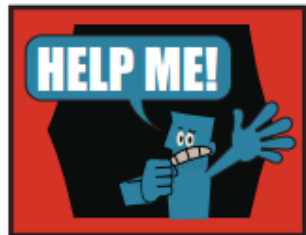


# Safeguarding



## What is “safeguarding”

Safeguarding is the work that we do to support and help someone to stay safe and free from abuse or harm.

It is a process which includes all the different professionals involved in someone’s life. Working together, we can support people at risk of harm to make choices and to stay safe.

As we get older, we may need support with carrying out daily living tasks, or with organizing our finances. Although most people will be trustworthy, being reliant on other people can make us more vulnerable to abuse.

It is important to take steps to stay in control of our own decisions, and to be aware that we always have the right to be listened to and respected.

Everyone is entitled to leave a life free from fear and harm.

## Everybody’s business

Safeguarding is everybody’s business. All forms of abuse are unacceptable. If anyone has any concerns they should speak out.

You can speak to lots of different people if you have concerns. For example, you can contact us, Adult Services or Action on Elder abuse. Each organization will take you seriously and give you support and advice.

## What is abuse or harm

Abuse is anything that hurts or harms another person and might include:



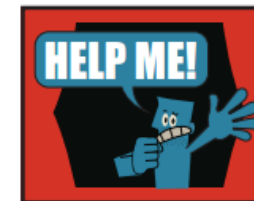
**Financial abuse**  
Money, welfare, belongings or property being withheld or stolen by another person



**Physical abuse**  
Hitting, pushing or locking someone in a room



**Emotional abuse**  
Shouting, swearing, bullying, teasing or humiliating someone and threats



**Neglect**  
Ignoring medical or physical needs



**Sexual abuse**  
Being made to do things of a sexual nature against someone’s will



**Discrimination**  
Comments or jokes about a person’s disability, race, age, gender or sexual orientation

# Who might abuse

Anyone can abuse someone else. For example:

- Family, friends or neighbours
- Carers or volunteers
- Doctors, nurses, support workers or other professional people
- Strangers (eg trades-people, callers on the telephone or at the door).

It doesn't have to be deliberate. Things that are done with the best of intentions can put someone at risk of harm.

Anyone can be abused or put at risk.

# Signs of abuse

General signs that someone has been, or is being, abused can include:

- Unexplained injury / repeated visits to a GP or Accident & Emergency department
- Signs of fear or distress
- Withdrawal or isolation
- Self neglect or basic physical and emotional needs not being properly met by others
- Not able to pay bills or buy food even though enough money should be available

There may be other signs too – it's important to be aware of changes and differences in people.



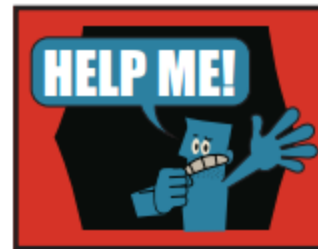
# Help and support

There is a lot of help and support out there. The first step, telling someone, is the hardest.

You can talk to:

- Adult Social Care Services
- the police
- a doctor, nurse or other health worker
- someone you trust (for example, your care worker, a warden)
- the Care Quality Commission (CQC)

If someone is seriously hurt call an ambulance on 999.



If you think a crime has been committed call the police on 101.

Whoever you speak to, they can help you to find the right help and support to stop the abuse and help someone keep themselves safe for the future.

## Speak out...

### If we know, we can help

# Adult Services

Phone: 0845 603 5630  
Web: [www.hants.gov.uk](http://www.hants.gov.uk)

Hampshire County Council Adult Services,  
The Castle, Romsey Road, Winchester, SO22 5DE

# Action on Elder Abuse

Helpline: 080 8808 8141  
Email: [enquiries@elderabuse.org.uk](mailto:enquiries@elderabuse.org.uk)  
Web: [www.elderabuse.org.uk](http://www.elderabuse.org.uk)

PO Box 60001, Streatham, SW16 9BY

# Contact us

Phone: 01329 663984  
Fax: 01329 888432  
Email: [info@croftoncare.co.uk](mailto:info@croftoncare.co.uk)  
Web: [www.croftoncare.co.uk](http://www.croftoncare.co.uk)

49 Cuckoo Lane, Stubbington, Fareham  
Hampshire PO14 3PE

If you would like a large print version of this leaflet, please ask.