

**Other organisations you can talk to in confidence**

**Action against Elder Abuse (AEA)**  
Free help-line  
0808 808 8141  
enquiries@elderabuse.org.uk  
www.elderabuse.org.uk

**Oxfordshire Age Concern**  
Advice & Helpline  
01235 849400  
admin@ageconcernoxon.org.uk  
www.ageconcern.org.uk

**Mencap Helpline**  
Free helpline for people with learning difficulties  
0808 808 1111  
help@menicap.org.uk  
typetalk: 1800108088081111  
www.mencap.org.uk

**Voice UK**  
Free helpline for people with learning difficulties  
0808 802 8686  
helpline@voiceuk.org.uk  
www.voiceuk.org.uk

**MINDinfoline**  
For mental health related issues  
0845 766 0163  
info@mind.org.uk  
www.oxfordshire-mind.org.uk

**The Samaritans**  
For emotional support  
08457 90 90 90  
jo@samaritans.org  
www.samaritans.org

**Reducing the Risk**  
Advice for those affected by domestic abuse  
0800 731 055  
reducingtherisk@oxfordshire.gov.uk  
www.reducingtherisk.org.uk

**Trading Standards**  
For consumer advice or to report a doorstep crime  
0845 051 0845  
tradingstandards@oxfordshire.gov.uk  
oxfordshire.gov.uk/tradingstandards

For more information please go to our website at:  
[www.safefromharm.org.uk](http://www.safefromharm.org.uk)

আপনি যদি অনুরোধ করেন তাহলে এই পুস্তিকাটি বিকল্প ছাঁদে, যেমন, অন্য কোনও ভাষায়, বড় হরফে, ব্রেইলে, অডিও-কাসেটে, কম্পিউটারের ডিস্কে বা ইমেলের মাধ্যমে পেরতে পারেন।

Bengali

“本刊物備有其他的格式可供索取。這些包括有其他語言版，大字版，盲人用版，錄音帶版，電腦磁碟版或電子郵件版。”

Chinese

प्रार्थना करने पर यह प्रकाशन दूसरे रूपों में प्राप्त किया जा सकता है। जिस में सम्मिलित है, दूसरी भाषाओं में, बड़े छापे में, ब्रेल, सुनने की टेप पर, कम्प्यूटर की डिस्क पर या ई-मेल द्वारा।

Hindi

“ਇਹ ਪੁਸਤਕ ਬੇਨਤੀ ਕਰਨ ਤੇ ਹੋਰ ਰੂਪਾਂ ਵਿਚ ਵੀ ਉਪਲਬਧ ਹੈ। ਜਿਹੜੇ ਵਿ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਛਪੇ ਤੇ, ਬ੍ਰੇਲ ਵਿਚ, ਟ੍ਰੇਸ ਕਾਪੀ ਟੇਪ ਤੇ, ਕੰਪਿਊਟਰ ਡਿਸਕ ਤੇ ਜਾਂ ਈ-ਮੇਲ ਤੇ।”

Punjabi

“اس شے کو دیکھ کر ہمیں یہ خیال ہو رہا ہے کہ اس میں دوسری زبانیں، جیسے اردو، ہندی، پنجابی، اور دیگر زبانیں بھی شامل کی جاسکتی ہیں۔ اگر آپ کو اس بارے میں کوئی سوال ہے تو براہ کرم ہمیں بتائیں۔”

Urdu

يمكن توفير نماذج بديلة من هذا المنشور عند الطلب. هذه تشمل اللغات الأخرى، الطباعة الكبيرة، وطريقة بربيل، الكاسيتات، قرص الحاسوب أو البريد الإلكتروني.

Arabic

Na życzenie publikacja jest dostępna w innych formatach. Do nich należą wersje w innych językach, drukowane dużą czcionką, alfabetem Braille'a, na kasecie audio, na dysku komputerowym lub jako email.

Polish

Mediante pedido, esta publicação pode ser-lhe disponibilizada em formatos alternativos, os quais incluem outras línguas, letra grande, Braille, cassette audio, disquete e email.

Portuguese

Alternative formats of this publication can be made available on request. These include other languages, large print, Braille, audio cassette, computer disk or email.

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**Take a different path...**

free from harm, free from abuse

[www.safefromharm.org.uk](http://www.safefromharm.org.uk)

**Safeguarding Vulnerable Adults**

**What is adult abuse?**

Adult abuse is when a vulnerable person is treated in a way that makes them feel frightened or unhappy, harms, hurts or exploits them – particularly by someone they know or should be able to trust.



Abuse can happen anywhere – at home, in a residential or nursing home, a hospital, in the workplace or in the street. Forms of abuse include:

### Physical

Being hurt or harmed either deliberately or through rough, careless or thoughtless behaviour.

### Emotional abuse or bullying

Being humiliated or put down or made to feel anxious, frightened or intimidated.

### Financial abuse or theft

Someone using your money or possessions in a way that you don't want or isn't in your best interest.

### Neglect

Not being given the things you need to feel safe and comfortable or not making sure you get the care or treatment you need.

### Sexual abuse

Being made to do something that you don't want to, didn't or couldn't agree to.

### Some adults are particularly vulnerable to abuse such as people who have:

- Dementia
- A learning disability
- A mental health problem
- A drug or alcohol problem
- A disability or sensory impairment
- Or who through age or illness are dependent on other people to help them
- Or who care for others.

Anyone can be vulnerable to abuse at some time in their lives. Both men and women, rich and poor; and from any ethnic background can be at risk of being abused.

### Who might be causing the abuse?

The person who is responsible for the abuse is often well known to the person abused. They could be:

- A paid carer or volunteer
- A health worker, social care or other worker
- A relative, friend or neighbour
- Another resident or service user
- An occasional visitor or someone who is providing a service
- Someone who deliberately exploits vulnerable people.

### It isn't always intentional...but it is still abuse. Ask yourself the following:

- Are you unhappy or frightened because of something that is happening to you?

- Or, do you know someone who is?
- Or, are you caring for someone and feel you need help?  
... then please tell someone.

### It can be difficult to talk to someone about what is happening when...

- The person abusing you is someone you love and trust
- You feel guilty
- You depend on the person abusing you for care or financial support
- You may feel you deserve what is happening to you
- You feel frightened of what might happen if you tell someone
- You may feel it's none of your business
- You may not know who to talk to about the situation.

These are powerful reasons but they should not stop you telling someone. It can get better if you ask for help.

### Where to get help?

You can get help just by talking to someone you trust or giving them this leaflet. You can talk to:

- Your GP or doctor
- Your social worker or care manager
- Home carers
- Community or district nurses
- Inspectors from the Care Quality Commission
- Day care workers
- Hospital staff.

### Oxfordshire Social & Community Services

Oxfordshire Social & Community Services have procedures for dealing with cases of vulnerable adult abuse. They can offer information and advice to help you in deciding what you want to do and in some cases may be able to provide you with practical help and support. The first priority will be to try and ensure that you are safe.

Call them on **0845 050 7666**.  
Out of hours emergency number **0800 833 408**.  
Email them on **access@oxfordshire.gov.uk**  
Write to them at **Access Team, PO Box 780, Oxford, OX1 9GX**  
**www.oxfordshire.gov.uk**

### Thames Valley Police

Abuse is often a crime. If you think a crime has been committed contact the police **0845 8 505 505**.  
In an emergency dial 999  
**www.thamesvalley.police.uk**

### The Care Quality Commission

If you, a friend or relative, live in a care home or have care at home and are not happy with the care you are getting you can contact the **Care Quality Commission** who can give you advice on what your rights are and how to complain.  
**03000 616161**  
**enquiries@cqc.org.uk**  
**www.cqc.org.uk**

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