

## About this guide

This guide provides information about what to do if you are being abused, or if you suspect that another adult is being abused or neglected.

This guide explains....

- Who may be at risk of being abused
- The different types of abuse
- How to tell if someone is being abused
- Where abuse may happen
- What to do if you are being abused
- What to do if you suspect someone else is being abused



**There is a separate guide on the process for protecting adults from abuse or neglect after concerns are reported to the Council.**

If there is anything in this guidance that you do not understand, please speak to your health or social care worker using the contact details provided at the end of the guide.

Redcar & Cleveland Borough Council  
Adult Social Care

Public Guidance

This is your guide to  
How to identify and report abuse and neglect of adults

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## 1. Everyone has the right to.

- Live their life free from abuse and neglect
- Be protected from harm and exploitation
- Live their life independently and make choices (including taking risks)

We (the Council) are committed to preventing abuse and responding promptly when we are made aware of suspected abuse.

We can help you if you are being abused and need help to stop it happening or if you are concerned that someone else may be being abused.

## 2. Who may be at risk of being abused?

Adult abuse can happen to anyone over the age of 18. However, there are certain people who may be more at risk from abuse or neglect. These include people who:

- Have a learning or physical disability
- Have mental health issues
- Are old, frail or ill

## 3. What is abuse?

Adult abuse refers to anyone over the age of 18. There are many ways in which adults may be abused. This could include one or more of the following:

- Physical abuse - for example, being hit, punched or restrained or over medicated
- Sexual abuse - for example, indecent exposure, rape, sexual harassment or sexual acts where an adult has not consented or was pressured into consenting
- Modern slavery – for example human trafficking, forced labour or domestic servitude
- Organisational abuse – for example, neglect and poor practice in somewhere such as a care home or hospital, or in relation to care provided at home
- Financial abuse - for example, misuse of someone's money, possessions or property
- Psychological or emotional abuse - for example, intimidation, threats of harm or controlling behaviour
- Discriminatory abuse - for example, harassment because of race, gender, age, disability, sexuality or religion
- Neglect - for example, not providing food, clothing, shelter or medical care
- Self-neglect – for example, someone neglecting their own personal hygiene, health and surroundings
- Domestic abuse can include some or all of the above and also includes so-called honour-based violence

## 4. Who might be an abuser?

Anyone could be an abuser. This includes:

- Family members, partners, friends or neighbours
- Other service users (in hospitals, care homes, day centres etc.)
- Strangers
- Health or care workers
- Carers
- Volunteers

## 5. How do I know if someone is being abused or neglected?

Sometimes it is not easy to tell if someone is being abused but some of the signs may be:

- Multiple bruising or finger-marks
- Injuries which the person cannot give good reason for
- Deterioration of health or loss of weight for no apparent reason
- Inappropriate or inadequate clothing
- Withdrawal or changes in behaviour
- Person unwilling to be alone with a particular carer
- Unexplained shortage of money

## 6. Where might abuse happen?

Abuse can take place anywhere. Examples include:

- In your own home or a carer's home
- Care home, day centre or supported living accommodation
- Hospital
- Public place
- Work, college or university

## 7. What should I do to help stop abuse?

- If you, or the person you are concerned about, is in immediate danger contact the police or ambulance service immediately (call 999).
- If there is no immediate danger contact Redcar & Cleveland Borough Council's Adult Social Care Department on 01642 771500 or email [AccessAdultsTeam@redcar-cleveland.gov.uk](mailto:AccessAdultsTeam@redcar-cleveland.gov.uk) , if it is outside of office hours call 08702 402994.
- If you wish, you can ask someone else you trust to contact us on your behalf.
- If you have concerns about a child or young person under the age of 18 years contact Redcar & Cleveland Children's First Contact team on 01642 771500 or outside of office hours call 08702 402994.
- Any concern or allegation will be taken seriously.
- You do not have to give us your name if you choose not to.
- Protecting someone from being abused does not always mean getting someone else into trouble.

## Contact Details Adult Social Care

Directorate of Adults & Communities  
Adult Social Care  
Redcar and Cleveland Borough Council  
Seafield House  
Kirkleatham Street  
Redcar  
Yorkshire  
TS10 1SP

Telephone: 01642 771500

Email: [contactus@redcar-cleveland.gov.uk](mailto:contactus@redcar-cleveland.gov.uk)

Website: [www.redcar-cleveland.gov.uk](http://www.redcar-cleveland.gov.uk)

Sign Video App (for BSL users)

Office hours: Monday to Thursday: 8.30 am - 5.00 pm and Friday: 8.30 am - 4.30 pm.

If you need help in emergency when our offices are closed, you can contact the Emergency Duty Team: 01642 524552.

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