

Other useful fact sheets and leaflets

You can download all of our fact sheets and leaflets from www.walsall.gov.uk/factsheets. If you do not have access to the internet you can request fact sheets from our initial intake and assessment team. Their details are below.

Contact us

For any queries 24 hours a day, 7 days a week, including bank holidays and weekends contact Safeguarding using the details below.

You can also use these details if you would like this information in another format or language.

Telephone: 0845 111 2922

Fax: 01543 372947

Textphone: 0845 111 2910

SMS text: 07913 629085

Address:

The Allens Centre, Hilton Road,

New Invention,

Willenhall WV12 5XB

Email apu@walsall.gov.uk

Website www.walsall.gov.uk/social_care_and_health

Contacting Walsall Clinical Commissioning Group

Walsall CCG

Jubilee House

Bloxwich Lane

Walsall

West Midlands

WS2 7JL

Telephone—01922 618388

Or log on to: walsallccg.nhs.uk

Lockfield Surgery

Croft/Gomer Street

Willenhall

West Midlands

WV13 2DR



Safeguarding Adults - Adult Social Care

This leaflet is brought to you by Walsall Council,
Social Care & Inclusion.

The Surgery Adult Safeguard Lead is -
Dr F. Pervez

Surgery contact details -

Tel: 01902 639000

Fax: 01902 639001

Email: Lockfieldsurgery@walsall.nhs.uk

About this leaflet

This leaflet explains what adult abuse is, what we are doing about it in Walsall and who to contact if you have any concerns or queries. This leaflet focuses on the safety of adults (aged 18 and over). If you feel anyone is in immediate danger, call the police on 0345 113 5000 or 999.

Walsall Adult Social Services will deal with your concerns sensitively and confidentially wherever possible.

What is adult abuse?

Adult abuse can happen in many different ways. Abuse can be any of the following:

Physical abuse – hitting, kicking, slapping or giving too much medication or medication that is not necessary.

Sexual abuse – rape or sexual acts which the adult involved does not want or agree to.

Emotional abuse – controlling, intimidating or verbally abusing the adult involved.

Financial or material abuse – fraud, theft or misuse of property or finances.

Neglect – ignoring a person's medical or physical care needs, or withholding basic needs such as food, medication and heating.

Discriminatory abuse – abuse motivated by prejudice, such as racism or sexism.

Institutional abuse – bad practice by large organisations (for example, offering little or no choice or following unfair regimes and practices).

Abuse can happen in many different places – the adult's home, in

hospital, in a residential or nursing home. It can happen once or it can happen over and over again.

Anyone can be responsible for abuse, including partners, family members, friends, carers and care workers.

Who is at risk of abuse?

Those at risk of abuse, known as 'vulnerable adults', are people aged 18 years or over who: need, or may need, community care services because of disability, age or illness; and are (or may be) unable to take care of themselves, or unable to protect themselves against harm or exploitation.

What are you doing in Walsall?

We have produced adult safeguarding procedures for our staff. Walsall Social Services (Adult safeguarding) also have the Walsall Adult Safeguarding Partnership Board made up of representatives from Walsall Social Care and Inclusion, West Midlands Police and health, as well as representatives from the private sector and voluntary groups which care for adults. This board keeps the procedures up to date and makes sure all agencies in Walsall work together to help prevent adult abuse.

For more information on the adult safeguarding procedures or the Walsall Adult Safeguarding Partnership Board, phone social care on 0845 111 2922.

Who do I contact if I am concerned?

If you are concerned for yourself or someone else, contact social care on 0845 111 2922. You can use this number 24 hours a day, 7 days a week, including bank holidays and weekends.

Walsall Adult Safeguarding will deal with your concerns sensitively and confidentially wherever possible.

If you need to report a concern in an emergency or out of office hours, contact either social care using the details in the Contact Us section of this leaflet or the police:

West Midlands Police,

Green Lane, Walsall WS2 8HL

Telephone 0345 113 5000