


Protection of Vulnerable Adults

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





Slough Borough Council is working in partnership with the other unitary authorities, the police, inspection units and health trusts to protect vulnerable adults from abuse.

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 may be deliberate or caused by ignorance and can happen once or repeatedly.

Who might be at risk?

This leaflet is about adults (people who are over 18 years of age). Some adults may be more at risk than others. These include:

- People who depend on others for their care
- 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.

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 local social services office without delay.


What if you are the person being abused?

- Contact social services or the police
- Or ask someone you trust to contact them for you

How to contact social services

You can contact the Community Care Services Department for advice and support, we are here to answer your calls from 9.00am to 5.00pm - Monday to Friday.

Please phone us on 01753 690400



You can email us at communitycare@slough.gov.uk or visit our website www.slough.gov.uk.

If you wish to discuss your concerns outside of normal office hours you may contact the Out of Hours Team on 01344 786543.

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 concerned and the seriousness of their situation. If they are in physical danger, ensuring their safety will be of utmost importance.

Information and advice will be offered so that the person concerned 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
- **Emotional**
Intimidation, threats, humiliation, extortion
racial, verbal or psychological abuse
- **Sexual**
Involvement in a sexual activity which is unwanted or not understood
Unwanted sexual attention
- **Neglect/Deprivation**
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
- **Imposed Isolation/Confinement**
Being refused the company of others either at home or outside
Sensory deprivation
- **Misuse of medication**
Inappropriately giving medication, overdosing or withholding it

- **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 immediately 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
- Contact the alleged abuser
- Promise to keep it a secret
- Be afraid to contact social services or the police to discuss it

Other useful numbers

Public Protection Unit - 01753 506317

Commission for Social Care Inspection - 0118 9033230

If you would like a copy of this document translated please ask an English speaking person to request this by calling 01753 690759. Alternatively please call Slough Translation and Interpreting Service on 01753 701157.

यदि आप इस दस्तावेज़ को अनुवाद की कاپी प्राप्त करना चाहते हैं तो कृपया अंग्रेज़ी बोलने वाले किसी व्यक्ति को कहें कि गैर 01753 690759 पर टेलीफोन करके विवरण दें। या 01753 701157 पर सलौह ट्रांसलेशन एण्ड इंटर्प्रेटेशन सर्विस को टेलीफोन करें।

Aby otrzymać kopię tego dokumentu przetłumaczoną na język polski należy poprosić osobę mówiącą po angielsku o zadzwonienie z takim żądaniem pod numer 01753 690759. Można również skontaktować się z serwisem tłumaczy 'Translation and Interpreting' w Slough, telefon 01753 701157.

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਟਰਜਮੇ ਦੀ ਕਾਪੀ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅੰਗ੍ਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਵਿਅਕਤੀ ਨੂੰ ਕਹੋ ਕਿ ਉਹ 01753 690759 'ਤੇ ਟੈਲੀਫੋਨ ਕਰਕੇ ਬੇਨਤੀ ਕਰੇ। ਜਾਂ 01753 701157 'ਤੇ ਸਲੋਹ ਟਰਾਂਸਲੇਸ਼ਨ ਅਤੇ ਇੰਟਰਪ੍ਰੇਟੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਟੈਲੀਫੋਨ ਕਰੋ।

Haddii aad doonaysid koobi dukumentigan ah oo turjuman fadlan weydiiso qof Ingiriisiga ku hadla si aad u codsatid adigoo soo wacaya 01753 690759. Haddii kalese fadlan kasoo wac Slough Translation and Interpreting Service 01753 701157

اگر آپ کو اس ڈاکیومنٹ (دستاویز) کی ترجمہ شدہ کاپی درکار ہو تو براہ کرم انگریزی بولنے والے کسی شخص سے کہیں کہ وہ 01753 690759 پر فون کر کے طلب کرے۔ یا 01753 701157 پر سلاؤ
ٹرانسلیٹن اینڈ انٹراپریٹنگ سروسز کو فون کریں۔

This document can be made available on audio tape, braille or in large print, and is also available on the website where it can easily be viewed in larger print.

Slough Borough Council builds services that challenge and overcome all forms of discrimination, are responsive to all our communities' needs and celebrate diversity.