

**What to do if you have a concern that an adult is being abused, neglected or seriously harmed**

If you need to share a concern that you may have about an adult who you believe is being abused or seriously harmed you can contact Adult Social Care for the area that you are in. Social Care can be contacted 24/7 and the numbers are available in telephone directories, telephone directory services (i.e. 118) or on relevant County and Unitary Council websites. Information is also available on County Council and Local Safeguarding Adult Board websites.

**If you are concerned that an adult (or child) is in imminent danger you should contact the police by dialing 999.**

**What we do with any information we receive.**

The East of England Ambulance Service NHS Trust has a duty of care to pass on any information it receives in regard to the abuse of vulnerable adults or children to the relevant Safeguarding Board and/or Police. Any information is treated in the greatest confidence and is not shared with anyone who does not have a right to that information.

**Ambulance service Contacts**

**Anneliese Hillyer-Thake**  
**Safeguarding Manager**  
**Email: [anneliese.hillyer-thake@eastamb.nhs.uk](mailto:anneliese.hillyer-thake@eastamb.nhs.uk)**



**ADULT SAFEGUARDING**

This information leaflet has been produced by the East of England Ambulance NHS Trust Safeguarding Team. Its purpose is to provide information for people who may have a concern that an adult is at risk of being abused, neglected or seriously harmed

**IF YOU ARE CONCERNED THAT AN ADULT IS IN IMMEDIATE DANGER OF BEING ABUSED OR SERIOUSLY HARMED YOU SHOULD DIAL 999 AND ASK FOR THE POLICE**

**'a vulnerable adult is any person over the age of 18 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'**

*Who Decides: Government paper (1997)*

If you would like this leaflet in large print, Braille, alternative format, or a different language, please contact the Patient Experiences Department on:

**0800 028 3382**

اگر آپ کو یہ کتابچہ بڑے پرنٹ، بریل، متبادل نمونے یا کسی دوسری زبان میں چاہیے تو براہ مہربانی پالز سے فون نمبر 0800 028 3382 پر رابطہ کریں۔  
ناگوار ڈیم ڈائریکٹوریٹن یہ پیشہ گوار، بریل، شیوازی جیوازا، یا خود زمائگی  
دیگہ ڈونٹ، تکلیف پہونہندی  
بہ تینی PALS فونہ بکنن لہ سار ژمارہ تالافونی: 0800 0208 3382

Se desejar obter este folheto impresso em letras maiores, em Braille, num formato diferente, ou noutra língua, por favor contacte a Equipa PALS (PALS Team) pelo tel: 0800 028 3382.

Jeżeli chciałbyś otrzymać tę ulotkę w dużym druku, w Braille'u, w innym formacie lub w innym języku prosimy o kontakt z Zespołem PALS pod numerem telefonu 0800 028 3382.

Если вы бы хотели получить эту брошюру в печати крупным шрифтом, шрифтом Брайля, в альтернативном формате или на другом языке, пожалуйста, обращайтесь в группу PALS по телефону 0800 028 3382.

This leaflet is designed to inform people who use our services what they can do if they have a concern that an adult is being abused, neglected or seriously harmed. There is also a fact sheet available on our website;

[www.eastamb.nhs.uk](http://www.eastamb.nhs.uk)

The East of England Ambulance Service NHS Trust is totally committed to ensuring that we meet our statutory obligations in protecting and safeguarding vulnerable members of the population that we come into contact with. Irrespective of age, people have a right not to be abused in any shape or form, or to be placed in a position where they are suffering through neglect.

This leaflet has two main functions. It describes what abuse is, the different types of abuse and ensures that people who use our services have access to relevant information regarding abuse and how to report any concerns they might have.

It provides guidance on what to do if anyone believes that an adult is being abused or seriously harmed, or that it has already occurred. In addition it provides details of how to refer concerns to the relevant social care service.

The document also makes it clear that that Trust and its staff have a duty to make a referral to the relevant Social Care Department if they have a concern. The Trust has an alerting and referring pathway in place that that staff follow if they have a concern or suspicion.

As with other agencies, it is also clear in its understanding that whilst the consent of the believed victim is always preferential before any referral is made, it is not always possible or desirable to obtain consent.

Adults who are deemed to have capacity, have a right to live their lives in the way they deem fit, although their decisions may not seem to be

the right one by others. If they are at serious risk of harm or are living in conditions that are potentially dangerous to themselves or others, it would be in the public interest to share your concerns, even if they did not consent to this happening.

Whilst this document relates specifically to adults, the Trust is equally committed to the safeguarding of children. Information is also provided in this leaflet in relation to types of abuse that may be perpetrated against both adults and children. Abuse knows no boundaries and affects all ages and every socio-economic group. Abuse in any form is unacceptable

**Every single day, hundreds of cases of abuse / neglect to children and vulnerable adults are reported across the country.**

### Types of abuse

**Physical** – such as hitting, shaking or throwing. Signs such as hand slap marks, bruising, bite marks, burns or scalds. Deliberately or falsely reporting ill health in a child or vulnerable adult. (Factitious Illness by Proxy)

**Emotional / Physiological** - Persistently making a child or adult feel inadequate, unloved, frightened, exploited or corrupted.

**Sexual** - Forcing or enticing a person to take part in sexual activities, whether or not the person is aware of what is happening i.e. physical contact, pornographic material or encouraging children or vulnerable adults to behave in sexually inappropriate ways.

**Neglect** - The persistent failure to meet a person's basic physical, emotional or developmental needs. This could include lack of supervision.

**Financial or Material** – theft or misuse of money or personal possessions

**Discriminatory** – includes ill treatment motivated

by racism, sexism, homophobia or on the basis of religion or disability.

**Forced Marriage** – When a person is forced into marriage without their consent.

**Hate Crime** – perpetrating acts of violence or harassment on members of the local community.

**Domestic Abuse/Violence** – Where two or more people reside in the same dwelling and perpetrate psychological, physical, emotional, sexual or neglectful behavior towards each other.

**Institutional** – Where professional or paid individuals are in a position of care and support over others and then perpetrate on the people under their care in any one of the listed forms of abuse.

**Human trafficking** – Moving of individuals, involuntarily, to undertake forced work for the profit of another.

### Sharing Information

#### Ask yourself:

- “Am I seriously concerned that this person is being abused, neglected or seriously harmed?”
- “Could sharing of my concern possibly help to protect or safeguard this person or people and be in their interest at this time?”

#### If you answer ‘yes’ to either of the above questions.....

1. Identify what your concerns are and as such, how much information it is necessary to share.
2. You must distinguish fact from opinion.
3. Check you are going to give the information to the correct person
4. Share information
5. It is a good idea to record your decision to make a referral, your reason for doing so and who the information was shared with.

