

# **ARE YOU WORRIED ABOUT SOMEONE?**

**Do you have concerns about a vulnerable person in Somerset? Do you think that someone might be harming them in some way?**

**IF YOU'RE THINKING IT, REPORT IT.**

**CALL 0300 123 2224.**



# It might be nothing, but tell us, we can help

If you are worried that a vulnerable person is being harmed in some way, report it to us. We can look into it.

You might have seen something, heard something, or thought that something didn't feel right. Tell us about your concern. We will look into it sensitively and find a way of helping.

Every day in this county, vulnerable adults are being hurt, bullied, stolen from, intimidated, threatened and neglected. If that person is old, has a disability, impairment, or a mental health problem, they may find it difficult to stop what is happening.

Incidents could take place in their own home, a care home, a hospital or college. It may happen in a social place, like a pub or park.

Sometimes the person causing that harm is a family member, or someone who is paid to care for them. Sometimes the person is thought of as a friend.



Clearly, these kinds of behaviour are wrong. Where abuse is happening, we will investigate and find a way to stop it. We will make sure the person affected is put right at the centre of how it's dealt with.

# No one likes to think the worst

But sometimes, the reality is your suspicions or gut feelings are right. Here are common types of abuse experienced by vulnerable adults.

## Physical abuse

Examples include assault, hitting, kicking, slapping, pushing, misuse of medication, imposing restrictions on another person.

## Financial or material abuse

Examples include theft, fraud, internet scamming, exploitation, and pressure in connection with wills, property, possessions or benefits.

## Psychological / Emotional abuse

Examples include verbal assault, intimidation, emotional abuse, deprivation of contact, threats of harm or abandonment, humiliation or blaming.

## Sexual abuse

Examples include rape, indecent exposure, sexual harassment, inappropriate looking or touching, and sexual acts to which the adult has not consented or was pressured into consenting.

## Neglect and acts of omission

Examples include ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, social care or educational services, and withholding of the necessities of life, such as medication, adequate nutrition and heating.

## Discriminatory abuse

Forms of harassment because of race, gender and gender identity, age, disability, sexual orientation or religion.

## Organisational abuse

This includes neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or care provided in the home.

## Self-neglect

This covers a wide range of behaviour, like neglecting to care for one's personal hygiene, health or surroundings, and includes behaviour such as hoarding or not getting to medical appointments.

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# Who am I reporting my concerns to?

Somerset's Safeguarding Adults Team works together with multi-agency partners to investigate reports of abuse.

# Are you worried about someone?

If you are worried about a vulnerable adult and would like our help, please don't stay silent.

- Phone Adult Social Care on **0300 123 2224**
- Email **adults@somerset.gov.uk**
- In an emergency always contact the police by **dialling 999**
- If it is not an emergency and you want to talk with the police, **dial 101**

We will make urgent enquiries to understand the situation and make decisions about what needs to be done next, to make sure people are safe.

We will always deal with any calls in the strictest confidence.

For more information, go online at [www.somerset.gov.uk/safeguarding](http://www.somerset.gov.uk/safeguarding)

## Other helpful sources of information and advice

Action on Elder Abuse: [www.elderabuse.org.uk](http://www.elderabuse.org.uk)

The National Association for People Abused in Childhood: [www.napac.org.uk](http://www.napac.org.uk)

The Care Quality Commission: [www.cqc.org.uk](http://www.cqc.org.uk)

SomersetChoices: [www.somersetchoices.org.uk](http://www.somersetchoices.org.uk)



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