

What will happen next?

What happens next depends on the seriousness of the situation. In response to a call, trained staff will carry out a careful and sensitive enquiry in line with locally agreed procedures.

The information provided will be discussed with other agencies including the police. Meetings may be held to agree what will happen next.

Information and advice will be offered so that choices can be made and help given. Care will be taken to support and protect.

Staffordshire and Stoke on Trent Adult Safeguarding Partnership

The partnership brings together lead officers from all agencies concerned with the wellbeing and protection of vulnerable adults. By having contact between agencies it promotes the development of strategies and procedures to protect vulnerable adults.

Who can you contact?

- **The county council on: 0845 604 2719**
Email VAStaffordshire@staffordshire.gov.uk
- Staffordshire Police
Emergency: 999
Main switchboard: 0300 123 4455.
- Care Quality Commission: 03000 616 161
Email enquiries@cqc.org.uk
- Carers Association Southern Staffordshire: 01785 220665
- North Staffs Carers Association: 01782 834836
- Call Crimestoppers anonymously on: 0800 555111

For confidential advice call the Action on Elder Abuse helpline: 0808808 8141

For general enquiries about safeguarding vulnerable adults in Staffordshire, email: adult.protection@staffordshire.gov.uk



Social Care and Health Directorate

**Protecting vulnerable adults
in Staffordshire from abuse
and neglect**

We can also provide this information in larger print, on audio, in Braille, in easy words and pictures or in different languages. Contact our helpline on 01785 276900 for this service.
www.staffordshire.gov.uk

What is abuse?

Abuse is behaviour that can lead to harm or distress; for example hitting, pushing, bullying, stealing, neglect, or sexual activity without consent. It can happen to both men and women. Abuse is wrong and should not happen.

A vulnerable adult

A vulnerable adult can be anyone over the age of 18, and has a:

- physical or sensory impairment;
- drug or alcohol problem;
- mental health problem; or
- learning disability

and may not be able to protect themselves from harm or abuse. Many frail or confused older people are especially vulnerable.

Where does abuse occur?

Abuse can happen in many different settings:

- at home;
- in a residential or nursing care home;

- in a hospital;
- in a day centre; or
- in a public place.

Who may be an abuser?

Abuse is carried out by many different people, but it's often someone known and trusted. It may be:

- a family member;
- a neighbour;
- a care worker or volunteer;
- a health professional;
- a friend, a personal assistant; or
- anyone who can get close.

What do you need to do?

Recognise it.

Abuse comes in many forms and more than one type of abuse may be happening at the same time.

Report it.

If someone is being abused or known to be at risk, then it is important to tell someone. If a crime has been committed or if there are concerns about someone's immediate safety, contact the Police by dialling 999. Otherwise **contact us on 0845 6042719**. We will work together to make sure everyone is safe.

If there are worries about the consequences of reporting abuse, advice and support will be offered.



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