

What should I do if I suspect abuse?

- Always listen carefully
- Make a note of what has happened or what you are worried about
- If you are an adult who is being abused, or think you may be, talk to someone you trust or contact us
- If you are a person an adult at risk trusts to tell about abuse, ask their permission to contact us, or the police, if a criminal offence is suspected
- If you are a paid carer or volunteer, tell your manager or another manager in your agency
- You can report your concerns anonymously

What happens next?

- We will listen and take you seriously
- We will help decide which the most appropriate agency to work with you is
- We can visit you or the adult at risk and find out what is happening
- We will work with you to investigate and establish the facts
- If necessary, we can help you to report the abuse to the police or other agencies who may be able to help with an investigation

If you feel you or anyone you know is at risk, **report it.**

Scan the QR code or call the Adult Safeguarding Team on

**01204
337000**



In an emergency

 **999**

Bolton Safeguarding Adults Board (BSAB) has been set up by the local authority to coordinate the delivery of Adult Safeguarding across agencies. The main objective of the board is to assure itself that local safeguarding arrangements and partners act to help protect adults in the area who are at risk of abuse or neglect.

Safeguarding Adults in Bolton



What to do...

...if you think you or someone you know is being neglected, abused or exploited.

Who is an adult at risk?

An adult at risk is any person over 18 years old who:

- has needs for care and support (whether or not any of those needs are being met) and
- is experiencing, or at risk of, abuse or neglect
- as a result of those care and support needs, is unable to protect themselves from either the risk of, or the experience of abuse or neglect



What is abuse?

Abuse is a violation of an individual's human and civil rights by any other person or persons. It may also be a criminal offence. Abuse hurts people in many ways: it can cause fear, suffering, injury or even death. Abuse can take many forms. It can be obvious but sometimes it is subtle.

Examples of abuse:

Physical: restraint, over medication, hitting or threatening to hurt someone

Financial: pressure to change a will, share PIN numbers, taking or borrowing possessions without the owner's consent, overcharging, pressure selling

Psychological: name calling, discrimination, threats, humiliation, not listening to a person's wishes

Sexual: touching, marriage or sexual acts without a person's consent, professionals involved in intimate relationships with their clients

Domestic abuse: controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family member

Organisational abuse: including neglect or poor care within an institution or specific care setting

Self-neglect: this covers a wide range of behaviour - neglecting to care for one's personal hygiene, health or surroundings and includes behaviours such as hoarding

Modern slavery: encompasses slavery, human trafficking, forced labour and domestic servitude

Who abuses?

Anyone can become an abuser.

Most abusers are known by the adult at risk.

The abuse can happen anywhere.

In the home, in the community, in day or residential care, in hospital or at college.

An abuser could be...

- A family member
- A friend
- A neighbour
- A paid carer
- A health or care professional
- A work colleague