



# A guide to the public on protecting adults at risk of neglect and abuse

[www.cornwall.gov.uk](http://www.cornwall.gov.uk)  
Tel: 0300 1234 131



# The Care Act

In April 2015 the government introduced the Care Act.

This is a new law about Care and Support for adults in England.

The new law includes lots of different things that people may need; it also says how Social Services, Health, Police and other organisations should work together to keep adults safe from neglect and abuse.



# What are my rights?



Everyone has the right to live their life free from violence, fear and abuse.

Everyone has a right to be respected by other people.

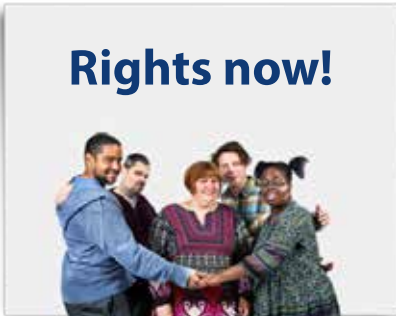
Everyone has a right to make choices about their life and things that affect them.

Everyone has a right to live in safety.

You have these rights whoever you are. It doesn't matter if you are an older person, or disabled person, or ill.

You still have these rights.

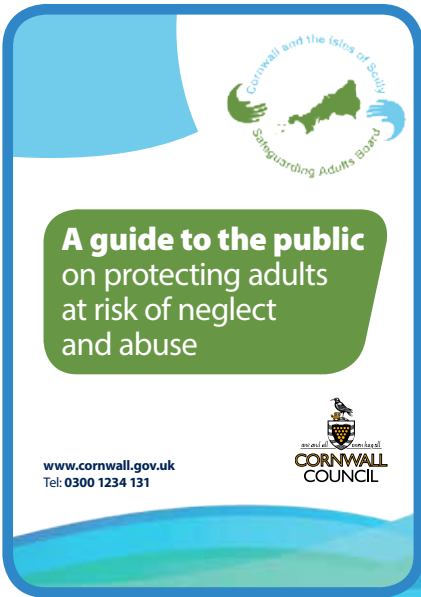
## Rights now!



# This leaflet is about protecting your rights and stopping neglect and abuse



If you think you are being neglected or abused, you should tell someone. There is information on page 17 about who you should tell, and what they will do next.



This leaflet also has information about the different types of abuse there can be, if you are not sure.

# What is abuse?



Abuse is when someone does or says something to you which makes you upset or scared.

Abuse is when someone tries to take away your rights.

You may be afraid to say something to them to try and stop them.



Sometimes a person doesn't realise that they are scaring you. Some people abuse others on purpose.

Any abuse is wrong.

# Who might be at risk of neglect and abuse?



**This leaflet is about adults. This means people who are aged 18 or older.**

Some adults might be more at risk of neglect and abuse than others. There could be different reasons for this:

- They are elderly or frail.
- They have learning disabilities.
- They have mental health problems.
- They have physical disabilities.



- They have sight or hearing loss.
- They are not able to stop someone else from hurting them or taking advantage of them.
- They are very ill.
- They have dementia and might be confused or forgetful.
- They depend on someone else to look after them.

# Different types of neglect and abuse



## Physical abuse

Where someone physically hurts you. This can be:

- Hitting
- Kicking
- Pulling hair
- Pinching, scratching, shaking
- Giving someone too much or not enough medicine.





## Sexual abuse

Someone making you do sexual things that might make you sad, angry or frightened.

This can be:

- Being touched when you do not want to be
- Being made to touch other people when you do not want to
- Undressing or having sex when you don't want to
- Being made to watch or say sexual things when you don't want to



## Emotional abuse

When someone says things to you that hurt your feelings or scare you.

This can be:

- Calling you names
- Threatening you
- Laughing at you
- Treating you like a child
- Not letting you spend time with other people, or go out
- Ignoring you



## Financial abuse

When someone takes your money or things.

This can be:

- Stealing your money or things
- Making you buy something you don't want to buy
- Using your money to pay for their things
- When you don't have a choice in how your money is spent
- When someone tells you that you have to give them your money or your home





## Neglect

Not giving you things that you need. This can be:

- Not having your prescribed medicine when you need it
- Not being taken to the doctor if you are ill
- Being cold a lot of the time
- Being hungry a lot
- Only having dirty clothes to wear
- Not having your equipment when you need it (like hearing aids, walking frames, wheelchairs)



## Self-neglect

Where you neglect to care for your personal hygiene, health or surroundings; this can include behaviour such as hoarding



## Domestic Abuse

Where someone who is or has been a partner or who is a family member hurts you. This can be:

- Hitting
- Making you do sexual things that you dont want to do
- Threatening you or scaring you
- Stealing your money or things





## Discrimination

When people are treating you unfairly because you are different.

This could be:

- Because of the colour of your skin
- Because of your religion
- Because of your sex
- Because of your age
- Because of your disability
- Because of your language
- Because of your sexuality





## Modern Slavery

Where someone treats you like a slave. This can be:

- Making you work against your will without being paid
- Taking you to different places to work against your will



## Organisational abuse

Where people are hurt or neglected because of poor care practice within an institution such as a hospital or care home. This can be because of poor management or poor policies or processes within an organisation.

# Who could neglect or abuse you?



Anyone.

**Most people will not neglect or abuse you.**

# Where could someone neglect or abuse you?



Neglect or abuse could happen anywhere.

- In your home
- At a day centre or college
- At work
- In a hospital
- In a care home
- At a club
- Outside

Most places will be safe



# Who can I tell?

If you're an adult experiencing abuse or neglect, or if you're concerned about an adult possibly experiencing abuse or neglect, please don't stay silent. Tell someone you trust - this might be:



- Your family



- A friend



- A nurse
- A doctor



- A social worker
- A carer at your care home, or day centre, or in your home.
- A religious leader
- Someone from a charity, like Age UK, or Mencap, or Mind.



- A lecturer or someone at your college
- A care inspector – from the Care Quality Commission
- The police

# What happens next?



- The person you tell will listen to you carefully
- They will make sure an official person knows. Someone who will take action to help you.

# What will the official person do?



- They will listen to you carefully
- They will help you stay safe
- They will find out more
- They will ask you what you would like to happen
- They will give you help and support
- They will help you stop the abuse happening
- They will make sure no-one will treat you badly because you said you were being neglected or abused

# Say no to abuse

Tell someone you trust.



These are some phone numbers you might need to use:



Adult Social Services

**0300 1234 131**

Out-of-hours

**0300 1234 131**



Council of the  
ISLES OF SCILLY

Council of the Isles of Scilly

**0300 1234 105**

Out of hours

**01720 422699**



DEVON & CORNWALL  
CONSTABULARY

Police

for emergencies **999**

non emergencies **101**

Care Quality Commission  
**03000 61 61 61**

NHS - non-urgent  
medical enquiries  
**111**

Royal Cornwall  
Hospital Trust  
**01872 250 000**

Cornwall and Isles of  
Scilly NHS  
**01726 627 800**

Cornwall Partnership NHS  
Foundation Trust  
**01208 251 300**

Plymouth Hospitals  
NHS Trust  
**01752 202 082**



**NHS**





Action on Elder Abuse  
**0808 808 8141**



Age UK Cornwall  
**01872 266 388**



DIAL service (Disability  
Information Advice Line)  
**01736 759 500**



Mencap  
**0808 808 1111**



Mind  
**0300 123 3393**

# Other information

The production of this leaflet was overseen by the Cornwall and Isles of Scilly Safeguarding Adults Board.

This multi agency Board is supported by the Adult Safeguarding team.

Email:

**[safeguardingadultsboard@cornwall.gov.uk](mailto:safeguardingadultsboard@cornwall.gov.uk)**

Website:

**[www.cornwall.gov.uk/safeguardingadults](http://www.cornwall.gov.uk/safeguardingadults)**

# Other formats

If you would like this information in another format or language please contact:

Cornwall Council, County Hall,  
Treyew Road, Truro TR1 3AY

Telephone: **0300 1234 100**

Email: **[enquiries@cornwall.gov.uk](mailto:enquiries@cornwall.gov.uk)**

**[www.cornwall.gov.uk](http://www.cornwall.gov.uk)**