

Contact details:

If the person is in immediate danger, for example of a serious assault, you should telephone the **Police on 999**.

If not in immediate danger phone 01437 764551, ask for the Adult Safeguarding Team. Monday to Friday during office hours of 9am to 5pm, or the Police on 101.

If you need to call a social worker out of hours call 0300 333 2222

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.

Complaints & Compliments Officer

Social Care
County Hall
Haverfordwest
Pembrokeshire
SA61 1TP

Telephone: 01437 764551

SocialCareComplaints@pembrokeshire.gov.uk

Care Inspectorate Wales (CIW)

South West Region
Government Buildings
Picton Terrace
Carmarthen
SA31 3BT

Telephone: 0300 7900 126

ciw@wales.gov.uk

Pembrokeshire County Council
Cyngor Sir Penfro



Safeguarding

Adult Neglect

General Information

What is adult neglect?

Neglect is when your care and support needs are not being met.

Adults who may be at risk of neglect:

Those at greater risk include

- Older people
- People with physical or sensory impairments
- People with learning disabilities
- People living with severe illnesses, dementia or confusion,
- People living with mental ill health
- People who are isolated or lonely
- People who rely on drugs or alcohol
- People who are forced to work for little or no pay. This is known as Modern Day Slavery.

Where could adult neglect happen?

- at home
- in a hospital
- at a day centre
- at work
- in the community
- in the street

Adults with care and support needs could be neglected by anyone.

This includes:

- professional staff
- paid care workers
- volunteers
- neighbours or friends
- family members
- people on the street
- people you work with

Signs of adult neglect can include:

- losing a lot of weight over a short period of time
- not having enough to eat or drink
- untreated physical problems, such as bed sores
- living in a house which is very dirty
- being left dirty or unbathed
- not wearing the right clothes for the weather conditions
- Not seeking medical attention when needed
- no heat or running water
- leaving a person alone in a public place.

Protecting yourself against adult neglect:

- Make sure someone you trust is helping you with your money.
- Keep in touch with family and friends so you do not feel isolated or lonely.
- If you are unhappy with the care you are receiving, tell someone you trust and ask that person to report the neglect.

I think I am being neglected – what can I do?

There are many people you can talk to if you feel you are being neglected:

- don't worry about making a fuss, tell someone you trust as soon as possible.
- speak to friends, care workers or professionals such as your GP or social worker about your concerns.
- ask to speak to your local council's adult safeguarding team. Talk to an advocate.

Preventing adult neglect

If someone is worried about adult neglect:

- listen to the person and their worries
- listen carefully to the care worker, advocate, or relative about their concerns.
- tell someone if you think someone is being neglected.
- or if you work for a company ask for training on how to spot signs of adult neglect.