

## Safeguarding vulnerable adults from abuse

What did you think of this leaflet?  
Do you need more information?

If you have any suggestions or would like to  
order a catalogue of leaflets please contact  
the Public Information Officer on:  
Tel: 020 8487 5093

Visit us online at:  
[www.richmond.gov.uk](http://www.richmond.gov.uk)

## Safeguarding vulnerable adults from abuse



**Richmond upon Thames has a comprehensive  
set of policy and procedures for  
safeguarding vulnerable adults.**

This is available from:

42 York Street, Twickenham TW1 3BW  
Telephone: **020 8891 7600**  
Minicom: **020 8891 7632**

and is available on the LBRUT website:  
**[www.richmond.gov.uk](http://www.richmond.gov.uk)**

## Safeguarding vulnerable adults from abuse

Please contact the Public Information Officer on 020 8487 5093 if you need this in Braille, large print, audio tape or another language

If you have difficulty understanding this publication, please visit reception at the address below where we can arrange a telephone interpreting service.

Gujarati	જો તમને આ પુસ્તિકાની વિગતો સમજવામાં મુશ્કેલી પડતી હોય તો, કૃપયા નીચે જણાવેલ સ્થળના વિશેષાન પર આવો, જ્યાં અમે ટેલિફોન પર ગુજરાતીમાં ઇન્ટરપ્રિટીંગ સેવાની ગોઠવણ કરી આપીશું.
Panjabi	ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਨੂੰ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਲ ਪੇਸ਼ ਆਉਂਦੀ ਹੈ ਤਾਂ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਪਤੇ ਉੱਪਰ ਰਿਸੈਪਸ਼ਨ 'ਤੇ ਆਓ ਜਿੱਥੇ ਅਸੀਂ ਟੈਲੀਫੋਨ ਤੇ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਇੰਟਰਪ੍ਰਿਟਰ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।
Urdu	اگر آپ کو اس اشاعت کو سمجھنے میں کوئی مشکل ہے تو، براہ کرم نیچے دیئے ہوئے ایڈریس کے استقبالیے پر جا کر ملیئے، جہاں ہم آپ کیلئے ٹیلیفون انٹریپریٹنگ سروس (ٹیلیفون پرتجمانی کی سروس) کا انتظام کر سکتے ہیں۔
Albanian	Nese keni veshtersi per te kuptuar kete botim, ju lutemi ejani ne recepcionin ne adresen e shenuar me poshte ku ne mund te organizojme perkthime nepermjet telefonit.
Arabic	إذا كانت لديك صعوبة في فهم هذا المنشور، فنرجو زيارة الإستقبال في العنوان المعطى أدناه حيث بإمكاننا أن نرتب لخدمة ترجمة شفوية هاتفية.
Bengali	এই প্রকাশনার অর্থ বুঝতে পারায় যদি আপনার কোন সমস্যা হয়, নিচে দেওয়া ঠিকানায় রিসেপশন-এ চলে আসুন যেখানে আমরা আপনাকে টেলিফোনে দোভাষীর সেবা প্রদানের ব্যবস্থা করতে পারবো।
Farsi	اگر در فهمیدن این نشریه مشکل دارید، لطفاً به میز پذیرش در آدرس قید شده در زیر رجوع فرمایید تا سرویس ترجمه تلفنی برایتان فراهم آورده شود.

Social Services, 42 York Street, Twickenham, TW1 3BW  
Visit us online at [www.richmond.gov.uk](http://www.richmond.gov.uk)

## Safeguarding vulnerable adults from abuse

### Adult abuse

Many people have heard of child abuse, however, the abuse of vulnerable adults is not so well known. Adult abuse does take place.

This leaflet tells you about adults who are vulnerable to abuse, the different types of abuse, how to report your concerns and what action will be taken.

### Who are vulnerable adults?

- People over 18 who are in need of care by reason of mental or learning disability.
- People with a physical disability or
- People who due to age or illness are unable to take care of themselves.

### People who abuse

- Are often well known to their victims but they can be strangers.
- A relative, partner, child, friend, neighbour, paid or voluntary worker, health or social care workers can abuse.
- Sometimes people do not realise they are abusing and sometimes the stress of caring can cause a carer to act out of character.

### How do you recognise abuse?

Most common types of abuse are:

- **Physical abuse:** this is usually the use of force to cause pain and injury. Signs such as burns, bruising, scratches, accidents which cannot be explained, are common signs of abuse.
- **Neglect:** a vulnerable adult may not have their basic needs met, such as feeding, help with personal hygiene. As a result there may be a deterioration of health, or in a person's appearance or mood.
- **Financial abuse:** this is when a vulnerable adult is exploited for financial gain. Often valuables will go missing in the home or there may be a change in the financial circumstances of the adult which cannot be explained.
- **Sexual abuse:** these are sexual acts which the vulnerable adult has not or could not consent to and/or was pressurised or manipulated into consent. Signs may be changes in behaviour or physical discomfort.
- **Psychological abuse:** this can be emotional abuse, threats of harm or abandonment, blaming or controlling behaviour, verbal or racial abuse or enforced isolation. Signs may be fear, confusion or disturbed sleep.

This list does not include everything, there are many other types of abuse.

### What should you do?

- If an adult is in danger first ensure the individual is safe. Call emergency services if immediate help is needed. Dial 999 and ask for the appropriate emergency service.
- Then, contact Adult Social Services and ask to speak to a duty social worker or care manager.

### How can I contact Social Services?

To contact Adult Social Services, please telephone Richmond Direct on: **020 8891 7971**.

In an emergency, outside of office hours and all day on Saturdays, Sundays and Bank Holidays Contact us on:

Tel: **020 8744 2442**,  
Minicom: **0845 600 7752**,  
Type Talk: **1800 1 020 8744 9414**

### What action will Social Services take?

- A worker from Adult Social Services will arrange an investigation using the policy and procedural guidelines 'Safeguarding Adults' This may involve other agencies, e.g. health or the police.
- Action will then be taken to ensure the vulnerable adult is protected in the future.
- Where a criminal offence has been committed the police will be informed.

**Your action will help prevent abuse.**