

Information for patients
Safeguarding for Adults



Making Safeguarding personal to you

What is adult safeguarding?

Adult safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is people and teams working together to prevent abuse or stop it happening. The Robert Jones and Agnes Hunt Orthopaedic Hospital achieves this by following these safeguarding principles that underpin all adult safeguarding work

Empowerment – We will support and encourage you to make your own decisions and give informed consent.

Prevention – It is better to take action before harm occurs.

Proportionality – We support you with the least intrusive response, appropriate to the risk presented.

Protection – We provide support and representation for those in greatest need.

Partnership – We work with communities who have a part to play in preventing, detecting and reporting neglect and abuse.

Accountability – We are accountable and transparent in our safeguarding practice.

Making safeguarding personal – At RJAH we put you at the centre from the beginning to the end of every safeguarding concern. We are led by you to find out what outcomes you want.

Who might be at risk of abuse?

You may require adult safeguarding support if you're aged 18 or over and have care and support needs such as, illness, disability, age or dependence. As a result of your care and support needs you may not be able to protect yourself if you're at risk of or are being abused or neglected. Abuse can happen anywhere, at any time and be caused by anyone. Remember abuse is always wrong.

You may be more at risk if you are:

- Older and frail
- Have a physical disability or learning disability and/or autism
- Have mental health problems
- Are dependent on alcohol and substances
- Have language barriers

What is abuse?

- Abuse is what happens if someone does or says something to you which may make you feel scared or upset.
- Abuse is when someone tries to take your rights away.
- Abuse is if someone does something to you even if you tell them to stop. Or you may feel too scared to ask an abuser to stop as you may feel that no-one will believe you. Any abuse is wrong.

Different kinds of abuse

Physical abuse – Hitting, pushing, kicking, shaking, burning. Giving too much or not enough medication.

Emotional abuse – Threats, name calling, ignoring you, shouting at you. Not involving you in decision making about you, isolating you from friends, family or services.

Sexual abuse – Touching you when you do not want to be touched, unwanted sexual intercourse or any sexual activity that you do not or cannot give your consent to. Being made to watch sexually explicit films.

Modern Slavery – Includes human trafficking, forced labour, domestic servitude, sexual exploitation, debt bondage.

Financial or material abuse – Stealing your money or possessions, using your money to buy things for themselves. Telling you that you do not have a choice in how you spend your money.

Neglect – Not giving medication or giving you too much, not allowing you to visit the doctor. Not allowing you to have the heating on if you are cold, not giving you clean clothes or food or drinks when you are hungry or thirsty.

Self-Neglect – Is when you may lack self care to an extent it threatens your personal health and safety and may cause you harm. You also may not be seeking help or accessing support services.

Discrimination – You are treated differently or unfairly because of your race, religious beliefs or practices. You may also be treated differently because of your gender, age, disability, sexual preferences, pregnancy, marital status or because of language barriers.

Organisational – This may occur if you are a resident in a care home, a patient in a hospital or if you attend a day centre. It means that you are not being treated with dignity and respect.

Domestic abuse – This is any incident of threatening behaviour, coercion and control and/or violence or abuse between individuals aged 16 or over. The abuse may be between intimate partners or family members, regardless of gender or sexuality. It may include psychological, physical, sexual, financial, emotional or cultural violence.

Who might abuse me?

Anyone can be an abuser. It could be:

- A partner or a member of your family, a friend or neighbour
- A member of staff or carer
- Another adult at risk
- A stranger
- It could be more than one person.

It is important to point out that most people will not want to abuse you, and that most people will want to support you.

Abuse can be:

- Something that happens once
- Something that happens repeatedly
- A deliberate act
- A crime (i.e. rape, theft)
- Something that was unintentional, perhaps due to a lack of understanding

Where does abuse happen?

Unfortunately, abuse can happen anywhere, and at any time.

It could take place:

- In your home, in hospital, at a day centre, residential home or college. It could take place at a friend's, family member's or partner's house. It could take place on public transport, at a place where you socialise or in any street or public place.

What are my rights?

Abuse is never right. If you are being abused it is not your fault and you do not deserve it.

- You have the right to live your life free of abuse and to be treated with dignity and respect.
- You have the right to make choices about your life and to be involved in decision making about things that affect you.
- These rights are yours, whether you live at home, in a care home, or in a hospital.
- You have a right to be listened to and to be supported if you feel you are experiencing abuse or are at risk of abuse.

What can I do if I am worried that I am being abused or if I think I am at risk of being abused?

We understand it is difficult to know what to do in this situation. Our advice will always be to tell someone you trust and tell them as soon as you can. You could tell a friend, a family member, your partner, a nurse or key worker or a doctor. You could also contact adult social care or the police.

What will happen if I choose to tell anyone at the Robert Jones and Agnes Hunt Hospital that I am being abused?

We will:

- Listen carefully, support you and take any information you give us seriously. We will take every step possible to ensure you are safe and free of harm.
- Record your worries and concerns, using the words that you told us.
- Ask you what you want to change and agree who raises the safeguarding concern. We could inform adult social care on your behalf or help you to make the initial contact.
- Discuss risk and what needs to be done to make you safer now.
- Ask you who you want to be told or seek the views of family or friends if you lack capacity to decide that.
- If you haven't got support and have substantial difficulty taking part in safeguarding, we will think about an advocate
- Keep you involved – it's your life
- There may be times we have to share what you tell us. For example we may need to tell the police or adult social care if others are at risk, there is a life threatening situation, or a serious crime may be prevented.

What will adult social care and/or the Police do?

- They will listen to your concerns and record them.
- They will take every step to ensure you are safe and that you are not being treated differently because you have reported you are being abused.
- They may meet with professionals involved in your care and identify a plan to keep you safe. You would be invited to attend that meeting, with an advocate or a trusted friend. If you are not able to attend, a member of staff will be identified to meet with you and explain what happened at the meeting.
- They will not tolerate abuse.
- They may prosecute the alleged abuser, or try to get that person support.

Important contact numbers

If you or someone you know is being abused or is at risk of abuse, it is important that you tell someone immediately.

- In an emergency ring **999**.
- Contact a member of The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust staff. This could be your nurse, doctor, surgeon, health care assistant, safeguarding practitioner or anyone that you trust.
- If you would like to contact us you can telephone our Switchboard on **01691 404000**.
- Our telephone system is an interactive voice response system which means that when you make a call you will be able to say the name of the ward/department or staff member you want to get through to and be automatically transferred
- Police (Non Emergency) **101**.
- Protecting Adults at Risk Unit **101**.

If you would like to raise a safeguarding concern to adult social care; please contact adult social care where the person is being abused/is at risk of being abused:

Shropshire:

First Point of Contact (FPOC) for Safeguarding in Shropshire
0345 678 9044

Out of Office Hours Emergency Duty Team **0345 678 9040**

Web: <https://shropshire.gov.uk/adult-social-care/where-can-i-get-help/first-point-of-contact>

Telford & Wrekin:

Family Connect **01952 385385**

Emergency Duty team **01952 676500**

Web: http://www.telford.gov.uk/info/20086/adult_social_care/3682/adult_safeguarding/2

North Wales:

Web: <https://www.northwalesafeguardingboard.wales/wp-content/uploads/2017/04/North-Wales-Adult-Safeguarding-Report-doc>

The Conwy Customer Access Team – Tel: **0300 456 1111**

Email: wellbeing@conwy.gov.uk

Wrexham Adult Safeguarding Team – Tel: **01978 292066**

Email: ast@wrexham.gov.uk

The First Contact Team, Flintshire – Tel: **0300 858858**

Email: ssduty@flintshire.gov.uk

Gwynedd's Adult Advice and Assessment Team – Tel: **01766 772577**

Email: cynghorisesuoedolion@gwynedd.llyw.cymru

Denbighshire SPOA – Tel: **0300 4561000**

Email: spoa@denbighshire.gov.uk

Anglesey - The Adult Services Duty Team – Tel: **01248 750057**

Email: asduty@ynysmon.gov.uk

Betsi Cadwaladr University Health Board

Email: BCU.AdultSafeguarding@wales.nhs.uk

Support organisations:

National organisations

Victim Support – Tel: **0808 168 9293**

National Domestic Violence Helpline: Women – Tel: **0808 200 0247**

M.A.L.E: Men’s Advice Line Enquiries. Confidential helpline for male victims of domestic violence whether in straight, gay, bi sexual or transgender relationship – Tel: **0808 801 0327**

National Centre for Domestic Violence – **0800 970 2070** (for both men and women to access for support and Civil protection orders. Text NCDV to **60777**, email: **office@ncdv.org.uk**.)

Hourglass – Elder Abuse Response Helpline – Tel: **0808 808 8141**

Respond – support for people with learning disabilities and/or autism
Tel: **0207 383 0700**

Karma Nirvana Helpline for Forced Marriage & Honour Based Violence – Tel: **0800 5999 247**

Forced marriage Unit- If you need help leaving a marriage you have been forced into or to stop a forced marriage – Tel: **020 7008 0151**, or Tel: **020 7008 1500** (out of hours).

Against forced marriage – Tel: **08001412994**

Modern Day Slavery Helpline – Tel: **0800 121 700** (for both male and female to access & for practitioner to access for advice or reporting concerns.

Local organisations

Shropshire Domestic Abuse Service (SDAS) – Tel: **0300 303 1191**

Domestic Abuse Helpline (24 hours) – Tel: **0800 783 1359**

West Mercia Women’s Aid – Tel: **01432 356146**, Male Domestic Abuse Helpline **0800 014 9082**, available 24hrs daily.

Voiceability -Advocacy service to support more people in Shropshire to have their views heard and their rights respected –
Tel: **0300 303 1660** Email: **helpline@voiceability.org**.

Glade Sexual Assault Referral Centre (Self-Referral) –
Tel: **0808 1782058**

References

Department of Health (2014) 'Care and support statutory guidance: Issued under the Care Act 2014', London: Department of Health)
<http://www.keepingadultssafeinshropshire.org.uk/media/1266/making-safeguarding-personal-cards.pdf>

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Notes:

If you require a special edition of this leaflet

This leaflet is available in large print. Arrangements can also be made on request for it to be explained in your preferred language. Please contact the Patient Advice and Liaison Service (PALS) email: rjah.pals.office@nhs.net

Feedback

Tell us what you think of our patient information leaflet. Please send your comments to the Patient Advice and Liaison Service (PALS) email: rjah.pals.office@nhs.net

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