is to protect the vulnerable person and get help where it is needed.

- If there is anything you are unsure about you can contact any of the local Social Services offices and discuss any concerns you might have.
- You can also seek help anonymously, but if a situation is damaging or dangerous we would need to act as quickly as possible.

Central Office

1st Floor, Metropolitan House,
20 Brindley Road,
Old Trafford,
Manchester M16 9HQ

Telephone 0845 606 6565
Fax 0161 772 2121
E-mail enquiry@svha.co.uk
Minicom (18002) 0161 772 2156

Haslingden Office

41 Bury Road, Haslingden,
Lancashire BB4 5PG

Telephone 0845 050 0570
Fax 01706 260412

اگر آپ کو اس معلومات کا ترجمہ چاہیے ہو تو براہ کرم اپنے مقامی آفس سے رابطہ کریں



INVESTOR IN PEOPLE



Awarded for excellence

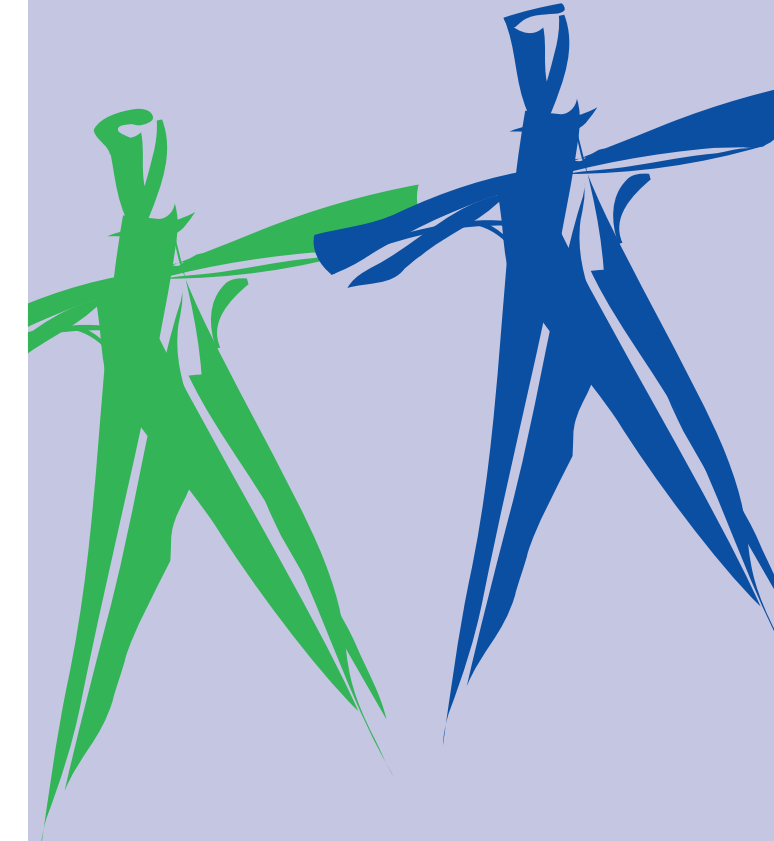


St. Vincent's Housing Association Limited

www.svha.co.uk

Printed on stock from sustainable sources

No Secrets Protecting Vulnerable Adults from abuse



Who is defined as a vulnerable adult?

Anyone over the age of 18 who is in need, or might be in need of community care services because of learning or physical disability, age or physical/mental illness.

Anyone who cannot take care of themselves, or is unable to protect themselves from harm or exploitation by others. It could be any one of us at any time.

What is abuse?

Abuse can be described as a single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust which causes harm or distress to a vulnerable person.

It may be committed by an individual, a group or an organisation.

Who abuses?

Abuse of vulnerable adults crosses all boundaries of age, gender, class and culture. Abusers have been known to be:

- Professional staff
- Relatives and family members
- Paid care workers
- Volunteers
- Carers
- Other service users
- Neighbours
- Friends and associates
- Strangers
- People who deliberately exploit vulnerable people

What types of abuse are there?

- **Physical Abuse** - includes hitting, kicking, shaking, mis-use of any medication, undue restraint or force feeding.
- **Sexual Abuse** - includes sexual assault, rape or other sexual acts, the inappropriate touching of the individuals sexual areas.
- **Psychological and Emotional Abuse** - includes threats of harm, abandonment or withdrawal of social contact, humiliation, bullying or intimidation.
- **Financial and Material Abuse** - includes the withholding of money or possessions, intentional mismanagement or the person's finances or property, theft, fraud and embezzlement.

- **Neglect and Acts of Omission** - includes the failure to access appropriate services for recognised needs, avoidance of required health care, ignoring physical care needs, exposing the person to unacceptable risk, omitting to provide or ensure adequate supervision.

- **Discriminatory Abuse** - any acts that use hurtful language, cause harassment or similar treatment of the individual because of their race, gender, age, disability, faith, culture or sexual orientation.

- **Institutional Abuse** - includes the use of systems, routines, practice or care that neglect individual needs within a residential/nursing care or day services.

- **Abuse of Civil Rights** - includes the denial of, or influence on, an individual's rights to be registered and to vote, the right to be treated as an equal with dignity and respect, the right of freedom of speech or movement.

Where can abuse take place?

Places could include:

- Residential or nursing homes
- The home
- Day care centre

- Community organisation
- Church
- Hospitals
- Out in the street

Are there ways I can tell if this is happening to someone else?

There is no easy way to know for sure, but an awareness of the following can sometimes help build a picture:

- **Physical:** bruises (in unusual places), burns, poor hygiene, sudden weight loss and unexplained falls.
- **Financial:** sudden inability to pay bills, withdrawal of large amounts of money, personal belongings go missing.
- **Sexual:** bruising, bleeding, itching genitalia or anus, reluctance to be alone with abuser, sexually transmitted diseases and history of sexual abuse in the family.
- **Emotional or Psychological:** insomnia, loss of self esteem, confusion, fear and apprehension.

The ABSENCE of these signs does not necessarily mean abuse IS NOT taking place.

The EXISTENCE of these signs does not necessarily mean abuse IS taking place.