



What your manager will need to do:

- Consider the wishes of the adult at risk.
- Ask them what they want to happen
- Gather information, if needed, in order to decide what to do
- Decide whether a safeguarding adults concern needs to be reported. If your manager is not available you may need to do this
- Consider if there are any actions needed to keep the person safe
- Ensure the police and medical services have been contacted if needed
- Report the incident to Commissioning Teams, Care Quality Commission (CQC) or the Charity Commission, as required
- Consider if other key people need to be informed
- Keep a record of what has happened and any actions or decisions taken
- Provide support for the person raising the concern
- Refer to guidance from their organisation/Leeds Safeguarding Adults Board as required

How to report abuse

To report a crime:

In an emergency call the police on: **999**
If the person is not in danger now, call the police on: **101**

To report a safeguarding concern:

Call Adult Social Care on: **0113 222 4401**

Out of hours call: **0113 240 9536**

Textphone for deaf and hard of hearing people call: **0113 222 4410**

Not sure what to do?

Call the Safeguarding Adults Board Advice Line for information on: **0113 224 3511**

Visit the Leeds Safeguarding Adults Board website at www.leedssafeguardingadults.org.uk

This information can be provided in large print, Braille, audio or a community language. Please call **0113 247 8630**.

The Leeds Safeguarding Adults Board organises safeguarding adults work in Leeds. The Board includes a range of organisations, such as Leeds City Council, health services, police and voluntary agencies.

INFORMATION FOR STAFF AND VOLUNTEERS



Peter always had time for others. But some care staff don't take time to care for him.

ABUSE.
Doing nothing is not an option

To raise a concern about adult abuse
CALL 0113 222 4401.

www.leedssafeguardingadults.org.uk



The Leeds Safeguarding Adults Board has arrangements to protect adults from abuse.

You have a duty to act if you have concerns about someone being abused.

Who is at risk?

An adult at risk is:

- 18 years old or older
- In need of support because of their age, disability, mental health needs, drug or alcohol misuse or other illness
- Is or may be unable to take care of themselves or protect themselves from harm

What is abuse?

Abuse can take many forms.

It might be:

- A single act or repeated acts
- A failure to act
- Intentional, or due to a lack of understanding
- It might also be a crime

Abuse can happen anywhere, at any time and be caused by anyone

- A partner or relative
- A friend or neighbour
- A paid or volunteer carer
- Other service users
- Someone in a position of trust
- A stranger

Different kinds of abuse

Physical abuse. Such as being hit, slapped or kicked. Or it could involve being locked in a room, or being restrained inappropriately.

Sexual abuse. Involves someone being made to take part in a sexual activity when they have not, or are not able to give their consent.

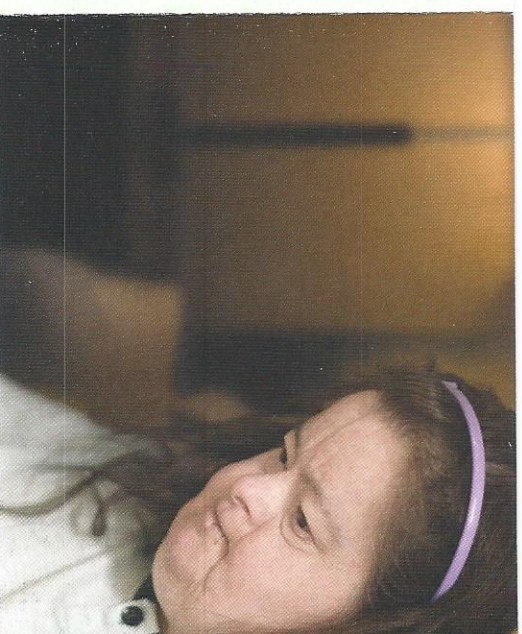
Emotional or psychological abuse. Includes being shouted at, ridiculed or bullied, as well as being made to feel frightened or pressured into decisions.

Financial or material abuse. Misusing, withholding or stealing someone's money or belongings.

Neglect. Failure to provide care that results in someone being harmed. It might include being left with no food, or not receiving help with health or care needs.

Discriminatory abuse. Poor treatment or harassment based on age, gender, sexuality, disability, race or religious belief.

When any of these types of abuse are caused by an organisation, it might be called institutional abuse.



Your responsibilities

You have a responsibility to act if you have concerns about abuse. Doing nothing is not an option.

You must:

- Take the concerns seriously
- Listen carefully to what you are told. Do not ask questions other than to clarify what has been said. Only use open ended questions
- Do not promise to keep a secret
- Always tell your manager
- Do not investigate the concerns yourself
- Where there is an immediate risk, you must consider if there is anything you can reason do to keep the person safe
- You may need to call the police, or for an ambulance to keep someone safe
- Where a crime has been committed, try to preserve any evidence
- Only tell people who need to know
- Keep a record of what has happened, and any actions taken

