

If you are worried about contacting the police you can always contact social services to talk things over first. If you feel nervous about talking to social services, you could ask someone to talk to us on your behalf. This could be a nurse, a carer, an advocate, a friend or relative you trust.

What will happen if I report the abuse?

When abuse is reported enquiries will take place that will follow national policies and procedures, this may result in a formal investigation, and involve several agencies such as health, social services or the police. Action will then be taken to ensure you or the person being abused is protected.

Confidentially

When an allegation is made, there will be information that we may need to share with others such as the police or people who monitor the quality of registered services. We take care to ensure that this information is only shared with those people involved in the process. We will ask for your permission before we share your information.

If you have concerns or would like more information, please contact:

Duty officers:

01437 776056 or 01437 776071

Email address

adult.protection.team@pembrokeshire.gov.uk

For more information /queries

Call our contact centre on 01437 764551

Complaints & Compliments

We always try to provide good quality services but we know that sometimes we get things wrong, and we try to resolve any problems as soon as they arrive.

If you are happy/unhappy with the service that you have received, you can call us on. 01437 764551

Email:

SocialCareComplaints@Pembrokeshire.gov.uk

This leaflet is also available in large print, Easy Read, Braille or other language formats.

Safeguarding Adults at risk from Abuse.



General Information Leaflet

General Information

Everyone has the right to have their human dignity respected and live their life free of abuse and neglect.

Safeguarding and protecting the most vulnerable in society could ensure a better quality of life for many people.

Local authorities, Police, Health, Regulators and other public services work together and are committed to ensuring that adults at risk of abuse are safeguarded, and will take immediate action where necessary, to protect them and keep them safe from harm.

Who may be an adult at risk?

The Social Services and Well-Being (Wales) Act 2014 states that an “adult at risk”, is an adult who:

- Is experiencing or is at risk of abuse or neglect.
- Has needs for care and support (whether or not the authority is meeting any of those needs).
- As a result of those need is unable to protect themselves against the abuse or neglect or the risk of it.

What is abuse?

The Act states that:

Abuse means physical, sexual, psychological, emotional or financial abuse taking place in any setting, whether in a private dwelling, an institute or any other place.

“neglect” means a failure to meet a persons basic physical, emotional, social or psychological needs, which is likely to result in an impairment of the person’s well-being.

Forms of abuse include:

- **Physical abuse** such as hitting, pushing, pinching, shaking, using too much medication or not allowing a person to take their medication.
- **Sexual abuse** such as forcing someone into unwanted sexual activity, being touched inappropriately, rape, sexual assault, or sexual acts which you have not consented to.
- **Psychological or emotional abuse** such as being intimidated, threatened, verbally abused, or humiliated, controlled or harassed, being ignored on purpose or isolated from friends.
- **Financial abuse** such as fraud, stealing or withholding your money or spending it inappropriately, putting pressure on you to change your will.

- **Neglect** such as ignoring your medical or physical needs, not caring for you properly.

Who might cause abuse:

- A paid carer or volunteer
- A health worker, social care or other worker.
- Friend or neighbour.
- Partner (husband/wife/boyfriend/ girlfriend)
- A relative

What should I do?

If you are being abused or think someone is being abused, you should tell someone. Don’t assume that someone will tell and don’t worry if you think you might be wrong, it is important for someone with experience and responsibility to look into it. Social Services have a legal duty to do this.

If you or someone you know is being abused and is in immediate danger, you need to do something straight away to stop them or others being hurt. You should ring 999 and tell the operator what is happening.