

A guide to Safeguarding Adults in Calderdale



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Calderdale
Council

What is Safeguarding Adults?

Safeguarding Adults is all about recognising and preventing abuse.

Safeguarding Adults can help to protect anyone from abuse who is over the age of eighteen and needs or receives care or support services. This can include older people, adults with disabilities, learning disabilities, or mental health needs and their carers.

Calderdale Council works together with the Police and organisations that provide health and social care services. All the organisations we work with are represented on the Calderdale Safeguarding Adults Board. This is where we discuss how we can all work together effectively to protect people from abuse. The Board considers recommendations that may improve the safety of adults with support needs in Calderdale.

Everyone is committed to working together whenever abuse is discovered or suspected.

What is abuse?

Abuse is behaviour towards another person that causes harm, endangers life or ignores people's rights - either deliberately or unknowingly.

Abuse can happen anywhere including in health and care settings or in someone's own home.

Abusers can be anyone including carers, friends, relatives and strangers

Types of abuse can include:

Physical

Hitting, slapping, pushing, kicking, burning, misuse of medication or inappropriate restraint is physical abuse are all examples of physical abuse.

Sexual

Rape, sexual assault and any sexual acts to which a person did not or could not consent or was pressured into consenting are all examples of sexual abuse.

Psychological

Threats of harm or abandonment, deprivation of contact, humiliation, intimidation, controlling, coercion, harassment, lying, deceiving, verbal abuse, isolation and withdrawal of services or support are all examples of psychological abuse.

Financial

Theft, fraud, exploitation, misuse of property, possessions or benefits and pressure over Wills, inheritance or financial transactions are all examples of financial abuse.

Neglect

Ignoring medical or physical needs, withholding necessities of life (e.g. food, heating medication etc) and failure to provide health, social and educational services are all examples of neglect.

Discrimination

Racism, sexism, harassment and abusing someone because of their beliefs, sexuality or disability are all examples of discrimination. These may also be considered a Hate Crime. For more information about **Hate Crime** go to www.arcsafety.net

Institutional abuse

Disrespect and poor professional care practice, ill treatment and gross misconduct are all examples of institutional abuse.

Domestic abuse

A person may be subject to abuse from someone that they live with or are close to. Even if this person is not in receipt of a care service, they can get help or advice from any of the following organisations:

WomenCentre
23 Silver Street
Halifax
HX1 1JN
01422 323339

Police
Safeguarding Unit
01422 337041

MARAC
Co-ordinator
01422 337041

What can I do if I discover or suspect that abuse is happening?

- Ensure the immediate safety of the person or people involved.
- Call emergency services if this is necessary – if there is a crime or you suspect a crime call the police on 999 (in an emergency) or 0845 60 60 606 (non-emergency).
- If the concern is about social care or a health service speak to the manager, unless you feel that the manager is involved.
- Concerns about social care, health or hospital services can be reported directly to the Care Quality Commission on 03000 61 61 61.
- You can contact Gateway to Care to seek advice on 0845 11 11 103. If it is an emergency situation outside of office hours you can call the Emergency Duty Team on 0845 11 11 137.

How do I report abuse?

- Explain that you have a concern about someone's safety and wellbeing.
- Describe the urgency of the situation – is someone in immediate danger?
- Try and give as many facts as you can about what you have heard or seen. This could be vital evidence.
- Try not to put words into a victim or witness's mouth.
- Try not to disturb anything that might be evidence.
- If you are afraid to speak out, get someone you trust to help you.

There is no need to be afraid of reporting abuse or of being wrong. We are here to listen, support and advise. Your information could make a real difference to someone's life.

How does the Council safeguard adults?

Calderdale Council works together with partner agencies to reduce risk and stop abuse.

- We have a full Safeguarding Adults training programme for care and health workers in residential and nursing care homes, hospitals and the community. We make sure that people know what abuse is, how to recognise the signs of abuse and how to report it.
- We encourage health and social care professionals to keep high standards of practice. Everyone should follow best practice regarding sensitive tasks such as personal care, moving and handling, restraint, managing money and dealing with medication.

- We make sure that any care services we use are aware of and follow safeguarding adults procedures as part of their agreement with the council.
- We work closely with the Care Quality Commission and partner agencies to make sure that the health and social care staff we recruit are safe and trustworthy.
- We work together with the Police to ensure that we deal with crime or potential crime properly. This is especially important in situations where a person may not be aware that a crime has been committed or if the victim is dependent on the person who perpetrated the crime.
- We work with the people who use our services, their carers and families and interest groups. We try to make sure that they know what abuse is and how to report it.
- We take all reports of abuse seriously and respect the confidentiality of anyone who reports abuse.

Where can I get more information and advice about safeguarding adults?

Gateway to Care is the first point of contact for all adult social care needs. You can get in touch with **Gateway to Care** staff on **0845 11 11 103** or by textphone on **01422 393398**. You can also email gatewaytocare@calderdale.gov.uk.

Gateway to Care staff can arrange an assessment to find out what support you need. You can visit Gateway to Care at:

1 Park Road
Halifax
HX1 2TU

Gateway to Care is open:
Monday to Thursday 8.45am to 5.30pm
Friday 8.45am to 5pm

Our Emergency Duty Team can give you emergency help outside of office hours and during Council Holidays. You can call the team on **0845 11 11 137**.

The Emergency Duty team can be contacted:
Monday to Thursday 5.30pm to 9am
Friday 5pm to Monday 9am

We now have a brand new health and social care information service. The Social Care and Wellbeing Hub is a directory and events register that gives you access to the whole network of advice, care and support available in Calderdale. The Hub can be found at www.calderdale.gov.uk/socialcare/wellbeing-hub. If you have more general questions about all Council services you can get in touch with **Calderdale Customer First** on **0845 245 6000** or email customerfirst@calderdale.gov.uk.

What if I need to make a complaint?











We always try to make sure that our services meet your needs and expectations. Your comments are important to us because they can help us to plan ways to improve. If you are unhappy we need to know so that we can put things right.

You can make a **complaint** (or give us a **compliment**) on **01422 393883**.

All NHS, health and social care services are inspected by the CQC. You can contact them directly on **03000 61 61 61** with any concerns about a service.

Information guides to social care for adults

This is one of a series of short guides about social care services for adults arranged through Calderdale Council.

-  A guide to Social Care
-  Older People
-  People with Physical Disabilities
-  People with Learning Disabilities
-  People with Mental Health Needs
-  People with a Sensory Impairment
-  Carers
-  Paying for care services in Calderdale
-  Complaints and Compliments
-  Safeguarding Adults

Much more detailed, and the most up-to-date information can be found on the Council's website at:
<http://www.calderdale.gov.uk/socialcare>

Free access to the Internet is available at Calderdale Libraries

Can I get this information in another format?

This information can be reproduced in large print, on audio CD and in a range of different languages upon request. Please call 01422 363561.

Jeśli chciałbys ta, broszurę w innym formacie, proszę zadzwonić

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