What happens when I report a concern?

As well as the information you provide, other people who know the adult at risk may be contacted.

Exactly who is contacted will depend on the individual circumstances, for example, a doctor, family members, care agency, police. Be reassured that information shared will be in line with the law and will only be that which is necessary to prevent harm.

Information and advice will be offered so that choices can be made and help can be provided.

Based on the information you and others provide a decision will be made about what to do next in line with locally agreed procedures which can include a safeguarding enquiry (as per Section 126 of the Social Services and Well-being (Wales) Act 2014.

If you have concerns about yourself or someone else, please contact 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 7456 100
(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

Safeguarding Adults – Who to contact if you have concerns about yourself or someone else.

‘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 safeguarding?

Safeguarding means protecting the health and wellbeing of adults at risk and enabling them to live safely, free from abuse and neglect.

Who is an adult at risk?

An adult is anyone over the age of 18. Abuse of adults who need care and support is where someone hurts, harms or causes them distress. Adults at risk could include:

- Those with learning/physical disabilities, mental health needs including dementia, long-term illness/condition and those lacking the mental capacity to make decisions.
- Older people who are frail due to ill health or disability.