



Say **NO** to abuse.

Safeguarding adults from abuse



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA



2 Say **NO** to abuse.

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# Giving people a voice



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# What are my rights?

Everyone has the right to be free from abuse, free from neglect and free from harm. Some adults may be at a higher risk of abuse due to their age, disability or illness.

You have the right not to be abused.



# Who can abuse?

**Anyone can behave in a way that is abusive.**

It might be someone you know, such as a carer or family member or someone you should be able to trust. It may be a stranger.



# Where abuse can happen

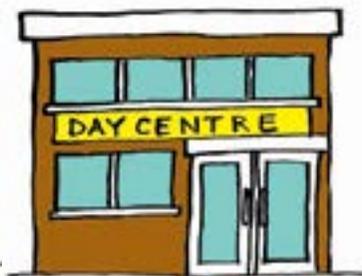
Abuse can take place anywhere.



...at a care home



...at college



...at a day centre



...in a public place



...at work



...at home



...in hospital

# What I can do if I am abused

- You should tell someone you trust if someone has hurt you or that you are unhappy.
- Tell them as soon as possible. You should tell them what has happened to make you unhappy.
- It is a good idea to write down why you are unhappy in a letter or ask someone to do it for you. You can keep a copy.

## People you can contact:



...a care inspector



...a doctor



...a housing support worker



...a neighbour

# What you should not do if you are aware someone is being abused or harmed

What you should not do if a vulnerable person confides in you they have been abused.

- Do not confront the person you think is responsible for the abuse.
- Do not disturb or destroy anything that may be evidence.
- Do not start to investigate the situation.
- If the person is in immediate danger, you should call the emergency services by dialling 999.

# What if the abuse is also a crime?

If the abuse is also a crime such as assault, racial harassment, rape or theft you should ask the person if they want to involve the police.

If the police are involved, we will work with them to support you.

If you are worried about contacting the police, you can always contact Adult Social Care to talk things over first.



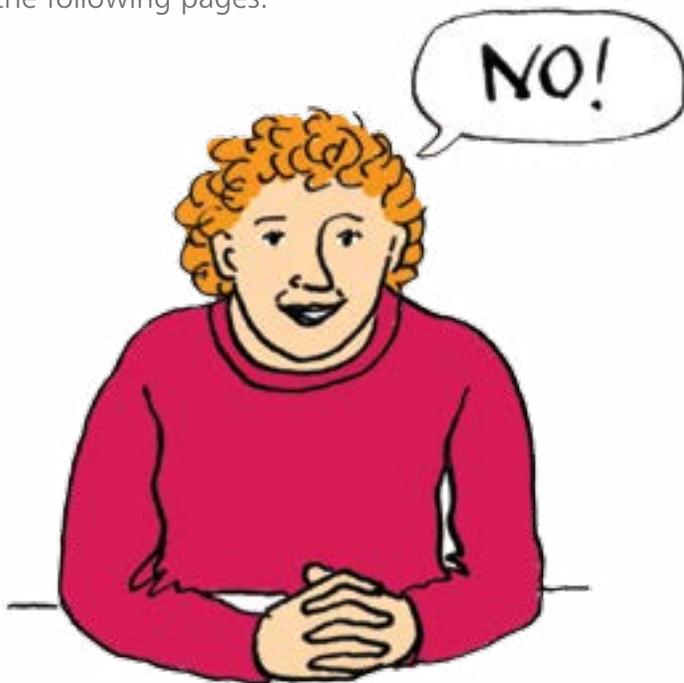
# What is abuse and harm?

Abuse and harm means different things to different people. Abuse and harm is when someone does or says something to hurt you or to make you feel upset, scared or frightened. You may be too scared to tell them to stop or even to ask for help from someone else.

- Abuse is always wrong
- Abuse is not your fault

Anyone can abuse, such as a family member, care worker or someone you should be able to trust.

There are different kinds of abuse and we have given examples on the following pages.



# Domestic abuse

## Domestic means:

your family or someone you live with and have a relationship with.

## Abuse means:

something being done that threatens to hurt you.

It can include:

- hitting
- kicking
- punching
- pulling hair.

It can also include:

- being made to do something during sex or being touched when you do not want to be
- making you think that everything is your fault
- forcing you to do something you do not want to do e.g getting married.

People who could do this:

- your partner - male or female
- son, daughter,
- brother, sister,
- auntie, uncle or cousin
- parent or parent-in-law
- grandparent,
- grandchild, nephew or niece
- unpaid carer.



# When abuse and harassment is from someone I know

Often couples or a household member can struggle to care for one another if the situation changes. The person looking after you may feel under pressure and may no longer be able to manage caring for you or another household member. To stop this happening, you might want to:

- talk about what you may be able to do if things change
- be aware of local services which can help, such as having a care worker from an agency to help with personal care
- talk to your extended family about the support they might be able to offer.



# Sexual abuse

This is when someone makes you do sexual things that you do not want to do.



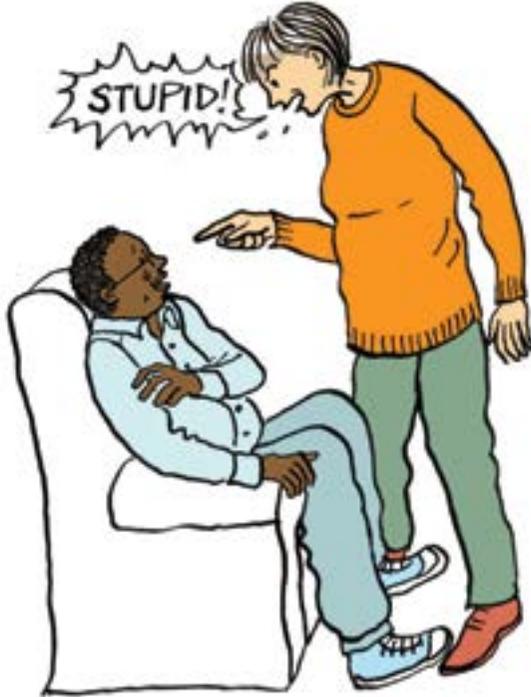
This can make you feel sad, angry or frightened. Sexual abuse can be something that is done to you by another person. It can be something you are made to do to yourself.

Examples are:

- touching of bottom
- touching of breasts
- touching of penis or vagina
- saying to you words that are sexual that make you feel uncomfortable
- being forced to watch sexual acts
- being made to touch other people in these places.

# Psychological abuse

This is when someone hurts you or threatens to hurt you by not touching you.



This is when someone hurts your feelings, shouts or threatens you.

Some examples are:

- calling you names
- laughing at you
- ignoring you
- not letting you see people you want to see
- when someone might say,  
"If you tell somebody what I have done, I will hurt you."

# Financial or material abuse

This is when someone takes your money or belongings without asking.



Financial abuse can include:

- stealing your money
- being forced to pay for other people's things
- when your money is spent without your permission
- when you don't have a say about how your money is spent
- not being able to spend your own money
- using your benefits without your agreement.

# What about my money or home and preventing fraud?

It is important to make arrangements with someone you trust who will look after your money, possessions or property on your behalf when you are no longer able to. It ensures control will go to the person you choose and helps reduce the risk of financial abuse to you. You must do this while you are still well enough to make your own decisions.



Arrange to pay your bills by Direct Debit or standing order to make sure they get paid on time and reduce the risk of debt if you forget to pay. This can then continue if you find it difficult to remember things.

## Preventing fraud

- Don't send money or give out any personal details to anyone until you have checked that they are genuine.
- Always talk to a professional, family member or friend if you are unsure.
- Treat all callers in person and on the telephone as bogus until you are sure that they are genuine.

## Reporting financial abuse

If you are worried that your money is being misused, or think that someone you know is being taken advantage of, please tell someone. You will be listened to and your concerns will be taken seriously.

# Safe ways to use the internet - stopping online abuse



It's important to keep yourself safe and secure so that you can make the most of the web to explore, create and collaborate. So:

- secure your passwords
- don't reply if you see a suspicious email, instant message or webpage asking for your personal or financial information
- never enter your password if you've arrived at a site by following a link in an email or chat that you don't trust
- don't send your password via email and don't share it with others
- avoid online offers of gifts
- keep your device clean of malware by always updating your operating systems and software
- lock your screen or device
- use secure networks.

# Conmen and bogus callers

## Always:

- use your door-chain when answering the door and install a peephole and an outside light
- ask to see the caller's identity card and check it thoroughly
- if you feel unsure ask the caller to wait on the doorstep while you phone the company to check
- lock the door while you go and phone and don't open the door until you are sure
- ask the caller to return at an agreed day and time when you have someone with you
- don't let callers put pressure on you to let them in
- if in doubt - keep them out
- if you are suspicious - ring the police.

View the Office of Fair Trading website [www.offt.gov.uk](http://www.offt.gov.uk) for information on dealing with scams and search for its 'Scambuster' leaflet.

The National Careline website has useful information on a number of subjects including bogus callers and 'scams'.



# Slavery

**This is when you are forced to work for money in a way you would not choose and being unable to leave even if you want to.**

Slavery can include:

- working in your own home or a home of someone else without wanting to
- working in a restaurant or on a farm without wanting to.

# Discriminatory abuse

**This is when people do or say bad things or treat you unfairly because you are different.**



It can be because:

- of your skin colour
- of your disability
- you are lesbian, gay or transgendered
- of your language or religion.

# Organisational abuse

This is when you are in a hospital or a care home and the way things are done makes you feel sad, frightened or angry.



Organisational abuse can include:

- not having any choice about what you want to do and when you want to do it, such as what you want to eat and when you want to get up or go to bed
- your personal items being used for other people
- not being able to go into the community to do things you would like
- being spoken to in a way which makes you unhappy.

# Residential or nursing care

If you receive residential or nursing care and you are worried about any aspect of your care or treatment, please do not keep silent.

- Speak to someone you trust. If you have no one that visits you, you could talk to a professional or voluntary visitor, for example, the chiropodist or the hairdresser.
- Make sure you know what to expect from the care home. Has the manager given you a booklet about what you can expect? If not, ask for one.
- Try to get involved in the activities inside and outside of the care home - make sure you are not isolated.
- Speak to an inspector when they visit or a social worker.



# Neglect

Neglect is when your care or support is not enough to help you.



This can include:

- feeling cold much of the time
- feeling hungry much of the time
- having only dirty or old clothes to wear
- being put in danger
- not getting the medical help you need
- being ignored - no one talking to you.

# What I can do to keep safe

Personal and home safety tips can be found online at [www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)

People you could tell and ask for help include:



...family



...a police officer



...a social worker



...friends



...a nurse



...staff who support you

# What happens when you tell the council?

If you have contacted us about a concern, a member of the council staff will contact you to arrange a visit or speak to you over the phone to find out what you want to do next.

## Working with you if you have experienced or feel threatened with abuse and harm

We will ask your permission before we do anything or share any information about the situation with other people. The only exception to this is in situations where others may be at risk of abuse or the person is not able to make a decision for themselves or might need some help in making some decisions.





Is a vulnerable adult  
that you know

**mistreated?**

**bullied?**

**hit?**

**neglected?**

**hurt?**

**exploited?**

**silenced?**

**Abuse. Don't ignore it. Report it.**

Telephone in confidence: 020 7361 3013  
[socialservices@rbkc.gov.uk](mailto:socialservices@rbkc.gov.uk)

## Contact details

Telephone social services line: **020 7361 3013** (9am-5pm)

Outside office hours: **020 7361 3013**

Email: **socialservices@rbkc.gov.uk**

## Thank you

A big thankyou to the Safeguarding Adults Reference Group who helped write the original booklet and who have been consulted on the revised edition.

## Illustrations

The illustrations in Say NO to Abuse are by Teresa Robertson, © 2013.