

abuse.



Safeguarding is the term that relates to how we protect adults at risk and children from violence and abuse.

We have robust policies and procedures to ensure people can live their lives free from abuse, harm and intimidation. All of our staff undertake safeguarding awareness training.

Abuse can happen anywhere, including an individual's own home, within a residential setting, at a day centre, or within a hospital or community centre. It can also happen digitally.

The Care Act 2014 identifies that the duty to safeguard adults applies to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect. These provisions require the local authority to:

The Children Act 1989 defines a child as anyone who has not reached their 18th birthday.

What do we mean by abuse?

There are ten main types of abuse. These are:

- **Physical abuse:** for example hitting, slapping or pushing. Can also include being physically restrained or the mis-management of medication
- **Sexual abuse:** unwanted touching, kissing or sexual intercourse
- **Psychological abuse:** shouting or swearing that makes a person afraid or behaviour that is threatening or isolating
- **Financial or material abuse:** for example money or property taken without consent or under pressure
- **Neglect and acts of omission:** by not being cared for properly or denied privacy, choice or social contact
- **Domestic violence** – including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence
- **Discriminatory abuse:** for example, suffering from the above on the grounds of religion, culture, age, gender, sexuality or disability.
- **Organisational abuse** – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one’s own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- **Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude.
- **Self-neglect** – this covers a wide range of behaviour neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding.

If you have any concerns that you or someone else is being abused or is at risk of abuse, please [email us](#) or contact our Customer First on 0300 111 7000.

We deal with information confidentially, but where abuse of an adult at risk or child is disclosed we are duty bound to report the matter to the relevant local authority safeguarding team.
