

Say NO to abuse

Keeping adults
safe from abuse



This booklet is about **stopping adult abuse**. It tells you what you can do if you are worried that you or someone you know might be at risk.



Every adult has the right to live safely and free from abuse.

Livability wants to make life safer for adults we support. We work with others, like social services and health services, to make this happen.



Who are we trying to help?



People we support who are over 18 years old. They may be vulnerable because of their disability or age. They may not be able to stop someone else from from abusing or hurting them.



What is abuse?



Abuse is when someone does or says things to you that make you feel upset or frightened. You may be too scared to tell anyone or stop them.



You may be abused on purpose. Or someone may not realise that they are abusing you or upsetting you.



There are different kinds of abuse:

- physical abuse
- sexual abuse
- emotional abuse
- financial abuse
- neglect
- discriminatory abuse

Look at the next pages for examples.

Physical abuse

This is when someone hurts your body.
It could be by:



- hitting
- kicking
- pulling hair
- pinching or shaking
- be given too much medication so you find things difficult to do
- feel ill or in need and cannot get help

Sexual abuse



This is when someone makes you do sexual things that make you feel sad, angry or frightened.

Sexual abuse is being touched where you don't want to be touched, like:

- your private parts
- your bum
- your breasts
- your penis or vagina

Or someone might make you touch other people in those places.

Emotional abuse



This is when people say bad things to hurt your feelings. They might shout at you or threaten you.

They might:

- call you names
- laugh at you
- blame you for something that isn't your fault
- ignore you



Financial abuse



This is when someone takes your money or your things without asking you.

They might:

- steal your money
- force you to pay for other people's things
- spend your money without checking with you first

Neglect



Neglect is when your care or support is not enough to meet your needs.

If this happens, you might:

- feel cold much of the time
- be hungry much of the time
- have only dirty clothes to wear
- be put in danger

Discriminatory abuse



This is when people are mean to you because you are different. It might be what they say or what they do.

They might do this because you:

- have a different colour skin
- have a different religion
- are disabled
- are lesbian or gay
- speak a different language

Or it might be because of your age.

Who can abuse?

Anyone can. It might be someone you know, like a carer or a family member. Or it might be a stranger.



Whose fault is it?

It is not your fault if someone abuses you. What they are doing to you is wrong. But often people can feel guilty if they are abused. You might feel it is your fault. You might feel you have done something to make it happen. If you feel like that, talk to someone you trust. See page 11 for some of the people who might help.

Where does it happen?

Abuse can happen anywhere, like:



day centre or college



house



at a club



hospital



care home



at work

What can you do?

- tell someone you trust, if you are being abused
- do this as soon as you can
- if you think someone else is being abused, ask them what you can do to help. Tell someone what you think is happening

You might want to tell one of these people:



your family



the police



a social worker



a friend



a nurse



a care inspector



a doctor



staff who support you

Where do you report the problem?

Local police:

Local social services: _____



- safeguarding coordinator:
phone 020 7452 2109
- complaints receiver:
phone 020 7452 2109
- CQC: 03000 616161 or
email enquiries@cqc.org.uk
- if it's an emergency, phone 999

What not to do?



- Don't ignore what's going on
- Don't get rid of or clean up anything that might be evidence. It might be needed to stop the abuse happening

What happens next?



- You will be asked to tell someone about what happened
- You, or the person you are worried about, will be made safe if they are in physical danger



- In other cases, what happens will depend on
 - what the person involved wants
 - how serious the situation is



- Trained staff will deal with the situation very carefully and sensitively, to find the best thing to do



- The person involved will be given information and advice so they can get the best help
- If needed, the person involved will be supported in any decision making, and will be cared for

Tell us what you think



It is important that you get the best service from Livability. We would like you to tell us what we do well and what should be better. You can do this by phoning the complaints receiver on 020 7452 2109.



This booklet is available to you in other ways



You can:

- look at it on our website at www.livability.org.uk
- email info@livability.org.uk

Your life - Your choice – our services

You can pick a Livability service that fits your needs. We support people with a wide range of disabilities. You make the choices, we make it work.

You'll get top-quality professional support from us to

- live in shared accommodation with
- 24-hour staff support
- live in your own home
- with support as you choose up to 24-hour
- get involved in hobbies, sports and community life with our Lifestyle Choices service



To find out more about what we offer visit www.livability.org.uk

Livability is a disability and community engagement charity.

National office: Livability, 6 Mitre Passage, London, SE10 0ER

Email: info@livability.org.uk

Reg. charity no: 1116530 Company reg. no: 5967087

