

Help to stop abuse

Taking steps
to safeguard
adults at risk

Independence,
health and
well-being



Adults' Services

We should all be able to live our lives safely without being mistreated or harmed by other people, but sadly some people experience abuse.

Abuse can occur in any relationship when someone does or says something to you that causes you harm and distress. Some adults are more vulnerable than others and may not be able to protect themselves from abuse, so they need extra help to stop abuse happening. These people are adults at risk.

Am I an adult at risk?

If you are aged 18 or over and unable to take care of yourself or protect yourself against harm or exploitation, you could be an adult at risk. You may have a mental health problem, or a learning or physical disability. You may be suffering from an illness that means you are unable to care for yourself or you may be older and frail.

What is abuse?

Abuse is a term used to describe the mistreatment of people. The most common forms of abuse are:

- Physical abuse: including hitting, slapping, pushing, kicking, misuse of medication, restraint, or force-feeding
- Sexual abuse: including direct sexual acts, or indirect sexual activity to which the person did not consent, or could not consent, or was pressured into consenting

- Psychological abuse: such as emotional abuse, isolation, intimidation, verbal abuse, or threats
- Financial or material abuse: including using a person's money or possessions without consent
- Neglect and acts of omission: including failure to provide appropriate care e.g. food, medication, heating, cleanliness and hygiene, and denying religious or cultural needs
- Discriminatory abuse: such as sexism, racism, ageism or discrimination based on a person's disability or sexual orientation
- Institutional abuse: occurs when an individual's rights and choices are purposely limited in a care setting, such as a care home or hospital.

Abuse can occur anywhere and can happen once or repeatedly over a period of time. It can be accidental or deliberate. Just because there is no injury does not mean there is no abuse.

What should I do if I am being abused?

If you are an adult at risk and think you are being abused, you should tell someone as soon as possible. Please remember that it is not your fault but if you do not tell someone then it cannot be stopped.

You can contact Ealing Council Adults' Services through the Social Services Contact Centre. Alternatively, you can speak to someone else you trust and ask them to contact us on your behalf:

Telephone: 020 8825 8000,

Fax: 020 8825 6900

Email:

sscallcentre@ealing.gov.uk

Letter:

**Social Services Contact Centre,
Perceval House,
14-16 Uxbridge Road,
London W5 2HL.**

You should also contact us if you think someone you know is being abused.

However, if you think a crime has been committed, you should contact the police straight away by dialling 999.

Why should I tell Ealing Council Adults' Services?

We take the abuse of adults at risk very seriously. If you need assistance to keep yourself safe from abuse or to stop abuse, we can help you.

What will Ealing Council Adults' Services do?

When you contact us, we will firstly listen to your concerns and ask what you would like to happen.

Adults' Services lead and coordinate an investigation into every report of abuse we receive. While we have a clear procedure in place, we deal with every individual report in the way that is most appropriate. We will make sure you always have choice and control over any help that could be put in place.

How we help to stop and prevent abuse

There are six stages that Adults' Services take to help stop the abuse of adults at risk. Depending on the person's circumstances, some stages may not be necessary. The stages can be stopped at any stage if the person is safe from further harm.

Stage 1: Telling us

You should tell us if you or someone else is being abused. We call this the 'alert'. You can do this by contacting the Social Services Contact Centre by telephone, letter, fax or email (see page 5 for contact details).

Anyone can make an alert. For example, this might be a friend, relative, or health and social care professional. You will be called back on the same day you contact us. We will ask you some questions to help us look into what you have told us.

Stage 2: Next steps

Within 24 hours we will decide whether or not the matter should be looked into further. This decision will depend on:

- Whether the person we have been told is being abused is an adult at risk
 - Whether the incident can be identified as abuse
 - Whether what we have been told suggests abuse has happened or may happen
- We call this stage of the process the 'referral'.

Stage 3: Making a plan

Next we look into the incident that we have been told about in more detail. We do this by:

- Making sure that the right people are involved such as social care services, health services, the police, or family members
- Discussing what we have been told to help us decide whether a full investigation should happen

If an investigation is needed, we will make a plan of how it will happen and how long we expect it to take. We call this the

'strategy'. We will also decide what steps we need to take to help prevent further abuse. The person who made the report and the adult at risk can also help us with this stage. This will only happen if they want to be involved.

Stage 4: Finding out more

Each investigation is different, but all investigations should involve us speaking to the adult at risk, the person/people accused of the abuse and any witnesses.

The adult at risk and the person who made the report will be kept informed of the progress of the investigation where possible.

Stage 5: The outcome

After the investigation is complete, the findings will be discussed. We call this discussion the 'case conference'. This normally happens 20 days after the report is made to us. The adult at risk and the person who made the report will be invited to take part. If either is unable to attend, or would rather not

attend, they can nominate someone to attend on their behalf. If they do attend, they can invite someone along for support.

A decision is then made as to whether the allegation of abuse can be proven or not. If the outcome cannot be determined this is known as being inconclusive.

If the allegation is proven, ways of preventing any further abuse will be discussed. We call this a protection plan.

Stage 6: What happens next

We will review the protection plan to help prevent further abuse. This takes place during a 'protection plan review'. We will continue to do this until we are sure there is no risk of further abuse.

To learn about safeguarding adults at risk in more detail, please visit www.learningpool.com/ealingsocialcare

Taking steps to safeguard adults at risk

Telling us

Ealing Council receives a report of abuse



Next steps

It is decided whether or not we need to look into the report further



Making a plan

We look into the report in more detail and decide whether a full investigation is needed



Finding out more

A full investigation takes place



The outcome

It is decided whether the abuse took place and how we can prevent further abuse



What happens next

We look at whether further abuse has been prevented and what else we can do to protect the person

Will my information be shared with anyone else?

The information you give will be treated as confidential at all times. It will only be shared where it is considered to be absolutely necessary, and in accordance with data protection law. If you are making a referral on behalf of someone else and you ask that your identity remains confidential, you should be aware that absolute confidentiality cannot always be guaranteed.

We welcome your feedback on our services

If you have any comments, complaints or suggestions about any of our services or how they may be improved, please contact the Customer Care Team on **020 8825 8100**.

Write to Customer Care Team,
2nd Floor, Perceval House,
14-16 Uxbridge Road, Ealing,
London W5 2HL or email
**complaints_adults_services@
ealing.gov.uk**

Information for the visually impaired

For a large print, Braille or audio tape version of this leaflet, please phone **020 8825 8000**, or write to Social Services Contact Centre, Perceval House, 14-16 Uxbridge Road, Ealing, London W5 2HL or email **sccallcentre@ealing.gov.uk**

For organisations only

If your organisation would like to request more copies of this leaflet for public display purposes, please contact the Adults' Services on **020 8825 9329**, quoting the leaflet reference number in the bottom right corner.

If English is not your first language...

This document contains information about council services. If you are unable to read it and you don't know anyone who can read it for you, please contact our customer service centre at the address below.

تحتوي هذه الوثيقة معلومات حول خدمات البلدية. إذا أنت غير قادر على قرائتها أو لا تعرف أي واحد من يستطيع قرائتها لك، الرجاء الاتصال بمركز خدمات زبائننا في العنوان تحت.

કાઉન્સિલની સેવાઓ બારામાં જાણકારી/માહિતી આ દસ્તાવેજમાં છે. જો તમે તેને વાંચવામાં અસમર્થ હો અને તમે એવા કોઇપણને જાણતા ન હોય કે જે તે તમારા માટે વાંચી દે તો કૃપા કરીને અમારી કસ્ટમર સર્વિસીઝનો અનુસરણીમાંના સરનામે સંપર્ક કરો

Dokument ten zawiera informacje o usługach oferowanych przez urząd miejski Osoby, które nie są w stanie go przeczytać oraz nie mają kogo poprosić o jego przeczytanie, proszone są o kontakt z centrum obsługi klienta na adres znajdujący się poniżej.

ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿੱਚ ਕੌਂਸਲ ਦੀਆਂ ਸੇਵਾਵਾਂ ਬਾਰੇ ਜਾਣਕਾਰੀ ਹੈ। ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਨੂੰ ਪੜ੍ਹਨ ਤੋਂ ਅਸਮਰੱਥ ਹੋ ਜਾਂ ਕਿਸੇ ਨੂੰ ਨਹੀਂ ਜਾਣਦੇ ਜੋ ਤੁਹਾਨੂੰ ਪੜ੍ਹ ਕੇ ਸੁਣਾ ਸਕੇ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਗਾਹਕ ਸੇਵਾ ਕੇਂਦਰ ਨਾਲ ਹੇਠਾਂ ਦਿੱਤੇ ਪਤੇ ਉੱਤੇ ਸੰਪਰਕ ਕਰੋ।

Dukumintigan waxaa ku qoran macluumaad muhiim ah oo ku saabsan adeegyo Kownsalku bixiyo. Haddii aadan akhrin karin isla markaasna aadan haysan ama aqoon qof kuu akhriya, fadlan la soo xiriir xafiiskeena adeegga macaamiisha (customer service centre) oo ciwaankiisu hoos ku yaalo.

உள்ளூராட்சி மன்ற சேவைகளைப்பற்றிய தகவல்களை இப்பத்திரம் கொண்டுள்ளது. உங்களுக்கு இதை வாசிக்க இயலாதிருந்து உங்களுக்காக வாசிக்க வேறொருவரும் இல்லாவிட்டால், தயவுசெய்து எமது வாடிக்கையாளர் சேவை மையத்தை கீழுள்ள முகவரியில் தொடர்புகொள்ளவும்.

اس دستاویز میں کونسل کی سروسوں کے بارے میں معلومات دی گئی ہے۔ اگر آپ یہ نہیں پڑھ سکتے اور ایسے کسی شخص کو نہیں جانتے جو آپ کو یہ پڑھ کر سنا سکتا ہے، تو براہ کرم ہمارے کسٹمر سروس سنٹر سے نیچے دئے گئے پتے پر رابطہ کیجئے۔

Social Services Contact Centre, Ealing Council,
Perceval House, 14-16 Uxbridge Road, Ealing W5 2HL.
Or call 020 8825 8000.



INFORMATION