

there can be *no* secrets

Abuse or mistreatment of vulnerable adults

Information for workers

COMMUNITY SERVICES FACTSHEET

Who is a vulnerable adult?

A vulnerable adult is any person aged 18 or over who is or may be in need of community care services by reason of:

- mental or other disability, age or illness and;
- who is or may be unable to take care of him/herself; or
- unable to protect him / herself from significant harm or serious exploitation

What is abuse or mistreatment?

Abuse or mistreatment:

- can be a violation on individuals' human or civil rights by another person or persons;
- may consist of a single act or repeated acts;
- can occur in any relationship or setting;
- may result in harm to, or serious exploitation of, the person subjected to it;
- physical, including hitting, slapping, punching, kicking, misuse of medication, restraint, or inappropriate sanctions;
- sexual, including rape and sexual assault or sexual acts to which the person has not consented or was pressured into consenting;

- psychological, including emotional abuse, threats, humiliation, intimidation, verbal abuse;
- financial or material, including theft, fraud, exploitation, the misuse or misappropriation of property, possessions or benefits;
- neglect, including ignoring medical or physical care needs, the withholding of adequate food, heat, clothing and medication;
- discriminatory, including racist, sexist, that are based on a person's disability, and other forms of similar treatment;
- institutional abuse or mistreatment by a regime or by any individual within any building where care is provided.

Initial Response All Agencies

Abuse discovered or suspected:

- refer to your organisation's procedures.

If the person is in immediate danger:

- contact emergency services, including the Police;
- inform your manager or any other manager within the organisation immediately;
- refer to Community Services.



If the person is not in immediate danger:

- inform your manager immediately;
- discuss what you have seen or heard;
- explain why you think abuse has taken place;
- give as much information as possible;
- refer to Community Services if your concerns involve the actions of a manager;
- inform another, more senior manager immediately.

Record all your actions

Please note that where your concerns involve a registered home a referral should always be made to the relevant Inspection Authority who have a statutory duty to investigate such concerns, as well as Community Services.

Management Response All Agencies

On receipt of an allegation, complaint or suspicion follow the referring procedure in Cheshire County Council Inter Agency Policy Procedures and Guidance.

Where the allegation, complaint or suspicion involves a member of staff inform a more senior manager, your manager may also look at other relevant procedures.

Where the allegation, complaint or suspicion, related to concerns about a registered Care Home for adults a referral should also be made to the relevant Inspection Authority who have a statutory duty to investigate such concerns.

Where there is reason to believe that a crime has been committed tell Community Services Access Team and inform the Police if the person is in immediate danger.

In all cases where there are concerns, a referral should be made to the local Community Services Office.

This fact sheet is available in alternative formats, including large print, Braille, tapes and other languages, on request from Cheshire County Council Media and Promotions Team, County Hall, Chester, CH1 1SF. Phone 0845 11 333 11 www.cheshire.gov.uk info@cheshire.gov.uk

More information can be obtained from your local Community Services office:

Chester

Goldsmith House
Hamilton Place
Chester CH1 1SE
01244 603400
Internal phone 5934
Fax 01244 603130

Opening times
Mon – Thu 8.30am – 5.00pm
Fri 8.30am – 4.30pm

Ellesmere Port

County Offices
Coronation Road
Ellesmere Port CH65 9AA
0151 357 4500
Internal phone 5904
Fax 0151 357 4646

Opening times
Mon – Thu 8.30am – 5.00pm
Fri 8.30am – 4.30pm

Vale Royal

County Offices
Watling Street
Northwich CW9 5ET
01606 814900
Internal phone 4900
Fax 01606 815052

Opening times
Mon – Thu 8.30am – 5.00pm
Fri 8.30am – 4.30pm

Vale Royal

or Wyvern House
The Drummer
Winsford CW7 1AU
01606 815600
Internal phone 5600
Fax 01606 815601

Opening times
Mon – Thu 9.00am – 5.00pm
Fri 9.00am – 4.30pm

Crewe

Delamere House
Delamere Street
Crewe CW1 2LL
01270 505100
Internal phone 5100
Fax 01270 505352

Opening times
Every weekday
9.00am – 5.00pm

Congleton

Riverside Mill
Mountbatten Way
Congleton CW12 1DG
01625 534700
Internal phone 5457
Fax 01625 410746

Appointment only at
Congleton Library
Tue and Thu 10.00am – 1.00pm

Wilmslow

County Offices
Chapel Lane
Wilmslow SK9 1PU
01625 534700
Internal phone 4737
Fax 01625 410746

Appointment only
Mon and Wed
9.00am – 12.00pm

Macclesfield

The Library
Jordangate
Macclesfield SK10 1EE
01625 534700
Internal phone 4909
Fax 01625 410746

Opening times
Mon – Thu, 9.30am – 5.00pm
Fri 9.30am – 4.30pm

The Saturday Access Service and Emergency Duty Team

01606 76611
Fax 01606 815776

Cheshire County Council General public enquiries

and information
0845 11 333 11
www.cheshire.gov.uk

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