



**Adult Social Care**

**KEEPING ADULTS  
SAFE FROM ABUSE  
AND NEGLECT**



**HARTLEPOOL  
BOROUGH COUNCIL**

The Care Act 2014 outlines that the safeguarding duties apply to an 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 and;
- 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

The term adults at risk of abuse and neglect means people who are in need of care and support services because of a disability, their age or an illness and who are - or may be - at risk of harm.

## What is abuse and neglect?

Safeguarding means protecting an adults' rights to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse and neglect, while at the same time making sure that the adult's wellbeing is being promoted.

There are many different types of abuse. It can include:

- **Physical abuse**

such as hitting, burning, holding down or pushing around.

- **Sexual abuse**

such as touching in a way they do not like, forcing someone to have sex, forcing someone to look at sexual pictures or videos or making someone do something sexual to someone that feels uncomfortable or wrong.

- **Financial or material abuse**

such as taking someone's money or things without asking, spending a person's money in a way they are unhappy with or pressuring someone to change their will

- **Modern Slavery**

such as slavery, human trafficking, forced labour and domestic servitude.

- **Organisational**

Such as neglect and poor care within a care setting such as a hospital or care home or care provided in someone's own home

- **Neglect and acts of omission**

Not taking good care of someone, for example refusing to help someone get food, keep warm and safe or see their doctor

- **Self Neglect**

Such as neglecting to care for your own personal hygiene, health or surroundings including behaviour such as hoarding

- **Psychological abuse**

Such as continuously threatening to hurt someone or leave them, keeping someone away from other people, locking someone in or making someone feel unworthy.

- **Discriminatory abuse**

Such as treating someone badly or unfairly because of their age, disability, sexuality, gender, religion or the colour of their skin

- **Domestic Violence**

Such as psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.

# Who might be an abuser?

Anyone could be an abuser. This includes;

- Family members, partners, friends or neighbours
- Other service users (in hospital, care homes, day centres etc.)
- Strangers
- Health or care workers
- Carers
- Volunteers

# How do I know if someone is being abused or neglected?

Sometimes it is not easy to tell if someone is being abused but some of the signs may be:

- Multiple bruising or fingermarks
- Injuries which the person cannot give a good reason for
- Deterioration of health or loss of weight for no apparent reason
- Inappropriate or inadequate clothing
- Withdrawal or changes in behaviour
- Person unwilling to be alone with a particular carer
- Unexplained shortage of money

# Where might abuse happen?


Abuse can take place anywhere. Examples include:

- In your own home or a carer's home
- Care home, day centre or supported living accommodation
- Hospital
- Public place
- Work, College or University

# HOW TO CONTACT THE SUPPORT HUB

If you, or someone you care for - or a relative or friend - is finding life a bit difficult at the moment and would like to talk about it, contact our Support Hub - [our gateway to information, advice, support and care.](#)

 Visit the Support Hub at **Community Hub Central**, York Road, TS26 9DE between 10am - 4pm Monday to Friday

 Call **01429 272905** between 8.30am - 5pm Monday - Thursday.  
8.30am - 4.30pm on a Friday.

 Email [helping@hartlepool.gov.uk](mailto:helping@hartlepool.gov.uk)

*We will connect you to the things that will help you get on with your life.*

If you are **worried about someone being abused or neglected**, or if you need **information or support with hospital discharge** please contact:

The Integrated Single Point of Access (iSPA)

*You can contact the iSPA Monday - Thursday 8.30am - 5pm, Friday 8.30am - 4.30pm*

 **01429 803100**

 [ispa@hartlepool.gov.uk](mailto:ispa@hartlepool.gov.uk)

 **07977709900 (Relay UK)**

## How to get help if we are closed

If you need urgent help when our offices are closed, you can contact the **Emergency Duty Team** on **01642 524522**