



Royal Berkshire
NHS Foundation Trust

Safeguarding adults from abuse and neglect

What you can do about it:
a guide for patients, relatives
and carers

Safeguarding adults means helping vulnerable adults live free from abuse and neglect. This used to be called 'adult protection'.

What is a 'vulnerable' adult?

They are people who are vulnerable because of their mental health, physical or learning disability, age or illness. They may find it difficult to protect themselves from abuse.



Everybody can help vulnerable adults to live free from harm!

What is abuse?

Abuse is when someone hurts you or treats you badly. Abuse is always wrong. Abuse can be:



Physical – someone hurting you – hitting, slapping, biting, kicking, pinching.

Sexual – someone touching you in ways you do not like or want or kissing you or wanting sex from you when you do not want it.

Emotional – someone talking to you in an unkind way – teasing, threatening, swearing, ignoring, shouting, calling you stupid.

Financial – someone taking your money or belongings.



What is neglect?

This is when people who are supposed to help you don't look after you properly. For example, not giving you enough food, not keeping you warm and safe, not giving you medication or taking you to the doctors when you are ill.



If you think you are being abused or neglected, you should tell:

- Someone in your family.
- A nurse, doctor or social worker.
- A member of staff (if you live in a residence with staff caring for or watching over you).
- A friend or neighbour.
- An advocate or support group (Webcas, Samaritans, Crossing Bridges, Berkshire Women's Aid) – numbers at the end of this leaflet.
- Or you can telephone one of numbers below:



If you suspect that a vulnerable adult you know is being abused call:

If you live in Reading: 0118 937 3747

If you live in West Berkshire: 01635 503050

If you live in Bracknell: 01344 351500
If you live in South Oxfordshire: 0845 0507666
If you live in Wokingham: 0118 974 6800
If you live in Slough: 01753 47511
If you live in Windsor / Maidenhead: 01628 683744

If you think the situation is urgent because someone is at immediate risk of harm, take yourself out of danger, and dial 999 for the police.



If you would like to know more about safeguarding adults:
www.royalberkshire.nhs.uk/safeguarding_adults

Useful contacts

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| Berkshire Women's Aid | 0118 950 4003 |
| Crossing Bridges | 0118 959 7333 |
| Samaritans | 08457 90 90 90 |
| Thames Valley Police | 0845 8505 505 |
| Learning Disability Advocacy Services: | |
| Webcas | 01635 760535 (Newbury) |
| United Voices | 01753 206721 (East Berks) |