

If you believe the situation requires immediate attention the Whetstone Good Neighbour Safeguarding Policy has contact details of the local Safeguarding Boards (adults and children) and Social Care.

If you cannot contact these teams, telephone the police.

If you do not think the situation requires urgent attention, contact your Safeguarding Lead as soon as you can to discuss.

Recording Concerns of abuse

- Always record details of your concerns and sign and date them.
- Any personal opinions need to be clearly noted as, and must be separated from facts.
- Information about the concerns must only be shared within the framework of the local Safeguarding Adults information sharing protocol, and data protection.
- Be aware to maintain confidentiality and discretion.

Preventing abuse

- Promote good practice, lead by example
- Follow policies and procedures
- Be vigilant
- Report any concerns
- Keep the well-being of your neighbours at the heart of everything you do

For more information please contact the Safeguarding Lead or visit www.lrsb.org.uk/adults

Whetstone Good Neighbour Scheme

Safeguarding Information

'If you see something, say something'

What is abuse?

"Abuse is a violation of an individual's human and civil rights by any other person or persons."

It may consist of a single act or repeated acts.

Abuse can be:

- Physical
- Psychological
- Sexual
- Financial or material
- Neglect and acts of omission
- Discriminatory
- Self neglect
- Domestic Abuse
- Organisational

Anyone can become a victim of abuse, but some people are at a greater risk.

For example, people with:

- Learning, physical or sensory disabilities
- Mental health issues
- Dementia
- Frailty due to their age
- Drug or alcohol problems

Abuse can be carried out by anyone, anywhere.

If at any time Volunteers have concerns either for themselves or for Users, they have a duty to report them to the Safeguarding Lead.

Signs of Abuse

There are numerous signs of abuse and it is important to feel confident in recognising that someone might be experiencing abuse.

Physical Abuse

- Unexplained injuries/bruises
- Wounds on: face. Lips, mouth, arms
- Marks on body: Finger marks, hand prints

Psychological

- Change in appetite (Weight loss or gain)
- Low self-image
- Resignation
- Emotional withdrawal

Sexual

- Changes in behaviour
- Pregnancy
- Mood swings
- Difficulty in walking or sitting

Financial or material

- Unexplained financial problems
- Recent changes of deeds or title of property
- Unpaid bills

Neglect/ Self neglect

- Hoarding
- Won't socialise/not encouraged to socialise
- Failure to give/take medication
- Poor physical condition – unwashed clothes, ulcers, dirty hair or nails

Discriminatory

- Exclusion from rights, services or activities that others have
- Prejudicial attitudes towards others based on their gender, sexual orientation, race, belief, etc.
- Not helping people to practice their faith

Domestic Abuse

- Withdrawn/ Change in behaviour
- Bruising
- Depressed/ Clingy
- Self-harm/Alcohol abuse
- Individuals can often be accompanied at ALL times by the perpetrator

Organisational

- Inappropriate or poor care
- Lack of flexibility in the care regime
- Denial of aids: glasses, walking frame
- Lack of privacy or dignity

The Role of the Alerter

- Even if abuse is not occurring, it may be a situation that someone needs support with.
- Don't worry that you have misunderstood a situation, it is not your job to investigate – just alert!
- The first priority should always be to ensure the safety and protection of vulnerable adults.
- To this end it is the responsibility of all GNS volunteers to act on any suspicion or evidence of abuse or neglect and to pass their concerns to a responsible person.