

Protecting vulnerable adults from abuse in Haringey

***how to get help for yourself or
people you know***

Abusing vulnerable adults is serious!

If you think you, or someone you know, is being mistreated, ring the Safeguarding Adults Referral and Advice Line on

020 8489 1400

In Haringey there are vulnerable adults who are unable to care for themselves without support. They have a right to receive this support free from abuse and neglect, yet not all of them do.

What is abuse?

Abuse is a violation of an individual's human and civil rights by any other person or persons.

There are **different ways** that people can be abused:

- **Physical abuse:** includes hitting, slapping, pushing, kicking, misuse of medication or inappropriate sanctions or restraint.
- **Sexual abuse:** includes rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting.
- **Psychological abuse:** includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
- **Financial or material abuse:** includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Neglect and acts of omission:** includes ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Discriminatory abuse:** includes abuse, harassment, slurs or similar treatment because of a person's race, gender, disability, age, sexual orientation or religion.

Let's work together to ensure these vulnerable adults are able to live their lives free from abuse and neglect.

Where does abuse occur?

Abuse can take place in any context and can occur in the following settings:

- Living alone or with a relative
- In your own home
- In someone else's house
- Nursing home
- Residential care home
- In hospital
- Day care centre
- In a custodial situation
- In other places assumed as being safe
- In public places

Who can the abuser be?

Vulnerable adults may be abused by a wide range of people including:

- Relatives and family members
- Professional staff
- Paid care workers
- Volunteers
- Other service users
- Neighbours
- Friends and associates
- People who deliberately exploit vulnerable people
- Strangers

How can you tell someone is being abused?

Some people may not realise they are being abused. Often the person being harmed is not able to say what is happening to them. Here are some **warning signs** that you can look for:

- Bruises, falls and injuries
- Signs of neglect such as clothes being dirty
- Poor care either at home or in a residential or nursing home or hospital
- Changes in someone's financial situation
- Changes in behaviour such as loss of confidence or nervousness

What we will do

We will:

- 1.** Listen to the person reporting the suspected abuse and take appropriate action
- 2.** Ensure immediate action is taken by **Police, Adult Social Care Services or the Health Commission** to protect the vulnerable adult
- 3.** Arrange for extra help or a place of safety to ensure the vulnerable adult is no longer at risk
- 4.** Start a multi-agency investigation into alleged abuse which will include Police, Adult Social Care Services, Health Commission and other care agencies.

***Help us stop the abuse.
Always tell someone!***

People who can help

We will arrange care for you and make sure that you don't come to any further harm. You can raise your concerns by contacting one of the following:

Contact	Telephone
If danger is immediate, always call the police on their emergency number	999
Safeguarding Adults Referral and Advice Line (office hours)	020 8489 1400
Safeguarding Adults Referral and Advice Line (evenings and weekends)	020 8348 3148
Community Safety Unit (24 hours)	020 8345 1939
Police - Criminal Investigation Department (CID) (evenings and weekends)	020 8345 0832

- **Whittington Hospital Trust**
Highgate Hill
London N19 5NF
Tel: **020 7272 3070**
- **North Middlesex University Hospital NHS Trust**
Sterling Way
London N18 1QX
Tel: **020 8887 2000**

If you don't feel ready to tell health or adult services, or the police, there are other organisations shown below which can offer important advice and information.

Samaritans: 24 hours a day, 365 days a year
Tel: **0845 790 9090**

Victim Support Haringey: Monday to Friday 10am-4pm
Tel: **020 8888 9878**

Haringey Women's Forum: Monday to Friday 10am-5pm
Tel: **020 8885 4705**

Carers Line: Wednesday and Thursday 10am-12.30pm and
2pm-4pm
Freeline: **0808 808 7777**

For adults over 65

Age Concern Haringey: Monday to Friday 9.30am-12.30pm
Tel: **020 8801 2444**

Action on Elder Abuse: Monday to Friday 10am-4pm
Tel: **0808 808 8141**

For adults with learning disabilities

Haringey MENCAP: Monday to Friday 9am-4.30pm
Tel: **020 8365 0251**

Email: haringeymencap@hotmail.com

RESPOND: Monday to Friday 1.30pm-5pm
Tel: **0808 808 0700**

For adults with sensory impairment

Action for the Blind: Monday to Friday 9am-5pm
Helpline: **0800 915 4666**

Deafblind: 24 hours a day, 7 days a week
Helpline: **0800 132 320**

For adults with mental health problems

Haringey MIND: Wednesday to Friday 11am-4pm
Tel: **020 8340 2474**

Alzheimer's Society Haringey: Monday to Friday 10am-3pm
Tel: **07946 452 913**
National Helpline: **0845 300 0336**

For adults suffering from domestic violence

Hearthstone: Monday to Friday 10am-10pm
Tel: **020 8888 5362**

Refuge: 24 hours a day, 365 days a year
National Helpline: **0808 2000 247**

Shqip



Kjo fletushkë është mbi parandalimin dhe mbrojtjen e të rriturve nga abuzimi në Haringey. Nëse e doni këtë fletushkë në gjuhën tuaj, ju lutem plotësoni dhe dërgoni formularin në adresën e mëposhtme me postim falas.

Polski



Ta broszurka omawia sposoby zapobiegania i ochraniaania osób dorosłych przed wszelkimi formami znieważania na terenie Haringey. Aby otrzymać jej kopię w języku polskim należy wypełnić formularz i przesać go na podany poniżej bezpłatny adres.

Français



Ce feuillet concerne la prévention et la protection contre les maltraitements des adultes de Haringey. Si vous souhaitez obtenir ce feuillet dans votre langue, veuillez compléter le formulaire et le renvoyer à l'adresse en port payé ci-dessous.

Soomaali



Warqaddani waxay ku saabsantahay ka hortagga iyo in dadka waawayn ee reer Haringey laga ilaaliyo xumaynta. Haddii aad jeclaan lahayd warqaddan oo ku qoran luqaddaada fadlan buuxi foomka kuna soo celi cinwaanka boostiisu lacag la'aanta yahay ee hoose.

Kurdi Kurmancî



Ev belavok li ser li Haringey parastina mezinan ji xerabkarîyê û pêşlêgirtina wê agahîyê dide. Heke hun vê belavokê bi zimanê xwe dixwazin, ji kerema xwe formê tije bikin û ji navnîşana posta bêpere ya jêrîn re bişînin.

Türkçe



Bu broşür Haringey'de yetişkinleri tacizden koruma hakkında bilgi vermektedir. Eğer bu broşürü Türkçe olarak edinmek istiyorsanız, lütfen bu formu doldurun ve aşağıdaki ücretsiz posta adresine geri gönderin.

Please tell us if you would like a copy of this leaflet in another language that is not listed above or in any of the following formats, and send the form to the Freepost address below.

- In large print On audio tape In Braille
- In another language, please state:



Name: Tel:

Address:

Email:

Please return to: Freepost RLXS-XZGT-UGRJ, Haringey Council, Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ

Haringey Council offers this translating and interpreting service to Haringey residents. We can translate this document into one language per resident ONLY.