

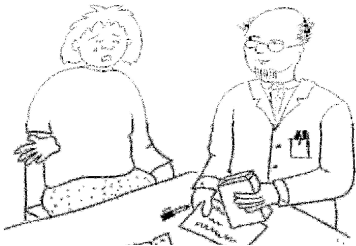
Telling someone you have been abused or neglected



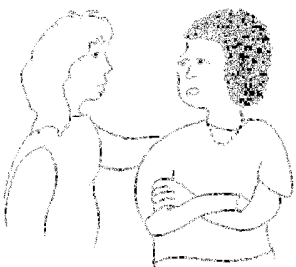
Keeping your self safe from
abuse and neglect

What is safeguarding and what is abuse?

Safeguarding is about:



Knowing your rights.

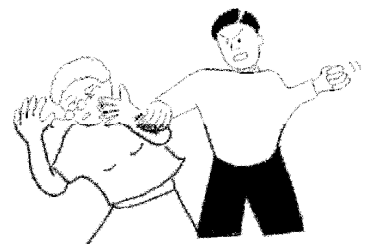


Protecting you.

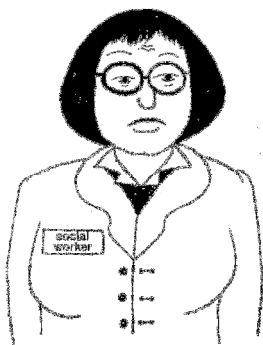


Preventing abuse.

Abuse is any action that harms another person.

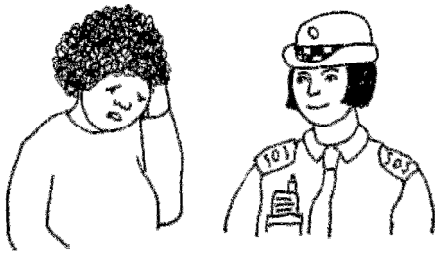


Have you been abused or neglected?



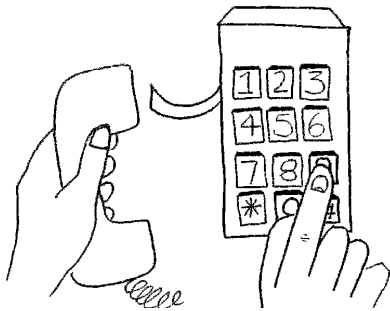
If you think that you may have been abused by anyone, tell a member of staff.

They will try to help you.



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

You can tell the police yourself.



You can also tell your local council or the Care Quality Commission.

The Care Quality Commission make sure that the care you get is safe.

What information will you be asked for?

- What has happened.
- Who you think has abused you.



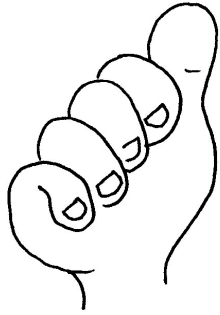
What happens after you tell us about the abuse or neglect?



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



Any information you tell us 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 hard to understand what is happening we will ask you if you want an advocate, or the support of a carer, relative or friend.

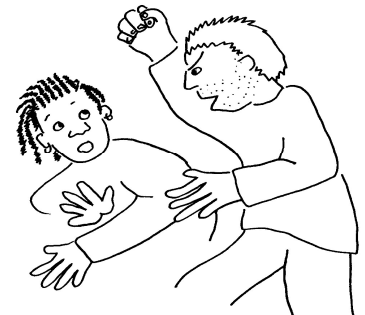


While we investigate what you have told us we will tell you what is happening.

You can be involved in the investigation. You can be involved in planning to protect you from abuse or neglect in the future.

What will we do to help you?

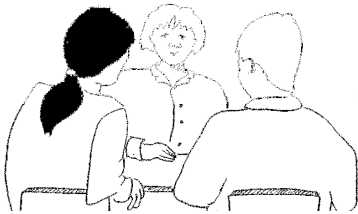
- If you are in immediate danger we will take action to keep you safe.



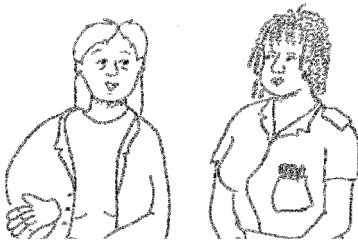
- When you are safe we will arrange a meeting to plan what can be done to stop you from being abused again.



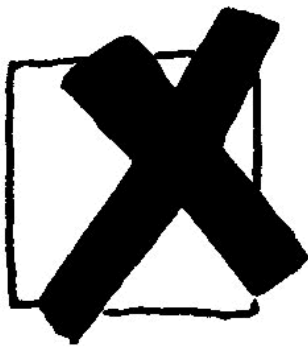
What might happen to the person who has abused you?



If the person is your family or a friend we will try to help you stay in contact with them if you want to.



We will give you information and advice.



If the person who has abused you is a member of staff or a volunteer we will make sure they do not contact you.

What will happen after the investigation?



We will ask you if you feel safe.

We will ask you to tell us what you think about what we have done to keep you safe.

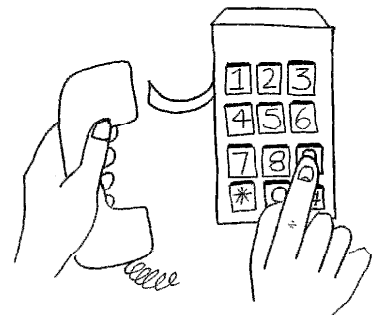
How long will the investigation take?



Some investigations happen quickly but some take longer. We will keep you informed.

What can you do if you are not happy about what we have done?

- Tell us as soon as possible.
- Tell the people involved in trying to keep you safe.
- Contact the Patient Advice and Liaison Service, (PALS). There is an Easy Read leaflet which explains what PALS does.



Contact us

Talk to your care coordinator; named nurse or any other professional working with you who you trust.

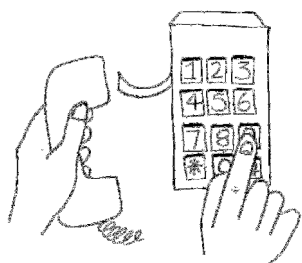
Their contact details will be in your care plan.

Contacting the Police



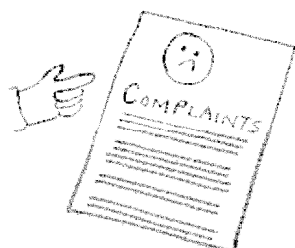
If you need help to stop abuse that is putting you at immediate danger ring **999**.

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

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

Lead: Head of Safeguarding
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