

Who might abuse you?

People who could abuse you might be:

- a member of your family
- someone paid to care for you
- a professional person, like a doctor or nurse
- neighbours
- strangers
- friends
- volunteers

Where could abuse happen?

Abuse can happen anywhere and any time.

It could happen:

- in the house or home where you live
- in hospital
- in a day centre
- at work
- in the street

Who should I tell?

If you think you have been or are being abused, you should talk to someone you trust as soon as you can.

This could be:

- a member of your family
- a friend
- a police officer
- a doctor or nurse
- a council or social worker

Remember most people do not abuse.

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 Abuse

General Information

What is an adult at risk?

An adult is an adult at risk if:

- they are being abused or neglected, or there is a risk they will be
- they have care and support needs
- they cannot keep themselves safe from abuse or neglect

If the local council thinks someone is an adult at risk, they must:

- find out more about the person's life
- decide if something needs to be done
- decide who should do something and what they should do

What is adult abuse?

Abuse happens in lots of different ways.

Abuse can be:

- when someone hurts or treats you badly.
- when someone does or says things to make you upset or frightened.
- when someone takes your money.

**Abuse is always wrong.
Abuse is never your fault.**

Emotional or psychological abuse

This is when people say bad things to hurt your feelings, shout or threaten you.

This could be:

- calling you names
- blaming you when it is not your fault
- ignoring you
- laughing at you
- treating you like a child

Physical abuse

This is when someone hurts you.

This could be someone who:

- hits you
- kicks you
- pinches or scratches you
- pulls your hair
- burns you
- gives you the wrong medication
- spits at you

Sexual abuse

- This is when someone touches your body or private parts in ways you do not like or want.
- It is also when someone makes you do sexual things that make you sad, angry or frightened.
- It is when someone is making you look at or watch pictures or films of a sexual nature

Financial abuse

This is when people take your money or belongings without asking.

This can be when someone:

- steals your money
- takes control of your money
- makes you pay for other people's things
- takes things that belong to you

Neglect

This is when people who are there to help you do not look after you properly. This can include:

- being hungry most of the time
- not being kept safe
- not getting the right medical help
- not having clean clothes to wear

Discrimination

This is when people treat you badly or unfairly because you are different to them.

This could be because you:

- have a different coloured skin
- have different religious beliefs
- are disabled
- are lesbian or gay
- speak a different language

Institutional abuse

This is when paid staff in a hospital or care home do not care for you properly or respect your rights.

This can be when:

- there is not enough staff on duty most of the time.
- most of the staff are not trained
- your personal things are used by or for someone else.
- the rules and routines are made by the manager and staff without involving the people who live there.