

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

Self Neglect

General Information

What is self neglect?

Self neglect is when a person does not look after themselves fully. This may be a choice they make, or because they are ill or unable.

If the self-neglect makes the person unwell, or is impacting on the health and wellbeing of others, it is important to get help.

Some adults may be at higher risk of self-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

Self neglect could happen to a person because:

- they are not able to access appropriate care to meet their needs.
- they are not able to make informed decisions.
- they have refused services, which means their health or safety is at risk

Signs of possible self-neglect can include someone:

- Not cooking or cleaning for themselves
- Having no food in the home, or unsuitable food
- Being dehydrated
- Not washing or looking after themselves
- Not wearing the right clothes for the weather, or wearing inappropriate, dirty, soiled or torn clothing
- Not using heating in cold weather
- Not disposing of rubbish or hoarding items such as newspapers/magazines, post, paperwork, etc.
- Not allowing people to make repairs to an unsafe home
- Not allowing important people access e.g. landlord, water, gas or electric workers, health or care workers etc
- Not taking medication, or refusing treatment
- Refusing to engage with support

Preventing self neglect

If you are worried about self neglect

- talk to the person and build a relationship with them
- make them aware of the information and support that is available locally
- if you think someone is experiencing self neglect report it
- listen carefully to the concerns of others
- if you work for an organisation ask for training on how to spot signs of self neglect.