

Have a better life, no harm, no abuse
www.safefromharm.org.uk

What is Adult Abuse?

Adult abuse is when someone hurts or frightens
or takes things from a vulnerable person.





Where does abuse happen?

Abuse can happen anywhere:

- At home
- In a care home
- In hospital
- At work
- In the street.

What kinds of abuse are there?



- **Physical abuse** – Being hurt or harmed on your body. Sometimes by being rough or careless with you.



- **Emotional abuse or bullying** – This is when people say nasty things to you or shout at you. They might call you names or laugh at you. They might threaten you or ignore you.



- **Financial abuse or theft** – This is when someone uses your money or things when you don't want them to.



- **Neglect** – This is when the person caring for you doesn't support you properly. You might be hungry or cold or dirty.



- **Sexual abuse** – This is when someone touches you in places you don't want them to or makes you have sex with them or touch them.



- **Discrimination** – This is when someone is mean to you because you are different. It could be because of the colour of your skin or a disability or your religion or age.



Who gets abused?

Anyone can get abused but people who are most at risk are:

- People with dementia
- People with learning difficulties
- People with mental health problems
- People with a drug or alcohol problem
- People with a disability
- People who need support or care.



Who abuses people?

Anyone could abuse you. It could be a stranger or someone you know:

- A carer
- A health worker or social care worker
- A friend or relative or neighbour
- Another resident or service user
- A visitor.



It can be hard to talk to someone about abuse

This might be because:

- You feel embarrassed or ashamed or worried
- The person abusing you is someone you love and trust
- You depend on the person for care or money
- You feel that you deserve what is happening to you
- You are worried about what might happen to you if you tell someone
- You might think it is none of your business.



Remember, things can get better if you ask for help.



Where can you get help?

You can get help by talking to someone you trust:

- Your doctor
- Community or district nurses
- Hospital staff
- Inspectors from The Care Quality Commission
- Day service workers
- Your social worker or care manager
- Home carers.



Oxfordshire Social and Community Services

They have ways of helping people who have been abused.

Call them on **0845 050 7666**

Out of hours emergency number:

0800 833408 (freephone)

Email them on

socialandhealthcare@oxfordshire.gov.uk

Write to them at

Social and Health Care Team,
PO Box 780, Oxford, OX1 9GX

www.oxfordshire.gov.uk

www.safefromharm.org.uk



Thames Valley Police

Abuse is a crime. If you have been abused, call the police on **101**

In an emergency dial **999**

www.thamesvalley.police.uk



The Care Quality Commission

If you, a friend or relative live in a care home or have care at home and you aren't happy you can talk to **The Care Quality Commission**.

The Care Quality Commission check that care homes and carers are doing a good job.

Call them on **03000 616161**.

Email them on enquiries@cqc.org.uk

www.cqc.org.uk



Mencap Helpline

Give advice and help for people with learning difficulties.

Call them on **0808 808 1111**

Email them on help@mencap.org.uk

Typetalk on **18001 0808 808 1111**

www.mencap.org.uk



Action against Elder Abuse

Stop abuse to older people.

Call them on **0808 808 8141**

Email them on enquiries@elderabuse.org.uk
www.elderabuse.org.uk



Oxfordshire Age Concern

Give help and advice to older people.

Call them on **01235 849 400**

Email them on admin@ageconcernoxon.org.uk
www.ageconcernoxon.org.uk



MINDinfoLine

Help for people who have mental health problems.

Call them on **0845 766 0163**

Email them on info@mind.org.uk
www.oxfordshire-mind.org.uk



The Samaritans

Help people who are unhappy.

Call them on **08457 90 90 90**

Email them on jo@samaritans.org
www.samaritans.org



Reducing the Risk

Help people affected by domestic abuse.

Call them on **0800 731 055**

Email them on

reducingtherisk@oxfordshire.gov.uk



Trading Standards

For consumer advice or to report a door step crime.

Call them on **0845 051 0845**

Email them on

tradingstandards@oxfordshire.gov.uk

www.oxfordshire.gov.uk/tradingstandards



আপনি যদি অনুরোধ করেন তাহলে এই পুস্তিকাটি বিক্রয় ছাঁদে, যেমন, অন্য কোনও ভাষায়, বড় হরফে, ব্রেইলে, অডিও-ক্যাসেটে, কমপিউটারের ডিস্কে বা ইমেলের মারফত পেতে পারেন।

Bengali

“本刊物備有其他的格式可供索取。這些包括有其他語言版，大字版，盲人用版，錄音帶版，電腦磁碟版或電子郵件版。”

Chinese

प्रार्थना करने पर यह प्रकाशन दूसरे रूपों में प्राप्त किया जा सकता है। जिस में सम्मिलित है, दूसरी भाषाओं में, बड़े छापे में, ब्रेअल, सुनने की टेप पर, कम्प्यूटर की डिस्क पर या ई-मेल द्वारा।

Hindi

“ਇਹ ਪੁਸਤਕ ਬੇਨਤੀ ਕਰਨ ਤੇ ਹੋਰ ਰੂਪਾਂ ਵਿਚ ਵੀ ਉਪਲਬਧ ਹੈ। ਜਿਵੇਂ ਕਿ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਛਪੇ ਤੇ, ਬ੍ਰੇਲ ਵਿਚ, ਸੁਣਨ ਵਾਲੀ ਟੇਪ ਤੇ, ਕੰਪਿਊਟਰ ਡਿਸਕ ਜਾਂ ਈ ਮੇਲ ਤੇ।”

Punjabi

“اس اشاعت کو متبادل اشکال میں درخواست کرنے پر حاصل کیا جاسکتا ہے۔ اس میں دوسری زبانیں، براہرنت، بریل (بے آواز سے چھو کر پڑھ سکیں)، آڈیو کاسٹ، کمپیوٹر ڈسک یا ای میل شامل ہیں۔”

Urdu

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Arabic

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Polish

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Portuguese

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