



Keeping you safe

What is abuse and how can you get help?

This is an easy read version of our **safeguarding policy**. If you would like to see the long version, or have this information in another way, please ask your service manager or ring Head Office on 01743 272880



What is safeguarding

Safeguarding means making sure you are safe from **abuse** and **neglect** and can make your own choices.



Abuse is when someone hurts you or treats you badly. There are different kinds of abuse. Abuse is always wrong.



Neglect is when you do not get the medical treatment, care or support you need.



Self-neglect is not eating, washing or looking after yourself or your home properly.

Different types of abuse

- **Physical abuse** – hitting, giving you the wrong medication, locking you in a room or holding you down to stop you doing something



- **Domestic abuse** – being threatened or hurt by someone in your family or by someone who live with



- **Sexual abuse** – touching your private parts or other parts of your body in a way you do not like. Or someone making you do sexual things that make you sad, angry or frightened



- **Mental abuse** – threatening or controlling you, bullying online or keeping you away from family and friends



- **Financial abuse** – stealing your money or belongings or making you give them to someone else



- **Discrimination** – treating you worse than other because of things like your race, religion or disability



- **Organisational abuse** – when a service gives poor care because of the way it is managed or run



Our staff



We make our staff are safe to work with people who could be abused. We check what they tell us about their training and other jobs.



All our staff have safeguarding training, and know how to report abuse.



Telling someone about abuse

Tell someone you trust as soon as you can if you think you or another person has been abused



This might be a member of staff, your family, social worker, police officer, doctor or nurse.



You or they should report abuse to:

- The **Registered Manager**
- The local **safeguarding adults team**
- The **social care team**
- **CQC** – the Care Quality Commission who check health and adult care services in England.



What happens next

If someone is in danger we will ring 999.



The law says we must find out what happened.



We follow rules to decide if it was abuse. We can ask the local Safeguarding Adults Team to help us decide.



If we decide this is not abuse we write down why we think this.



If we decide it is abuse we will work with the local Safeguarding Adults Team to find out what has happened and what we need to do next.



We will ask what you want to happen and usually involve you as much as you want.

What should happen for you

- You should have clear information about abuse and getting help
- You should know how other people can help you be safe





- You will have support to report abuse
- We will talk to you privately, write down what happened and act on what you tell us



- We will protect you and other people while we look into things
- Staff will only share your personal information with other people to help keep you safe.



- We will always be honest if we make a mistake with your care.

How to find out more



For more information about abuse or safeguarding, please first talk to your Service Manager or contact our Quality Manager, Clare Shaw.



Write to:

Clare Shaw
8 Longbow Close. Harlescott Lane
Shrewsbury. SY1 3GZ



Telephone:

07738 540140 or
01743 272880 (Head Office)



Email: cshaw@bethphage.co.uk