- with a long-term health condition or brain injury
- who misuses substances or alcohol to the extent that it affects their ability to manage day-today living.

## Where does abuse occur?

Where does abuse occur?

Abuse can occur anywhere, examples include:

- Care Homes, Day Centre
- Hospitals/Health Services
- In a Carers home, in the adult's own home (including online)
- Public Places
- Supported Living arrangements
- Work, College or University.

## Who are the perpetrators of abuse?

Anyone can be an abuser, examples include:

- Family members/relatives (including partners)
- Friends or Neighbours
- Other service users (including in Care Homes, Hospitals etc).
- Professionals (including paid Carers)
- Strangers
- Unpaid Carers, Volunteers.

## What should I do?

If you see or hear something that concerns you, or you suspect somebody is being abused, or someone tells you they are being abused. Report it without delay to your local authority.

| | |
|---|---|
| **Anglesey** | 01248 725 752 |
| (Out of hours) | 01248 353 551 |
| **Gwynedd** | 01766 772 577 |
| (Out of hours) | 01248 353 551 |
| **Conwy** | 0300 4561 111 |
| (Out of Hours) | 0300 123 3079 |
| **Denbighshire** | 0300 456 1000 |
| (Out of hours) | 0345 053 3116 |
| **Flintshire** | 01352 702 000 |
| (Out of hours) | 0845 053 3116 |
| **Wrexham** | 01978 298 286 |
| | 01978 298 155 |
| (Out of hours) | 0345 053 3116 |

**If you or an adult you know is in immediate danger, contact 999 or call 101 if you think a crime has been committed**

# NORTH WALES SAFEGUARDING BOARD

## Protecting Adults from Abuse and Neglect

**'See Something – Say Something'**

**SAFEGUARDING IS EVERYONES BUSINESS!**

## What is abuse?

Abuse or neglect can be a single one off act or something that happens over weeks, months or years. It can be accidental or deliberate.

## Abuse can be:

**Physical**: includes hitting, slapping, kicking, misuse of medication, restraint and force feeding.

**Domestic abuse**: psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence, controlling and coercive behaviour by someone who is or has been an intimate partner or family member.

**Financial or material**: includes theft, fraud or using a person's money, property or possessions without consent, internet scams.

**Psychological/emotional**: includes threats of harm or abandonment, isolation, humiliation, blaming, controlling, intimidation, harassment, verbal abuse, threats or bribes or cyber abuse.

**Sexual**: includes sexual assault, rape or sexual acts to which the vulnerable adult has not consented, could not consent or was pressurised into consenting.

**Neglect or acts of omission**: A failure to provide appropriate care (such as food, clothing, medication, heating, hygiene, cleanliness) and denying religious or cultural needs.

**Discriminatory abuse**: includes racism, sexism, ageism and discrimination based on a person's disability or sexual orientation. Some abuse in this category might also be classed as a hate crime.

**Modern slavery**: encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

**Self-neglect**: this covers a wide range of behaviour around neglecting to care for personal hygiene, health or surroundings and includes behaviour such as hoarding.

**Organisational**: when the routines, systems and regimes in a setting or service where the adult lives or that they use, result in poor or inadequate standards of care and poor practice which affect the whole setting and deny, restrict or curtail the dignity, privacy, choice, independence or fulfilment of adults with care and support needs.

## What is adult safeguarding?

The safeguarding duties apply to any 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
- 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.

## An adult with care and support needs may be, an individual:

- with a physical, sensory or learning disability
- with mental health needs, including dementia or a personality disorder