

# What is discriminatory abuse?



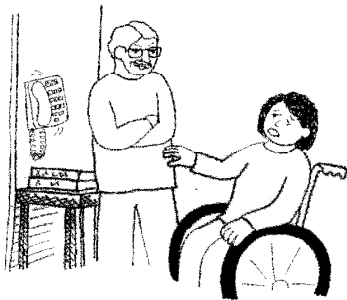
Keeping yourself safe from  
abuse and neglect



## What is discriminatory abuse?



Discriminatory abuse is when someone treats you unfairly because they think you are different.



It can happen because of your age, sex, race, disability, gender, religion or another reason.

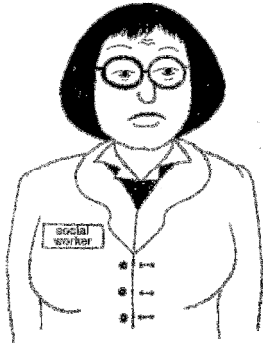


It can happen anywhere - in hospitals, in shops, in your home.



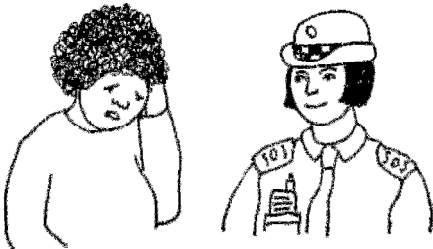
Discriminatory abuse is wrong and should not happen.

## What you should you do if you think you have suffered discriminatory abuse?



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.

## What information will you be asked for?

- What has happened.
- Who you think has treated you unfairly.
- Whether it has happened before



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



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

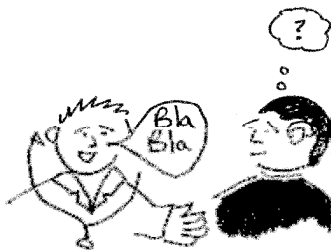


Any information you tell us will only be shared with other people that might need to help.



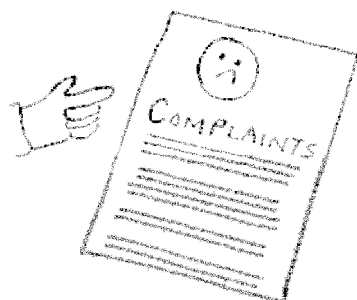
We will help to keep you safe and make sure that the abuse stops.

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 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.

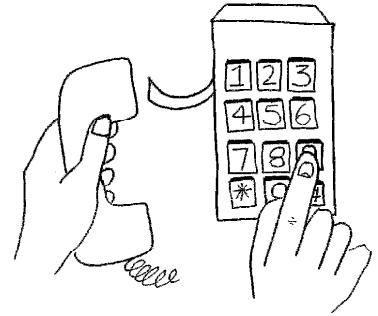
## How long will the investigation take?



Some investigations happen quickly but  
some take a 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



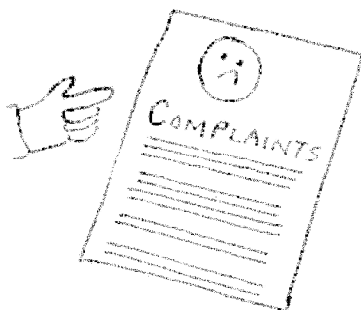
If you need help to stop abuse that is putting you at immediate danger, ring **999**.

## 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](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.

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