

## What should you do if you suspect abuse?

### DO

- Remain calm
- Ensure that no one is in immediate danger
- Call for emergency services if urgent medical / police help required
- Report your concerns to your manager / named Safeguarding worker without delay
- Record all the facts

### DON'T

- Promise to keep secrets
- Be judgmental or over react
- Challenge the alleged abuser
- Attempt to investigate yourself
- Do anything that could disturb any possible forensic evidence
- Discourage anyone from reporting concerns
- Leave details of your concerns on a voicemail

**For further information, please refer to the full Safeguarding Adults: Multi-Agency Policy and Procedures available from**

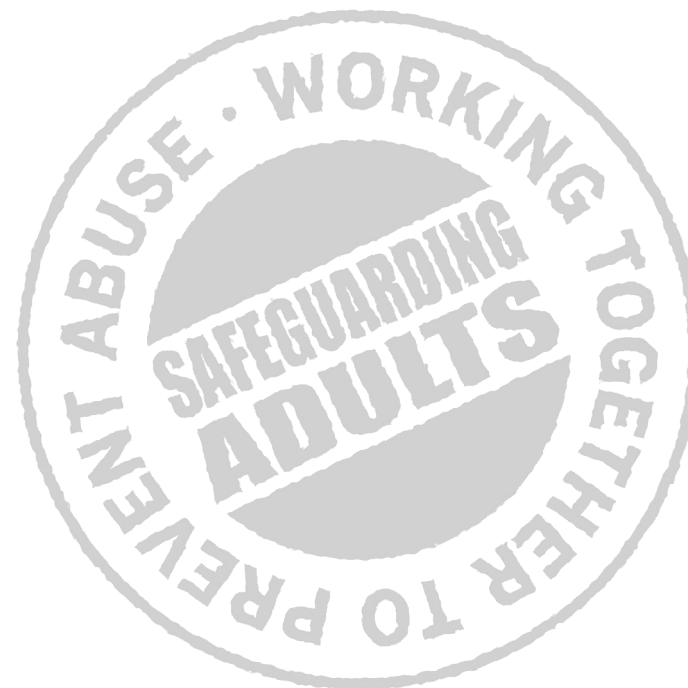
[www.leicester.gov.uk](http://www.leicester.gov.uk)

[www.leics.gov.uk](http://www.leics.gov.uk)

[www.rutland.gov.uk](http://www.rutland.gov.uk)

(search for: 'Safeguarding Adults')

## Practice Guidance for all Staff



**Social Care Services, Health and Police in Partnership with the CQC  
and the Voluntary and Independent Sector within  
Leicester, Leicestershire and Rutland.**

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## Who is this guidance for?

This guidance is for all staff and volunteers working in Leicester, Leicestershire and Rutland who come into contact with adults who may be vulnerable to abuse.

This includes staff and volunteers within:

- Social Care services
- Community Health Services and Health Trusts
- Independent and Voluntary sector care and support providers
- Sheltered and Supported housing providers
- Police civilian staff
- Service Regulators
- Further Education establishments
- Emergency Services
- Children and Families Services, both statutory and non-statutory

The guidance applies to all grades of staff, volunteers and job roles including, but not limited to:

- Direct care and support staff
- Managers of care and support staff
- Social workers / Care managers
- Nursing staff
- Police Officers
- Doctors / Consultants
- Drivers / Escorts on buses or specialist transport
- Hospital Porters
- Cooks / Domestic staff in Hospitals, Residential or Day Care establishments
- Adult Education tutors / support staff
- Reception / Administrative staff

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## Useful Contact Numbers

These are main switchboard numbers. Please ask to speak to the department responsible for Safeguarding Adults

- **Leicestershire County Council Adult Social Care Services**  
0116 232 3232
- **Leicester City Adults and Communities**  
0116 253 1191
- **Rutland Social Services**  
01572 722577
- **Out of Hours for all three departments above**  
0116 255 1606
- **Leicestershire Partnership NHS Trust**  
0116 225 6000
- **University Hospitals Leicester**  
0116 249 0490
- **NHS Leicester City**  
0116 295 1400

- **Leicester City Community Health Service**  
0116 225 2525
- **Leicestershire County and Rutland Community Health Services**  
0116 295 0030
- **NHS Leicestershire County & Rutland**  
0116 295 7500
- **Police**  
0116 222 2222 or 999 in emergency

## Direct Numbers

- **Care Quality Commission**  
03000 616161
- **Multi-Agency Safeguarding Adults Coordinator**  
07920 806248
- **Public Concern at Work**  
020 7404 6609  
(Support and advice for staff about raising concerns of abuse or malpractice in their working environment.)

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## Signs of Possible abuse

The following is a guide and is not exhaustive.

- **Physical** - fractures, bruising, burns, pain, marks, recoiling from contact.
- **Sexual** - genital irritation, S.T.I.s, offensive language, recoiling from contact, persistent, sexually inappropriate behaviour.
- **Psychological** - withdrawn, overly compliant, compulsive behaviour, reduction in skills, suicidal threats, self-harm.
- **Financial** - insufficient funds, over-protection of money / possessions, unpaid bills / debts, lack of amenities.
- **Neglect** - pain, discomfort, overly hungry or thirsty, unkempt, deterioration in health, behaviour changes.
- **Discrimination** - rejection of services, seen to be not conforming or being uncooperative, unexplained injuries / falls.
- **Institutional** - lack of personal clothing / possessions, no care plan, frequent hospital admissions

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## Safeguarding Adults: Multi-Agency Policy & Procedures

This policy and procedure covers all organisations in Leicester, Leicestershire and Rutland. It is available from [www.leicester.gov.uk](http://www.leicester.gov.uk) [www.leics.gov.uk](http://www.leics.gov.uk) [www.rutland.gov.uk](http://www.rutland.gov.uk) (search for: 'Safeguarding Adults')

### Who is covered by the Policy and Procedure?

"No Secrets" defines a vulnerable adult as any person aged 18 or over who:

**"is or may be in need of community care services by reason of mental or other disability, age or illness; and is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation."**

'Community care services' are defined as all care services provided in any setting or context.

### People who may be covered by the multi-agency policy and procedure are:

- People with a learning disability
- People with a physical disability
- People with a sensory impairment
- People with mental ill health
- People with dementia
- People who are frail due to age or other factors
- People with acquired brain injury
- People with a drug or alcohol problem
- People with certain types of physical illness

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## What is meant by “abuse”?

“No Secrets” (Department of Health, 2000) definition is:

**“Abuse is a violation of an individual’s human and civil rights by any other person or persons.”**

Abuse may consist of a single act or repeated acts.

The main types of abuse are:

- **Physical abuse** - such as hitting, slapping, rough handling, misuse of medication, inappropriate restraint.
- **Sexual abuse** - making someone carry out a sexual act they have not consented to or cannot consent to.
- **Psychological abuse** - such as use of threats, humiliation, name calling.
- **Financial or material abuse** such as theft of money / possessions, misuse of someone's benefits, denying someone access to their money.

- **Neglect and acts of omission** - such as not meeting a person’s basic care needs.
- **Discriminatory abuse** - Any form of abuse based on discrimination because of a person's race, gender, age, disability, sexual orientation or faith.
- **Institutional abuse** - abuse or poor practice throughout an organisation.

Abuse may be perpetrated as the result of deliberate intent, negligence or ignorance.

## Who could perpetrate abuse?

Abuse can be perpetrated by anyone, including:

- Relatives and family members.
- Professional staff, managers and paid care workers.
- Volunteers
- Other people who use services
- Neighbours, friends and associates
- People who deliberately exploit those vulnerable to abuse.

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## Where can abuse occur?

Abuse can take place anywhere, including, but not limited to:

- Person’s own home (where they live alone or with friends / family)
- Nursing or Residential Care
- Supported Living accommodation
- Community activities or opportunities
- Hospital
- Public Spaces
- Transport
- Educational Settings

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## Be Vigilant

If you have any concerns you should discuss them with relevant individuals (i.e. Line Manager, Safeguarding Officer etc.) in your organisation.

- You may see or hear something happen.
- Someone may disclose an allegation to you.
- A colleague, family member or somebody else may tell you something.
- You may notice injuries or physical signs that cause you concern.
- You may notice either the victim or perpetrator behaving in a way that alerts you to the fact that something may be wrong.