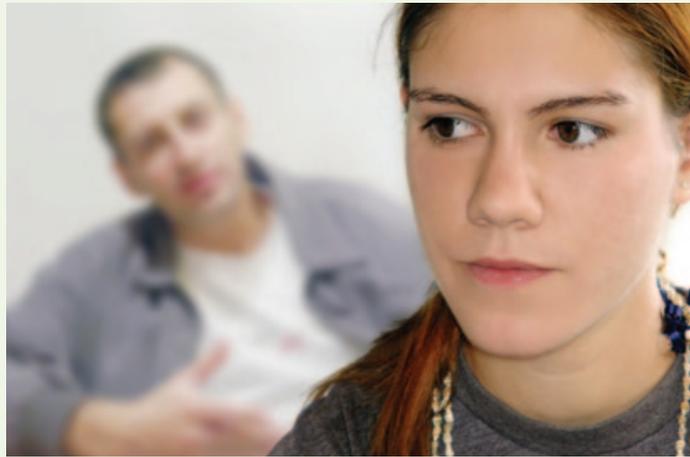




Safeguarding

Information for people who use
services and carers

For a better life



Living a life that is free from abuse and harm is a fundamental right of every person. The Trust has an obligation to everyone who receives our services to protect them from being abused or abusing others. This information has been provided to help you to understand what abuse is and what to do if you are worried that you or someone else is being affected by abuse.

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What is abuse?

Abuse is something that is done to a person which causes them harm. It may be something that happens once or many times.

Abuse can happen anywhere, including in hospital, at home, at a friend or family's home, at a day centre or group, at work, at college or in a public place.

Anyone can cause abuse, including a relative, a partner, a professional, a volunteer, a neighbour, friend or stranger.

Abuse can take many forms and can include one or more of the following:

- Physical abuse - this could include hitting, pinching, inappropriate physical restraint
- Financial abuse - this could include having money or property stolen, being pressured into giving people money or changing a will, misuse of benefits, not being allowed access to money
- Sexual abuse - this could include being touched or kissed when it is not wanted, being made to touch or kiss someone else, being raped, being made to listen to sexual comments or forced to look at sexual acts or materials
- Psychological abuse - this could include emotional abuse, intimidation, harassment, verbal abuse, or being threatened
- Institutional abuse - this may include poor care practice within a care setting like a hospital or care home, lack of individual and personalised care
- Neglect - this could include lack of food, shelter, heating, clothing, medical care, hygiene, personal care or over-medication

- ▶ Discriminatory abuse - this includes abusive attitudes or behaviour based on a person's gender, sexuality, ethnic origin, race, culture, age, disability, religion or any other discriminatory abuse and includes hate crime
- ▶ Professional abuse - this includes the misuse of therapeutic power and abuse of trust by professionals such as having a sexual relationship with an individual receiving services
- ▶ Honour based violence/forced marriage
- ▶ Domestic abuse - this includes abuse between adults who are, or have been, intimate partners or family members and may include one or more of the types of abuse described above.

Who is potentially an adult at risk of abuse?

The Government states that:

- ▶ An adult at risk is someone aged 18 years or over who has needs for care and support. This may include carers and family members
- ▶ They may have care and support needs arising from circumstances such as learning disability, older age, physical disability, mental health issues or drug and alcohol issues
- ▶ As a result of these difficulties, they may be unable to take care of themselves, or unable to protect themselves against harm and may need support to live safely and free from abuse and neglect.

Who is potentially a child at risk of abuse?

A child is anyone under 18 years old.

All children deserve to be healthy and safe. Abuse can be physical, emotional, sexual, neglect and domestic abuse and can happen in the child's home, at school, in the wider community or if they have caring responsibilities.

How to report suspected abuse of an adult

If you think that you or another adult is being harmed or abused and you/they are in immediate danger or at serious risk, please report it to police by calling 999 or 101.

You could also tell a member of our staff. We are responsible for responding to your concerns on behalf of the Local Authority (social services).

Once you've told our member of staff about your concerns, they will talk you through the safeguarding process. There is more information available about this process on the Trust's website.

Please visit www.sabp.nhs.uk/advice/safeguarding.

If you do not feel able to report your concerns to a member of our staff, you can either:

- Tell a friend or family member and ask them to tell us, or
- Contact the local authority directly using the numbers on the back of this leaflet, or
- Ask to speak to the Patient Advice and Liaison Team or an advocate; your care coordinator can contact these services for you or give you the telephone numbers.

How to report suspected abuse of a child

If you think that a child or young person under the age of 18 is being abused or neglected and they are in immediate danger or at serious risk, please report it to the police by calling 999 or 101.

You could also report your concerns to the local Children's Service at your Local Authority. The numbers are on the back of this leaflet. If you would like help doing this, let a member of our staff know and they will support you.

When reporting concerns about child abuse, you will be asked for your name and address, details of the child and the concerns you have. This is to help the Children's Service make further enquiries and to contact you again if necessary. Information about your name and address will be treated as confidential.

Contact Numbers

Surrey County Council Contact Centre

If you are concerned about an adult, call 0300 200 1005.

If you are concerned about a child, call;

- 0300 123 1610 (North East area: Spelthorne, Elmbridge and Epsom & Ewell)
- 0300 123 1620 (South East area: Mole Valley, Reigate & Banstead and Tandridge)
- 0300 123 1630 (North West area: Runnymede, Surrey Heath and Woking)
- 0300 123 1640 (South West area: Guildford and Waverley).

SMS: 07527 182861.

Urgent contact out of office hours: 01483 517898.

Hampshire County Council Contact Centre

If you are concerned about an adult, call 0300 555 1386.

If you are concerned about a child, call 0300 555 1384.

Urgent contact out of office hours: 0300 555 1373.

If you would like this information in another format such as large print, Braille, easy read or another language please contact us on:

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