

Safeguarding Adults



who cannot protect themselves
from abuse

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Clarity approved by
Plain English Campaign



BIRMINGHAM
SAFEGUARDING
ADULTS
BOARD

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Introduction

We, The Birmingham Safeguarding Adults Board, include agencies such as the police, health trusts and organisations, and the Adults and Communities Directorate (including Assessment and Support Planning). We work together to share information to try to safeguard adults at risk from abuse.

It is very important that the people of Birmingham know what safeguarding means and understand the different types of adult abuse.

This leaflet tells you about adults who may be at risk of abuse, the kinds of abuse that might happen, what you can do to help them and what happens once abuse has been reported to a social work team.

You can find contact phone numbers on pages 5 to 7, and useful organisations on page 10.

Who are we worried about?

We are worried about vulnerable adults who are at risk of abuse.

A 'vulnerable adult' is a person aged 18 or over who:

- needs, or may need, community care services because they are frail or have a learning disability, physical disability, sight or hearing disability or mental-health issues; and
- cannot (or may not be able to) care for himself or herself, or take steps to protect himself or herself from significant harm or exploitation.

However throughout this leaflet we will refer to vulnerable adults as 'adults at risk' in keeping with the new safeguarding adults policy and procedures.

What is safeguarding?

Safeguarding is about making people aware of their rights, protecting them and preventing abuse. We encourage you to report any suspected adult abuse, whether it has happened recently or not.

What is abuse?

Abuse is any action that harms another person. It includes the following.

- Physical abuse such as hitting, burning, pushing or kicking someone or locking someone in a room.
- Verbal abuse such as shouting or swearing.
- Emotional abuse such as bullying, taunting, threatening or humiliating someone.
- Sexual abuse such as inappropriate touching or forcing someone to take part in or witness any sexual act against their will.
- Financial abuse such as misusing, keeping or taking someone's money, property or other belongings without their agreement.
- Neglect such as not providing necessary food, heating, care or medicine.
- Discrimination such as ill-treatment or harassment based on a person's age, sex, sexuality, disability, religious beliefs or ethnic group.
- Harm may be to one person or several.

What circumstances can increase the risk of someone being abused?

Any person can be at risk of abuse, but most people are not at risk all of the time.

Examples of what might increase risk include the following.

- Being isolated.
- Having to depend on others for personal care or other daily activities.
- Having or recovering from an illness.
- Not being mentally capable of making decisions for themselves.
- Being abused in the past.

Where does abuse happen?

Abuse can happen anywhere at any time including the following places.

- In the adult at risk's own home or someone else's home.
- In a carer's home.
- At a day centre.
- In a care home.
- In hospital.
- At work.
- At college.
- In a public place.

Who might abuse adults at risk?

Adults at risk may be abused by a wide range of people including:

- a partner, relative or family member;
- a volunteer;
- a member of staff;
- another service user;
- a neighbour;
- a carer;
- a friend; or
- a stranger.

What should I do if I think I am, or someone else is, being abused?

You should tell someone you trust.

In an emergency phone 999.

If you think there has been a crime contact the police straightaway.

Call West Midlands Police on **101**.

If calling from outside the West Midlands, phone **0345 113 5000**.

Unless it's an emergency please contact the Adults and Communities Access Point (ACAP).

Phone **0121 303 1234** and press option 1 on your keypad.

Email: acap@birmingham.gov.uk

If you decide to send an email please type the word 'Safeguarding' in the subject box.

Fax 0121 303 6245

Formerly known as the Older Peoples Access Service (OPAS), this new service from Birmingham City Council's Adults and Communities Directorate is taking calls for a much wider range of adult social services including people who:

- have physical disabilities;
- have learning disabilities; or
- are blind or partially sighted.

Please be aware that you can still contact hospital social-work teams, mental-health social-work teams and Birmingham Institute for the Deaf (BID) direct. You can find contact details for these services below.

- **Services for people who are deaf, deafened or hard of hearing**

BID Services

Phone: 0121 246 6100

Text: 07736 126727

Email: duty@bid.org.uk

- **Services for people with mental-health issues**

Central Birmingham

Phone: 0121 303 5188

South Birmingham

Phone: 0121 464 7001

North Birmingham

Phone: 0121 675 7626

- **Hospital social-work teams**

Good Hope Hospital

Phone: 0121 424 7880

Heartlands and Solihull Hospital

Phone: 0121 424 1622

Moseley Hall Hospital

Phone: 0121 466 6299

Royal Orthopaedic Hospital

Phone: 0121 685 4194

Sandwell and West Birmingham Hospital

Phone: 0121 507 4623 or 0121 507 4626

Queen Elizabeth Hospital

(part of University Hospitals Birmingham)

Phone: 0121 371 4593 or 0121 371 4592

West Heath Hospital

Phone: 0121 466 4360

Opening hours for all Adults and Communities Services listed above:

8:45am to 5:15pm (Monday to Thursday)

8:45am to 4:15pm (Fridays).

In an emergency outside office hours, on weekends and during bank holidays, phone the police or the **Emergency Duty Team** on **0121 675 4806** and tell them you are worried about possible adult abuse. They will then put you in touch with the right person to talk to.

The Emergency Duty Team is available at the following times.

5:15pm to 8:45am (Monday to Thursday)

4:15pm to 8:45am (Friday to Monday).

What should I do if I think a child is being abused?

In an emergency you should phone the police on **999**. Otherwise you should call the Children, Young People and Families, Integrated Access Team on the following number.

Phone: **0121 303 9515**

Email: iat-citywide.secure@Birmingham.gscx.gov.uk

Website: www.lscbbirmingham.org.uk/

What happens next?

If you contact one of our Adults and Communities services about possible abuse, we will:

- listen;
- take all concerns seriously;
- agree a possible protection plan to keep a person safe;
- support the person at risk, and their carers;
- offer support in the future;
- work in line with the Data Protection Act 1998 and, where appropriate, ask for permission before sharing the person's personal information with anyone else; and
- keep you informed of what is happening.

We might need to:

- contact you again;
- talk to the person at risk;
- talk to people who know the person at risk;
- share information with other agencies, such as the police or health services, in line with government safeguarding guidelines;
- decide whether we need to carry out an assessment or investigation; and

- invite the person at risk to an extra meeting, called a case conference, to speak to them about what has happened to them and what can be done to help them.

If we think the person is no longer at risk, we will take no more action and the case will be closed as a safeguarding issue.

We will put details about the safeguarding assessment and investigation in the person's personal records and on our computer system, so that we know about past safeguarding issues.

What might happen to the person who may be carrying out the abuse?

- If they are important to the person at risk, we will, if possible, try to help them maintain the relationship.
- If the person at risk does not want to see the person they say has abused them, we can help make this possible.
- The person you think is carrying out the abuse may be arrested by the police, who might prosecute them.

More information about adult safeguarding

The Birmingham Safeguarding Adults Board produces two helpful publications.

- **Safeguarding Adults A Practitioners Guide.**
- **Safeguarding Adults: multi agency policy and procedures for the West Midlands and Birmingham's Local Practice Guidance.**

They both have detailed information for professionals about adult safeguarding processes and procedures. You can download them from the Birmingham Safeguarding Adults Board website at www.bsab.org.

Other useful contacts

- **West Midlands Police**
Phone: 0345 113 5000
- **Care Quality Commission**
(if the person is receiving care or support from a care agency or in a hospital or care setting)
Phone: 03000 616161
Website: www.cqc.org.uk
- **Action on Elder Abuse Helpline**
For advice and support.
Phone: 0808 808 8141
Website: www.elderabuse.org.uk
- **Saneline**
Help and advice for people with a mental illness.
Phone: 0845 767 8000
- **Birmingham Carers Helpline**
A one-stop information and resource helpline for carers in Birmingham.
Phone: 0121 262 3033
- **Disclosure and Barring Service**
Helping to prevent unsuitable people from working with children and vulnerable adults.
Phone: 01325 953 795
Website: www.isa.homeoffice.gov.uk/

It's my care in Birmingham

My Care in Birmingham:

- The fastest way you can get information and advice about adult social care
- Find out how to care for yourself by looking at your needs and how you can meet them
- Find the services you need online



Scan with your smart phone to go straight to the website



www.mycareinbirmingham.org.uk

Website

For more information about the Birmingham Safeguarding Adults Board, visit the website at www.bsab.org

Your right to be heard

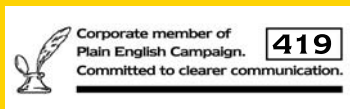
If you have any comments, compliments or complaints about any Birmingham City Council adult social care services, please contact:

**Customer Care and Citizen Involvement Team
Adults and Communities Directorate
Birmingham City Council
PO Box 16465
Birmingham
B2 2DG.**

Phone: **0121 303 5161**

Fax: **0121 303 7208**

Email: customercareteam@birmingham.gov.uk



If you would like more copies of this leaflet or a copy of this leaflet in another language or format, please phone us on **0121 464 3123**

or email acccommunications@birmingham.gov.uk

www.bsab.org