

If you would like this information in another language or format contact:  
[tsab.businessunit@stockton.gov.uk](mailto:tsab.businessunit@stockton.gov.uk)

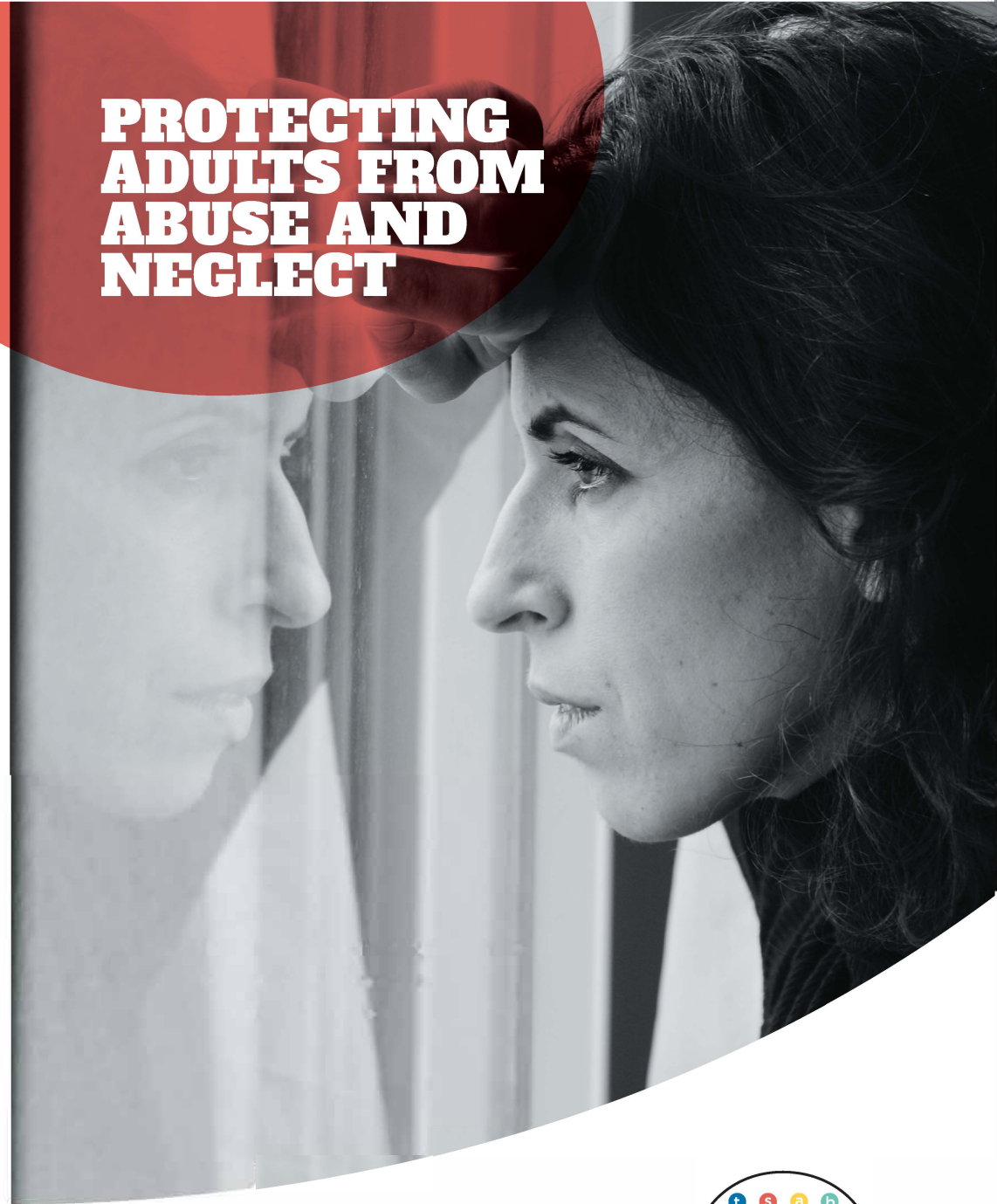
**Leaflets Available:**

- Arabic
- Cantonese
- French
- Kurdish/ Sorani
- Polish
- Punjabi
- Urdu
- Vietnamese

This leaflet is printable and available in easy read and audio format from:  
<https://www.tsab.org.uk/key-information/posters/>

Edition: Nine - February 2025

# PROTECTING ADULTS FROM ABUSE AND NEGLECT



[www.tsab.org.uk](http://www.tsab.org.uk)



## What is abuse?

Abuse may take the form of a single or series of acts, large or small, whose impact 'adversely affects' the individual.

An adult may experience several types of abuse at the same time and there is often a lot of overlap between them, but it is also important that people should not restrict their view of what abuse and neglect can actually mean (taking advantage of someone is a common theme).

## Discriminatory Abuse

Including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

## Domestic Abuse

Domestic abuse is any incident of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are 'personally connected', regardless of their gender or sexuality. It includes physical, sexual, psychological/ emotional, financial and economical abuse, violent or threatening behaviour and coercive or controlling behaviour. It also includes honour-based abuse and forced marriage.

## Financial or Material Abuse

Financial or material abuse can occur in isolation, but research has shown where there are other forms of abuse, there is likely to be financial abuse occurring, although not always.

### Potential indicators include:

- Change in living conditions or lack of heating, clothing or food
- Inability to pay bills/unexplained shortage of money
- Unexplained loss/misplacement of financial documents
- Unexplained withdrawals from an account
- The recent addition of authorised signers on signature cards.

## What happens next?

Every report of suspected abuse will be taken seriously.

The adult social care team and or police will take steps to ensure the immediate safety of the adult at risk, and anyone else affected by the alleged abuse, including children.

The relevant agency will talk to the adult at risk (along with a suitable representative or advocate if necessary) to find out what is happening. They will work together with them to plan what is best to help keep the person safe, whilst respecting their views and wishes.

## Find support in your area

Support can be accessed from a range of organisations based locally across Tees, as well as nationally, which are specifically set up to help people affected by the issues linked to adult abuse and neglect.



This includes the statutory agencies such as the Local Authorities, Police and NHS, as well as numerous voluntary sector organisations. The most prominent of these are set out in a map on this webpage: <https://www.tsab.org.uk/key-information/find-support-in-your-area/>

## Safe Place Scheme

Safe Place Scheme locations are venues in the community where people who need extra support can go if they need some help. This 'help' can range from a phone call to home, or help with directions. The idea is that vulnerable people can use these venues if they are feeling unsafe, whilst out in the community.

For a list of a locations in your area visit - <https://www.tsab.org.uk/campaigns-and-initiatives/find-support-in-your-area/safe-place-scheme/>



## What should I do?

If you see or hear something that concerns you, or you suspect somebody is being abused, or someone tells you they are being abused. Report it without delay.

### See it, report it!

If you suspect a neighbour, friend or family member is being neglected or abused, or you need help yourself.

**Call Cleveland Police 101 or 999 in an emergency. Call your local Adult Social Care Team:**

Hartlepool	01429 523 390
Middlesbrough	01642 065 070
Redcar & Cleveland	01642 771 500
Stockton-on-Tees	01642 527 764
Evenings & Weekends	01642 524 552

If you are unsure, talk to your local adult social care team on the above number, they will listen to you and give you good advice. You can talk to them without giving your name.

## What not to do:

- Don't promise to keep abuse a secret
- Don't alert the abuser, this might make matters worse and make it more difficult to help the person at risk
- Don't delay reporting abuse, report this straight away.

## Think Family

Consider risks to others which may include children or other adults with care and support needs. Should there be a concern that a parent may be neglecting children in their care, concerns should be reported to Children's Social Care.

## Modern Slavery

Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers use whatever means to force individuals into a life of abuse and inhumane treatment.

## Neglect & Acts of Omission

The failure of any person who has responsibility for the charge, care or custody of an adult at risk, to provide the amount and type of care that a reasonable person would be expected to provide. Neglect can be intentional or unintentional.

**Potential indicators include:**

- Ignoring medical, emotional or physical care needs
- Failure to provide access to appropriate services
- Withholding the necessities of life, such as food and water.

## Organisational Abuse

Poor care within a care setting such as a hospital or care home that happens as a result of structures, policies, processes or practices in that organisation. **Potential indicators include:**

- Deprived environmental conditions and lack of stimulation
- Illegal confinement or restrictions
- Inappropriate care of possessions, clothing and living area
- People left on a commode or a toilet for long periods of time
- People referred to, or spoken to with disrespect
- This may range from one off incidents to ongoing ill treatment.

## Physical Abuse

Spotting the signs of physical abuse may not always be easy and sometimes people find it hard to believe that this type of abuse happens.

**Potential indicators including:**

- Black eyes, bruises, burns and cuts
- Emotional distress
- Restraint or grip markings
- Unusual patterns of injury
- Repeated trips to A & E



## Psychological Abuse

Without the visible signs of physical abuse, psychological abuse can stay hidden for years. Psychological abuse can affect a person's thoughts and feelings as well as exert control over their life.

### Potential indicators include:

- Exclusion from meaningful events or activities
- Ignoring, imitating or mocking the person
- Insulting the person and isolating the person
- Name calling and yelling
- Swearing and threats
- Threatening to take away something that is important.

## Self-Neglect

This covers a wide range of behaviours including neglecting to care for one's personal hygiene, health or surroundings, and hoarding. This could also involve refusal of services, treatment, assessments or intervention, which could potentially improve self-care or care of one's environment.

## Sexual Abuse & Exploitation

Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts.

Sexual exploitation is the sexual abuse of an adult in exchange for attention, affection, food, drugs, shelter, protection, other basic necessities and/ or money, and could be part of a seemingly consensual relationship.

The person being exploited may believe their abuser is their friend, boyfriend or girlfriend.

### The abuser may:

- Physically or verbally threaten the victim
- Take indecent photographs of them and circulate to others
- Be violent towards them or try to isolate them from friends and family.

## What is Adult Safeguarding?

### The safeguarding duties apply to any adult who:

- has needs for care and support (whether or not the Local Authority is meeting any of those needs)
- is experiencing, or at risk of, abuse or neglect
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

### An adult with care and support needs may be, an individual:

- with a physical, sensory or learning disability
- with mental health needs, including dementia or a personality disorder
- with a long-term health condition or brain injury
- who misuses substances or alcohol to the extent that it affects their ability to manage day-to-day living.

## Where does abuse occur?

Abuse can occur anywhere, examples include:

- Care Homes, Day Centre
- Hospitals/Health Services
- In a Carers home, in the adult's own home (including online)
- Public Places
- Supported Living arrangements
- Work, College or University.

## Who are the perpetrators of abuse?

Anyone can be an abuser, examples include:

- Family members/relatives (including partners)
- Friends or Neighbours
- Other service users (including in Care Homes, Hospitals etc)
- Professionals (including paid Carers)
- Strangers
- Unpaid Carers, Volunteers.

