

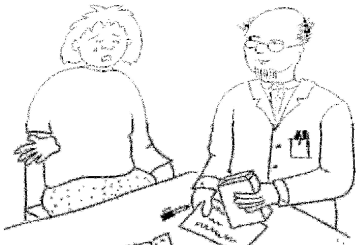
# Are you being abused or neglected?



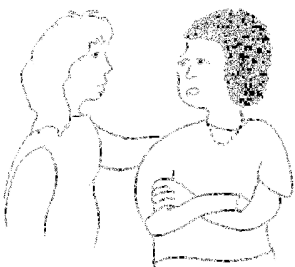
Keeping your self safe from  
abuse and neglect

## What is safeguarding and what is abuse?

Safeguarding is about:



Making you aware of your rights.

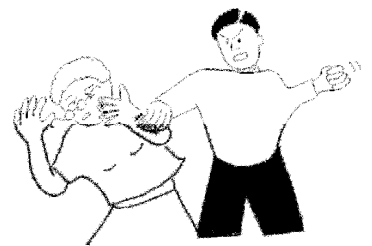


Protecting you.

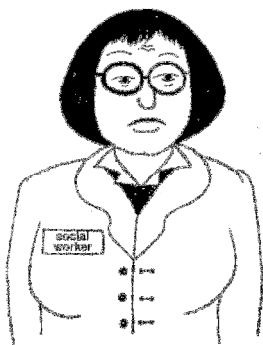


Preventing abuse.

Abuse is any action that harms another person.

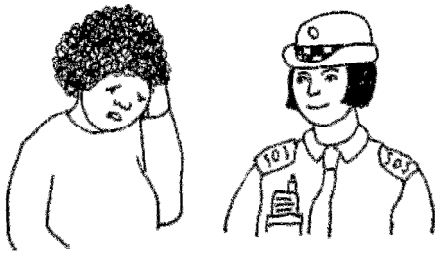


### Have you been abused or neglected?



If you think that you may have been abused by anyone, you should tell a member of staff.

They will try and help you.



They might get the police and other services to help you.

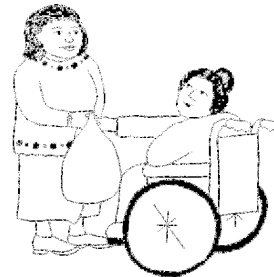
## Who can be abused?

Anybody can be abused, but it happens more often to people who:

- Are old and frail



- Have physical disabilities

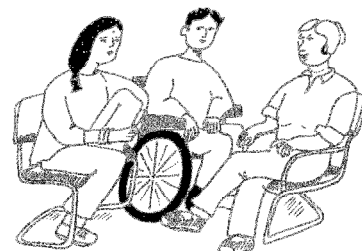


- Have learning disabilities

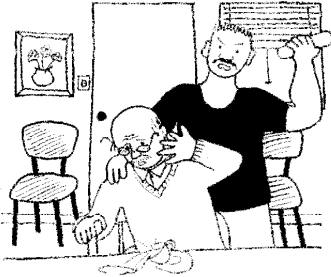
- Have mental health problems



- Depend on others to help them



Abuse can take many forms, including:

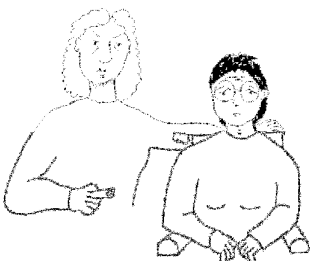


**Physical abuse;** This is when someone hurts you physically. This includes shaking, being too rough, or giving you too much or not enough medicine.



**Financial abuse;** This includes someone who:

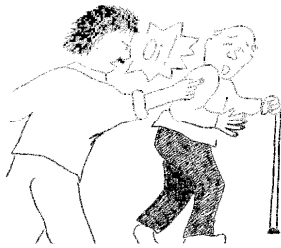
- Takes your money or belongings
- Makes you buy something that you do not want
- Uses your money to pay for their own things
- Will not let you choose how to spend your own money
- Says that you have to give them your money, belongings or home.



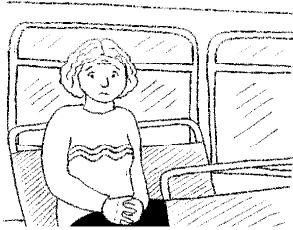
**Emotional abuse;** when someone threatens you or when someone upsets you.



**Sexual abuse;** this includes any sexual touching or behaviour that you do not want.

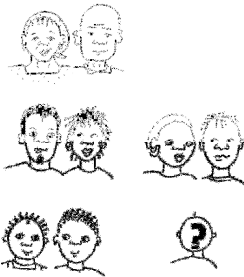


**Discriminatory abuse;** This is when someone treats you unfairly because they think you are different from them.



**Neglect;** when someone does not give you the things you need to keep you safe.

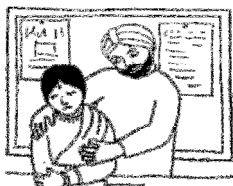
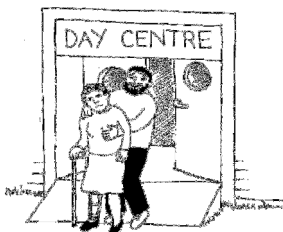
## Who abuses?



It could be someone you know, a stranger, a relative, friend, neighbour, paid carer, volunteer or member of staff.

## Where may abuse occur?

Abuse can happen anywhere. It could happen:



- In your home, whether you live alone or with someone else.
- In your care home or nursing home.
- In your day support setting.
- In hospital.
- Any place where you go to get help.
- In a public place.

## If you are abused or neglected:



We will ask you to give some details about what has happened and who did what.

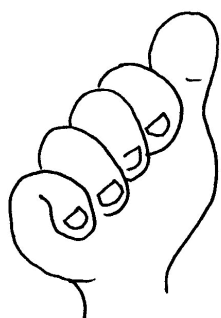
## What happens after you tell us about the abuse or neglect?



We will always listen to you and take what you say seriously.



Any information you give us will be used sensitively and will only be shared with other people that might need to help.

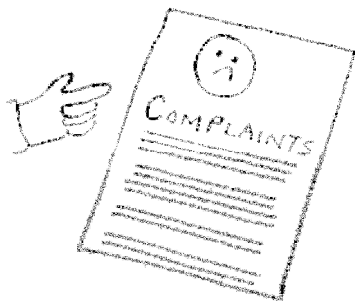


We will help to keep you safe and make sure that the abuse stops.

We will try to act in your best interests.



If you find it difficult to understand what is happening we will ask you if you want an advocate, or the support of a carer, relative or friend.



While we investigate what you have told us we will tell you what is happening.

We will ask if, and how, you wish to take part in any investigation in or planning to protect you from abuse or neglect in the future.

## Contact us

Talk to you care co-ordinator, named nurse or any other professional working with you who you trust.

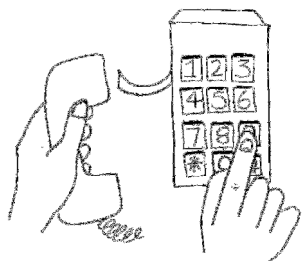
Their contact details will be in your care plan.

## Contacting the Police



If you need immediate help to stop abuse that is putting you in immediate danger ring **999**.

## Contact PALS



You can telephone PALS on:

**0800 073 1778 or 01249 468 261**



You can write to PALS at:

**AWP PALS  
Jenner House  
Langley Park  
Avon Way  
Chippenham, SN15 1GG**



You can email PALS at:

[pals@awp.nhs.uk](mailto:pals@awp.nhs.uk)

Please ask if you want a larger print copy of this leaflet.  
We can put this leaflet on tape too.

Lead: Head of Safeguarding  
Leaflet Code: AWP2012-229  
Approval Date: April 2012  
Review Date: Sept 2014

