

## What is abuse?

Abuse or neglect can be a single one off act or something that happens over weeks, months or years. It can be accidental or deliberate.

### Abuse can be:

**Physical:** includes hitting, slapping, kicking, misuse of medication, restraint and force feeding.

**Domestic abuse:** psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence, controlling and coercive behaviour by someone who is or has been an intimate partner or family member.

**Financial or material:** includes theft, fraud or using a person's money, possessions or property without consent, internet scams.

**Psychological/emotional:** includes threats of harm or abandonment, isolation, humiliation, blaming, controlling, intimidation, harassment, verbal abuse, threats or bribes or cyber abuse.

**Sexual:** includes sexual assault, rape or sexual acts to which the vulnerable adult has not consented, could not consent, or was pressurised into consenting.

**Neglect or acts of omission:** A failure to provide appropriate care (such as food, clothing, medication, heating, cleanliness, hygiene) and denying religious or cultural needs.

**Discriminatory abuse:** includes racism, sexism, ageism and discrimination based on a person's disability or sexual orientation. Some abuse in this category might also be classed as a hate crime.

**Modern slavery:** encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force

individuals into a life of abuse, servitude and inhumane treatment.

**Self-neglect:** this covers a wide range of behaviour around neglecting to care for personal hygiene, health or surroundings and includes behaviour such as hoarding.

**Organisational:** when the routines, systems and regimes in a setting or service where the adult lives or that they use, result in poor or inadequate standards of care and poor practice which affect the whole setting and deny, restrict or curtail the dignity, privacy, choice, independence or fulfilment of adults with care and support needs.

# Safeguarding Adults

Who to contact if you have concerns about yourself or someone else

**Adult Social Care Direct: 024 7683 3003**  
or email: [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

**In an emergency dial 999 or urgent situations report it to the police 101**



[www.coventry.gov.uk/safeguardingadults](http://www.coventry.gov.uk/safeguardingadults)

## o What is Safeguarding?

Safeguarding means protecting the health and wellbeing of adults at risk and enabling them to live safely, free from abuse and neglect.

## o Who is an adult at risk?

An adult is anyone over the age of 18. Abuse of adults who need care and support is where someone hurts, harms or causes them distress.

## o Who is an adult at risk?

Adults at risk could include:

- Those with learning/physical disabilities, mental health needs including dementia, long-term illness/condition and those lacking the mental capacity to make decisions
- Older people who are frail due to ill health or disability

## o What happens when I report a concern?

As well as the information you provide, other people who know the adult at risk may be contacted. Exactly who is contacted will depend on the individual circumstances, for example a doctor, family members, care agency, police. Be reassured information shared will be in line with the law and will only be that which is necessary to prevent

harm. Information and advice will be offered so that choices can be made and help can be provided. Based on the information you and others provide a decision will be made about what to do next in line with locally agreed procedures which can include a safeguarding enquiry (as per Section 42, Care Act 2014).

## o Other sources of support

**Adult Social Care**  
024 7683 3003  
[www.coventry.gov.uk/health-social-care](http://www.coventry.gov.uk/health-social-care)

**Safe to Talk (Domestic Abuse)**  
0800 111 4998  
[www.safetotalk.org.uk](http://www.safetotalk.org.uk)

**Age UK**  
0800 678 1602  
[www.ageuk.org.uk](http://www.ageuk.org.uk)

**Change Grow Live**  
(Drug & Alcohol support)  
024 7601 0241  
[www.changegrowlive.org/drug-alcohol-service-coventry](http://www.changegrowlive.org/drug-alcohol-service-coventry)

**Safeguarding children**  
024 7678 8555  
[www.coventry.gov.uk/safeguardingchildren](http://www.coventry.gov.uk/safeguardingchildren)

**Carers Trust**  
02476 632972  
[www.carerstrusthfe.org.uk](http://www.carerstrusthfe.org.uk)