

Bracknell Forest Borough Council is working in partnership with the other unitary authorities, the police, inspection units and health trusts to protect vulnerable adults

Should you have any concerns call:

Bracknell Forest Borough Council 01344 351500

Email: adult.protection@bracknell-forest.gov.uk

If emergency help is required when the office is closed the Out of Hours Team can be contacted on 01344 786543

Thames Valley Police 0845 8505505

In cases of domestic violence or abuse, to report an incident call the Police, or for advice and support call Berkshire Women's Aid on 01189504003 or East Berkshire Women's Aid on 01753 549865 or 0800 085 2654.

For a full list of local support services please visit www.bracknell-forest.gov.uk/domestic-violence-practitioners-guide.pdf

TRANSLATION

Summaries of this leaflet can be made available in large print, Braille or on audio cassette.
Copies in other languages may also be obtained.

Bracknell Forest Borough Council Community Care

Protection of Vulnerable Adults

What do you do if you suspect a vulnerable adult is being abused or neglected.

Time Square
Market Street
Bracknell
Berkshire
RG12 1JD



WHAT DO WE MEAN BY ABUSE?

Abuse is when someone does something to another person, which damages their quality of life or puts them at risk of harm.

Abuse can be a criminal act when it is an offence against another person. It can happen once or repeatedly. It may be deliberate or caused by ignorance.

In cases where a relative or partner is caring for a vulnerable adult and abuse takes place, this can be classified as domestic violence or abuse.

WHO MIGHT BE AT RISK?

This leaflet is about adults, i.e. people who are over 18 years of age. Some adults may be more at risk than others including;

- People who depend on others for their care
- Older people who are dependent on others
- People with mental health problems
- People with learning or physical disabilities
- People with sight or hearing impairment or loss
- People with dementia
- People who misuse substances
- People with long term health needs

WHO CAN ABUSE?

Anyone can be an abuser, but it is usually someone known to the person.

- Contact the alleged abuser
- Promise to keep it a secret
- Be afraid to contact Social Services or the police to discuss it

WHAT IF YOU ARE THE PERSON BEING ABUSED?

- Contact Social Services or the police
- Or ask someone you trust to contact them for you

WHERE DOES IT HAPPEN

Abuse can happen anywhere. It may happen at home, in a care home, hospital, day centre or in a public place.

WHAT SHOULD YOU DO IF YOU SUSPECT OR HAVE SEEN SOMEONE BEING ABUSED?

You should contact the Bracknell Forest Community Care Services office **Telephone 01344 351500**

If you wish to discuss your concerns outside normal office hours you may contact the EMERGENCY DUTY TEAM on **01344 786534**

WHAT WILL HAPPEN NEXT?

In response to your referral, trained staff will carry out a careful and sensitive enquiry. What happens then will depend on the wishes of the person and the seriousness of their situation. If they are in physical danger, ensuring their safety will be of the utmost importance.

Information and advice will be offered so that the person can make an informed choice about any practical help they need or action they wish to take. If they are unable to make an informed choice, care will be taken to support and protect them.

Our commitment

We will

- Listen to what you say
- Treat you with dignity, respect and sensitivity
- Take action as necessary

Abuse can take many forms and may include:

• Physical

Being hit or injured on purpose

Restraining someone inappropriately

Being refused the company of others either at home or outside

Sensory deprivation

Inappropriately giving medication, overdosing or withholding it

• Emotional

Intimidation, threats, humiliation, extortion

Racial, verbal or physical abuse

• Sexual

Involvement in a sexual activity which is unwanted or not understood

Unwanted sexual attention

• Neglect

Not providing food, clothing, attention or care

Withholding of aids or equipment (continence, walking, hearing, glasses)

Putting someone at risk of infection

Failure to provide access to appropriate health or social care

• Financial/material

The theft or misuse of money, property or personal possessions

Pressure in connection with wills, property or inheritance

• Discriminatory

Treating people differently or worse than you would want to be treated because they are older, more frail, confused or otherwise vulnerable

Self inflicted injury may be a sign that abuse is taking place, e.g. because someone feels disturbed.

WHAT SHOULD YOU DO IF SOMEONE TELLS YOU THAT THEY ARE BEING ABUSED?

DO

- Stay calm and listen to them
- Take what you are being told seriously
- Offer support to help them stop the abuse happening
- Be aware that medical or other evidence might be needed
- Make a written note of what you have been told
- Contact Social Services or the police

DO NOT

- Press the person for more details (these can be taken later)
- Assume that someone else is aware of the situation and will take action