

# stop abuse and neglect

If you or someone you know may be experiencing abuse or neglect ring **Somerset Direct 0845 345 9133**

They will **help to stop** the abuse happening

## Helpful telephone numbers:-

Somerset Direct – Children and Young People	0845 345 9122
Emergency Duty Team (after 5 o'clock and at weekends)	01458 253241
Avon and Somerset Police	0845 4567000
Police Emergencies	999
Care Quality Commission	03000 616161
NHS Direct	0845 4647
Advocacy in Somerset (Mental health advocates)	08448 001041
Somerset Advocacy (Learning Disability advocates)	01823 322900
A4e (advocacy service physical disability)	01823 339492
Age Concern	01823 423496
Domestic Abuse FreeFone Support Line	0800 694 9999
Action on Elder Abuse	0808 808 8141
Mencap	0808 808 1111
MIND	0845 766 0163

## Other Information

This leaflet has been produced by the Somerset Safeguarding Adults Board.

The Board is made up of representatives from organisations who have a role in preventing the abuse of vulnerable people. The Board makes sure that all these agencies work effectively together to safeguard vulnerable adults from abuse and neglect by working to a multi-agency policy.

You can find out more at [www.somerset.gov.uk](http://www.somerset.gov.uk) and search for 'safeguarding adults'.

Or by contacting: **Chris Hamilton,**  
**Safeguarding and Mental Capacity Act Co-ordinator on 01278 437241**

# stop abuse

**physical abuse - sexual abuse - verbal abuse**

**emotional abuse - financial abuse - discrimination - neglect**

**Everyone has the right to live their life free from violence, fear abuse or neglect. Some groups of people need help to keep themselves safe. Somerset County Council has a responsibility to protect vulnerable adults from abuse or neglect.**

**If you or someone you know may be experiencing abuse or neglect please ring**

**Somerset Direct on 0845 345 9133**

**'Safeguarding Vulnerable Adults in Somerset'**



# stop abuse and neglect

emotional abuse - sexual abuse - verbal abuse

# any abuse is wrong

physical abuse - financial abuse - discrimination - neglect

## Who is a vulnerable adult?

A Vulnerable Adult is a person whose ability to protect themselves from abuse or neglect is limited. This may be because of their age, or because they have a disability, or a health problem.

## Who can be abused?

Anybody can be abused but it happens more often to people who physical care needs, failure to provide access to appropriate health care,

- Have a disability (including physical or learning disability, sight or hearing loss) social care, education, services or misuse of medication, adequate
- Who are elderly or frail (including people with dementia) nutrition or heating.
- Have a mental health or drug and alcohol problem

Many of these people will depend on others for their care.

## What do we mean by abuse?

Abuse is a violation of a person's right or dignity by some-one else. There are many kinds of abuse.

## Physical Abuse:

Including hitting, slapping, pushing, kicking, restraint or inappropriate sanctions.

## Sexual Abuse:

This could be any kind of sexual activity to which a person has not given or cannot give consent.

## Emotional Abuse:

Including threats of harm or abandonment, deprivation of contact, controlling, Intimidation, coercion, harassment, verbal abuse, humiliation, isolation or withdrawal from services or supportive networks.

## Financial Abuse:-

Including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, the misuse or misappropriation of property, possessions or benefits.

## Neglect or acts of omission:

Including ignoring medical or physical care needs, failure to provide access to appropriate health care social care, education, services or misuse of medication, adequate nutrition or heating.

## Discrimination:

Including racist, sexist behaviour and harassment based on a person's ethnicity, race, culture, sexual orientation, age or disability, and other forms of harassment, slurs or similar treatment.

## Who could abuse you?

Anyone can abuse you. It can be someone you know or a stranger. Most people will not abuse you.

## Where could someone abuse you?

Abuse can happen anywhere.

## Who to tell

Tell someone you trust as soon as you can. This could be a family member, a friend, nurse, Doctor, social worker, carer at your care home or Day centre, the police.

Contact Somerset County Council or the Police direct.

## What happens next?

The person you tell will put you in touch with someone who can help.



**stop  
abuse**

**To report any abuse or neglect telephone: Somerset Direct 0845 3459133 or, in an emergency, dial 999**