

Safeguarding adults from abuse in Barnet



Say **NO** to abuse

Introduction

This leaflet is about adult abuse and what you can do if you are worried that you, or someone you know, may be at risk.

It is the right of every adult to live in a safe environment free from abuse.

Adults and Communities, and other partner organisations in the London Borough of Barnet are working to make life safer for adults who due to their circumstances are most at risk of being abused, neglected or exploited.



Who are we trying to help?

Those adults over 18 who have needs for care and support.

This could be because of their age, disability or illness and where they are unable to:

- take care of themselves without help
- stop someone else from harming them or taking advantage of them.

If you have any concerns about a child or young person aged under 18, you should contact the Barnet Multi-Agency Safeguarding Hub on 020 8359 4066.



What is abuse?

Abuse is when someone does or says things to you to make you feel upset or frightened. You may be too scared to speak out or stop them.

You may be abused on purpose, or by someone who may not realise that what they are doing is abusive.

Abuse happens when someone has power over you, and you do not agree to what is happening to you.

There are different types of abuse:

- Physical Abuse
- Sexual Abuse
- Emotional Abuse
- Financial Abuse
- Neglect
- Discriminatory Abuse
- Domestic Abuse
- Modern Slavery
- Organisational Abuse



Physical abuse

This is when someone physically hurts you.

Examples of physical abuse can be:

- hitting
- kicking
- pulling hair
- pinching or shaking, or
- giving someone too much medication so they find it difficult to do things.



Sexual abuse

This is when someone makes you do sexual things that make you sad, angry or frightened.

Sexual abuse is being touched where you do not want to be touched, such as:

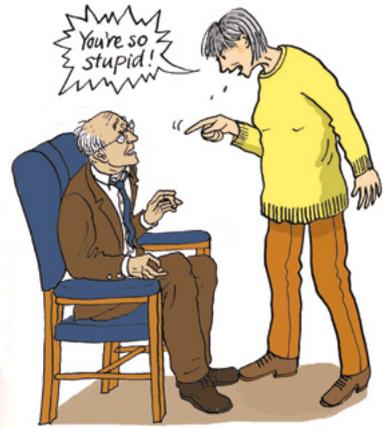
- your private parts
- your bum
- your breasts
- your penis or vagina.

Or being made to touch other people in these places.



Emotional abuse

This is when people say bad things to hurt your feelings, shout at you or threaten you.



Some examples of emotional abuse include:

- calling you names
- laughing at you
- blaming you for things when it's not your fault
- treating you like a child
- ignoring you.

Financial abuse

This is when someone takes your money or belongings without asking.



Examples of financial abuse include:

- stealing your money
- being forced to pay for other people's things
- when you don't have a say in how your money is spent.

Neglect

Neglect is when your care or support is not enough to meet your needs.



Neglect can be:

- feeling cold most of the time
- being hungry most of the time
- having only dirty clothes to wear
- being put in danger.

Discriminatory abuse

This is when people say or do bad things to you, or treat you unfairly because you are different.

Discriminatory abuse is being treated unfairly because you:

- have different colour skin
- have a different religion
- are disabled
- are a lesbian or gay
- speak a different language.

Or it can be because of your age.



Domestic abuse

Domestic abuse includes any of types of the abuse described above, which takes place between:

- family members,
- sexual partners, or
- girlfriends and boyfriends.

This can also include situations where people are forced to marry.



Modern slavery

This is when people are forced to work against their wishes, with no choice about what they do or where they live, for little or no money.



Organisational abuse

This is when you receive poor care in a care home, hospital or in your own home from someone paid to support and provide care for you.



Who can abuse?

Anyone can behave in a way that is abusive. It might be someone you know, such as a carer, family member, or a stranger.



Where does it happen?

Abuse can happen anywhere.



At a day centre or college



In a house



In a hospital



In a care home



At work



At a club

What can you do?

Tell someone you trust. Do this as soon as you can.

Your family



the police



a social worker



a friend



a nurse



a care inspector



staff who support you



a doctor



- If you have concerns about someone, ask what you can do to help
- If you are caring in difficult circumstances, get help early
- **Report** what is happening.

What not to do?

- Do not ignore what's going on
- Do not destroy, clean or wipe any evidence that might be used in an enquiry.

Where to report?



Social Care Direct

Tel 020 8359 5000

Text (SMS) 07506 693 707

Email socialcaredirect@barnet.gov.uk



Police

Tel 101

But in an **emergency 999**



An Inspector at the

Care Quality Commission

Tel 03000 616 161

Email enquiries@cqc.org.uk

What happens next?

- You will be asked to give details about the situation.
- If the person is in physical danger, action will be taken to make sure they are safe.
- In other cases, the action taken will depend upon the wishes of the person involved and the seriousness of the situation.
- Trained staff will carry out a careful and sensitive enquiry about how best to deal with the situation.
- Information and advice will be offered so that the person involved can make an informed choice about any practical help they need or any action they wish to take.
- If the person involved is unable to make an informed choice, care will be taken to support and protect them.
- Please read 'what happens after you report abuse' for more information.



Tell us what you think

We welcome your feedback - good or bad – about your experience of adult social care as this helps us to keep improving services.

Your compliments and complaints matter to us.

They help us achieve the high standards we aim for.

If you have a comment, compliment or a complaint you can:

- speak to your social worker or the manager of the service.
- contact the Complaints and Information Manager on:
Tel 020 8359 4299
Email complaints.adults@barnet.gov.uk
Website www.barnet.gov.uk/adults-complaints
Complaints and Information Manager
Adults and Communities, Barnet Council
Barnet House, 1255 High Road, London N20 0EJ

Access to records

Under the Data Protection Act 1998 you are entitled to know what personal information Adults and Communities holds about you, what the information is used for, and who this information is shared with. If you would like to access your personal records, please ask your social care professional.

This booklet is available on audio tape, CD, large print, Easy Read or alternative language. To request your preferred format, please contact the Communications Lead for **Adults and Communities 020 8359 7150** or email comms.adults@barnet.gov.uk

Information about the complaints procedure can also be found on the Barnet Council website www.barnet.gov.uk/adults-complaints

Barnet Safeguarding Adults Board



Members of the Barnet Safeguarding Adults Board work together to keep adults at risk safe from abuse.

Members include Managers in Barnet from Adult Social Care, the NHS and Mental Health Trust, the Police, London Ambulance Service and Fire Brigade, CQC, Housing and the voluntary sector.

For more information about the Board, visit www.barnet.gov.uk/safeguarding-adults-board