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Keeping adults safe from abuse  
and neglect in Leicester:  
**An introductory guide**

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*Safer Together*



Leicester  
**Safeguarding**  
Adults Board

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WORKING IN PARTNERSHIP  
TO KEEP ADULTS SAFE

## Introduction

The aim of the Leicester Safeguarding Adults Board (LSAB) is to have a city where people are able to live their lives without abuse or harm from others.

Safeguarding adults is about working with people with care and support needs who experience abuse or neglect. It is about making people aware of their rights and working with them and their families and carers to improve their situation in a way that they choose.

*Safeguarding adults is about working with people with care and support needs who experience abuse or neglect.*

This leaflet tells you about adults who may be at risk of abuse or neglect, the kind of abuse that may happen, what to do if you have a concern about this and what happens when you report abuse.

## What is the Leicester Safeguarding Adults Board?

Leicester Safeguarding Adults Board (LSAB) is a partnership of agencies who work together to protect adults with care and support needs, from abuse or neglect.

Legally the board must have members from the local authority, the NHS and the police, but many other agencies and groups have signed up to be part of LSAB too.

## Who is an adult at risk of harm?

An adult at risk of harm is someone who is over 18 and has need for care and support because of:

- physical disability
- learning disability
- mental health
- illness
- age.

**AND... they are not able to protect themselves against serious harm.**

## What is abuse?

Abuse happens in lots of different ways. Abuse can be:

- when someone hurts or treats another person badly
- when someone does things to upset or frighten people.

Abuse can happen anywhere. Adults with care and support needs could be abused by anyone, including a partner, family member, neighbour, friend, health or social care professional, volunteer or stranger.

**Abuse is always wrong.**

**Abuse is never your fault.**

## What types of abuse are there?

There are several different types of abuse, including the following:

### **Emotional abuse**

This is when people say or do things to hurt other people's feelings, or shout at or threaten them. This could include name calling, bullying, swearing or treating someone like a child.

### **Physical abuse**

This is when someone hurts another person. This could include hitting, slapping, pushing or kicking someone, locking someone in a room or giving them the wrong medication.

### **Sexual abuse**

This is when someone touches another person's body or private parts in ways that they do not like or want, or makes them do sexual things that make them feel sad, angry or frightened.

### **Financial abuse**

This is when someone takes other people's money or belongings without asking them. This could include someone stealing or taking control of another person's money, making them pay for other people's things or taking other people's belongings.

### **Neglect**

This is when people who are there to help others do not look after them properly. This may result in them being hungry most of the time, not being kept safe, not getting the right medical help or not having clean clothes to wear.

Some people may fail to look after themselves properly and this is known as self-neglect. This may include not taking care of their personal hygiene, health or surroundings and behaviours such as hoarding.

**Discrimination**

This is when people treat others badly or unfairly because they are different to them. This could be harassment, insults or unfair treatment due to someone’s race, religion, sex, gender identity, disability, sexual orientation or age.

**Organisational abuse**

This is where paid staff in organisations such as hospitals or care homes do not care for people properly or respect their rights. This can happen when people are shown a lack of dignity and respect and are denied choice. It can also happen when the organisation does not have enough staff or resources and where there is a culture of bullying.

**Domestic abuse**

This is where someone is abused by their partner or a member of their family. This could include physical, sexual, emotional or financial abuse or in some cases ‘honour based’ violence.

**Modern slavery**

This is where someone is forced to work for people against their will. These people may also be cruel to them or abuse them, including human trafficking and forced labour.

## The safeguarding process explained

### STAGE ONE – Raising a safeguarding alert



## What can I do if I think I am being abused or I am worried that someone else is?

### **Tell someone you trust as soon as you can.**

This could be a member of your family, a friend, a police officer, a doctor or nurse, or a council or social worker.

You can report the abuse of an adult with care and support needs to Leicester adult social care:

- by telephone: 0116 454 1004 (operational 24 hours a day, 7 days a week)
- in person: Customer Service Centre, 91 Granby Street, Leicester LE1 6FB

If a crime has been committed, you can report it via website [www.leics.police.uk](http://www.leics.police.uk) or call Leicestershire Police on 101. If it is an emergency phone 999.

## What will happen next?

The board strongly believes in the principles of 'making safeguarding personal' and will not make decisions about people without involving them.

### **We and our partner agencies promise to:**

- listen carefully
- take all concerns seriously
- ask what the person who has been abused wants to happen to make them feel safe and support them to make their own decisions about this
- treat the person affected with dignity and respect
- support the person affected and their family or carers as appropriate
- work with other relevant agencies to get help and support where needed
- keep the person affected up to date with any actions we have agreed to carry out
- arrange support for people who have difficulties in understanding or making decisions for themselves.

## What will happen next? [continued]

### We may also need to:

- talk to other people who know the person affected
- share information with other agencies such as the police or health services. If we do this we will work in line with current data protection legislation and only share information where it is necessary
- keep a record of the safeguarding concern and any actions we have taken in a personal record on our computerised data systems, which are safe and secure.

## What could happen to the person who is carrying out the abuse?

- If they are important to the person affected, we will, if possible, try to help them maintain the relationship.
- If the person affected does not want to see the person they say has abused them, we can help make this possible.
- The person carrying out the abuse may be investigated by the police, who might prosecute them.

## What if the person wants to remain in a risky situation?

Adults have a right to make their own choices, even if other people think these choices are not right. If this is the case, all relevant agencies will work with the person to help them manage and minimise the risk. If a person is not able to make this decision for themselves, relevant agencies and representatives for the person will make a decision in their best interests.

*Adults have a right to make their own choices, even if other people think these choices are not right.*

If the safeguarding issue could affect other people, we may need to take action, such as reporting the matter to the police, even if the person doesn't want us to. This is because we have a duty to safeguard all people with care and support needs and must consider whether the person carrying out abuse is a risk to others.