

Safeguarding

Information for residents



What is safeguarding?

Safeguarding means protecting an individual's right to live safely, free from abuse or neglect. Abbeyfield is committed to keeping all residents safe.

This leaflet provides information and advice on what you can do if you are worried that you, or someone you know, may be at risk of harm.

What is abuse?

Abuse is when someone harms, hurts or exploits someone else. It happens when the abuser has power over someone else who may not agree to what is happening to them.

Abuse can take many forms. It can range from an abuser shouting at someone in a way that undermines their confidence, to causing physical pain and suffering.

Abuse can happen just once or many times, and can affect people in different ways. It can be done on purpose or by someone who may not realise they are doing it.

Abuse may happen anywhere – at home, in a public place, in a hospital, a care home or at a day centre.

Types of abuse

We will support residents to live free from abuse or neglect. Abuse can take many forms. Recognised forms of abuse include:

- financial
- domestic
- sexual
- psychological
- neglect and acts of omission
- organisational
- physical
- discrimination

Who might be at risk of abuse?

Anyone over the age of 18 who is unable to protect themselves may be at risk of abuse or neglect. Children and young people under the age of 18 are also at risk.

Some adults might be more at risk of neglect or abuse than others. People who depend on others to look after them may find it difficult to protect themselves.

Who might be an abuser?

The abuser may be a stranger, but is more likely to be known by the person being abused, such as:

- a family member or partner
- a volunteer
- a neighbour, friend or visitor
- another resident
- a health or social care worker
- another professional worker, for example a financial advisor or solicitor

What are the signs of abuse?

If someone is being abused, you might:

- have general concerns about their well-being.
- witness something which suggests potential abuse or neglect.
- be told that something has happened or is happening, which could be neglect or abuse.

If you are experiencing abuse or are concerned about another resident, please:

- speak to, telephone, or email the Manager or any other member of the staff team.
- or call 01727 857536 and ask to speak to our Safeguarding Lead or email safeguarding@abbeyfield.com
- contact your local authority's Safeguarding Team as they are responsible for investigating safeguarding concerns – their contact details are displayed on Abbeyfield's noticeboard.
- **if you or someone else is in immediate danger you must always contact the police on 999**

What will we do when you share information about potential abuse with us?

- we will listen and take what you say seriously.
- where possible, we will ask the individual being abused for their views and feelings on what action should be taken.
- we will give you as much information as possible about safeguarding and what to expect.
- we will tell you if we need to make a safeguarding referral to the local authority and explain the reasons why.

Your consent

Where a safeguarding referral is made to the local authority, we will seek consent from the individual concerned before sharing any information about them, unless the abuse or neglect involves:

- a serious crime
- a risk to life
- a risk to others
- an Abbeyfield employee(s) as the alleged abuser(s)
- a court order or local authority request

We will also make a safeguarding referral if we believe it is in the individual's best interests, or that duress or coercion may be preventing the individual from providing consent for the referral to be made.

What happens after a safeguarding concern is reported to the local authority?

Sometimes the local authority will decide not to act on a referral, or the individual being abused does not want them to. The local authority may talk to the individual to further understand their concerns and will make a plan to provide appropriate support.

Abbeyfield will work in partnership with residents and any external agencies to help protect those at risk from abuse.

All staff have had safeguarding training and play a key role in supporting residents to live free from abuse and neglect.

Safeguarding children on our premises

As children and young people are particularly vulnerable to abuse, we must all take steps to ensure those under the age of 18 are kept safe and free from harm when visiting Abbeyfield properties.

Children may visit an Abbeyfield property for a number of reasons:

- they (or the adult responsible for them) have a relative or friend living with Abbeyfield
- someone they know works for Abbeyfield
- they are volunteering or completing a work experience placement
- they are visiting as part of a school, community, or church group.

Children must be accompanied by a responsible adult who must personally supervise the children at all times.

If a young person is visiting a resident without another adult, the resident will be responsible for them for the duration of their visit. Children and young people should not be left unsupervised or allowed to enter other residents' rooms without their responsible adult.

Groups of children visiting as part of a school, church, or community group will be accompanied by a sufficient number of responsible adults to ensure their safety and welfare.

There are a number of useful organisations that can provide advice, assistance, and information about safeguarding, such as:



www.ageuk.org.uk



wearehourglass.org



www.thenationalcareline.org



www.abbeyfield.com

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