

## Where might abuse happen?

Anywhere. This includes at your home, in a care setting or hospital or outside.

What if I suspect someone is being abused?

### Do:

Contact the police if the person is in immediate danger.

Contact Adult Social Care if the person is not in immediate danger.

Pass on what your concerns stating the facts. Try to use actual words or phrases used.

### Don't:

Try to intervene, placing yourself at risk. Do not try to investigate or make assumptions about what you have witnessed.

## Who should I tell?

If you are being abused or suspect someone else is being abused, then please do not hesitate to contact the following people:

- Adult Social Care Direct
- Your social worker if you have one.
- Your doctor or nurse
- An advocate or any staff who support you
- A trusted family member or friend

Important contact numbers are given at the end of the leaflet.

## What will happen if I contact Adult Social Care?

Our staff will:

- Be helpful, listen carefully to your concerns and take them seriously.
- Ensure you or the person you are concerned about are not in immediate danger.
- Involve police where a crime has been committed.
- Gather information and arrange to meet with you and your carer, relative or friend where appropriate to discuss your concerns.
- Work with you to find out what the best course of action is for you.
- Ensure a plan is in place to keep you safe. You can have a copy of this plan.
- Agree to contact you as you wish.
- Do all they can to protect you and to help you live as independently and as safely as possible.

## Important contact numbers

If you think you may have witnessed a crime or the vulnerable adult is in imminent danger then please ring: 999

Gateshead Police on: 03456 043 043

Adult Social Care Direct on:  
0191 433 7033 Monday to Thursday  
9am-5pm 4.30pm Fridays)

Email [adultsocialcaresdirect@gateshead.gov.uk](mailto:adultsocialcaresdirect@gateshead.gov.uk)

Out of Hours in an emergency situation after 6pm:  
Emergency Duty Team on: 0191 477 0844

If you need further help or advice please ring: Commissioning and Safeguarding Team on: 0191 433 2378

# Say NO to adult abuse



## We can all help.

Many vulnerable adults are suffering neglect, sexual, physical, emotional and financial abuse.

See inside how we can all help protect vulnerable adults from abuse.

## Protecting vulnerable adults from abuse

Everyone has the right to:

- Live their life free from violence and abuse
- Be protected from harm and exploitation
- Independence, with which comes a degree of risk

This leaflet tells you about adult protection and how vulnerable adults can be protected from abuse.

If you or someone you know is being abused and you need help to stop this then this leaflet can help you.

We understand that you may not know what you need or what services are available to you.

To find out more you can phone Adult Social Care Direct and ask for information and advice.

**Phone: 0191 433 7033**

### Different formats

If you would like this leaflet in large print, Braille, on CD, cassette, MP3 or in a different language please contact: 0191 433 3444

What do we mean by 'vulnerable adult'?

'Vulnerable adult' means anyone aged 18 or over who may need some degree of help or support because they may:

- have learning or physical disability
- have mental health problems
- be elderly, frail or ill
- be people who cannot always take care of themselves without help

### What is abuse?

"Abuse is a violation of an individual's human and civil rights by another person or persons." (No Secrets report 2000)

Abuse is when someone does or says things to you that make you feel upset or frightened. You may be scared to speak out and tell someone.

If you are being abused, it is not your fault, no one is allowed to hurt you or do these things to you. Or, if you suspect someone is being abused it is important to speak out and tell someone you trust. Do this as soon as you can.

There are different ways that people can abuse you:

**Physical abuse** - includes physical ill treatment such as hitting, slapping, pushing and holding you down.

**Sexual abuse** - this is when someone touches your body and does things that you do not like and do not agree to.

**Emotional abuse** - this includes being threatened or saying bad things to you which makes you feel sad or worthless.

**Financial or material abuse** - this is when someone takes your money or things without asking you, it also includes not letting you have a say in how your money is spent

**Neglect and acts of omission** - this is when people who are supposed to help you don't give you adequate food, heating/clothing, or take you to the doctors if you are ill.

**Discriminatory abuse** - this includes being treated unfairly because of your gender, race culture, background, age, disability, sexuality or illness.

**Institutional abuse** - this is where a service does not treat people with dignity, respect or ignores people's choices and wishes.

### Who might be an abuser?

Anyone. This can be strangers, someone you know, a family member, a neighbour, a paid or informal carer, or a professional such as a nurse, doctor or a bogus worker. In addition it could be more than one person it is important to remember that abuse can happen to anyone and it is not your fault.

Say **NO**  
to adult  
abuse

