



**Financial/material abuse** – stealing or misusing your money, property or possessions; pressure in connection with wills, property or inheritance; not letting you choose how to spend your money.

**Self neglect** – neglecting own personal hygiene, not eating or drinking properly or hoarding.

**What to do if you're being abused** - If you think you are being abused, or have concerns about your welfare, or about a child or another adult's welfare, you can discuss these with our staff, your care coordinator, doctor or a manager. Alternatively, you can contact our Service Experience Desk on 0300 555 0535.

**Social Care - Adults:**

Walsall Initial Intake Team	0300 555 2922
Dudley Access Team	0300 555 0055

**Social Care - Children:**

Walsall Children's Services	0300 555 2866
Dudley Children's Services:	0300 555 0050
Care Quality Commission (CQC)	0300 616161

**Police** - to report crime contact your local police station or in a non-emergency dial 101 for police assistance. In an emergency, always dial 999.

If you require this leaflet in another language or format such as large print, braille or easy read please contact the communications team on 01384 325022 or email [communication@dwmh.nhs.uk](mailto:communication@dwmh.nhs.uk)

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## Safeguarding children and vulnerable adults

### Keeping people safe

A guide for service users and carers





We care about the people who come into contact with our services.

We are committed to safeguarding our services users to ensure they are free from harm, abuse or neglect. Our staff are trained to spot signs of abuse or neglect in our service users, and ensure that they get the help they need.

Everybody has a right to be safe and protected from fear of violence and abuse. Children and vulnerable adults may be unable to take care of themselves or be able to protect themselves from harm or exploitation.

### **What do we mean by abuse?**

Abuse is when someone does something to another person that damages their quality of life or puts them at risk of harm. Abuse can happen once or repeatedly, and may be deliberate or unintentional.

### **Who can abuse?**

Anyone can be an abuser. It is usually someone that the person is close to, knows and trusts. It can include:

- a partner, child, relative, friend or neighbour
- a person who is paid to care for someone or a volunteer carer
- people who work in social care or healthcare
- a stranger - some people will deliberately abuse adults they see as an easy target

### **Where can abuse happen?**

Abuse can happen anywhere, including at home, in a care setting, at a hospital or day centre or in a public place.



### **What are the types of abuse?**

*Physical abuse* – when someone hits, punches, grabs you or restrains you inappropriately.

*Modern slavery* – if you are forced to work through mental or physical threat, treated as a commodity or bought and sold as property or are physically constrained or have restrictions on your freedom of movement.

*Domestic abuse* – controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members.

*Discriminatory abuse* – treating you less favourably and unfairly because of race, ethnicity, sex, religion, gender, disability or sexual orientation.

*Sexual abuse* – unwanted sexual attention. When someone touches your body, does things to you that you do not like, talks to you in a sexual way, or makes you do sexual things that you do not want to do. For children, this may include grooming, sexual exploitation, or activities that involve watching sexual acts, whether or not the child is aware of what is happening.

*Organisational abuse* – neglect in care homes, nursing homes or hospitals.

*Psychological abuse* – when someone says something intimidating, threatening or humiliating to you; racial, verbal or psychological abuse; exploitation.

Neglect/omission – not providing you with food, clothing, or attention to care; withholding aids or equipment for continence, walking, hearing or sight; failing to provide access to health or social care.