



Safeguarding Adults key points

- 1** Abuse is a behaviour towards a person that causes harm and disregards their rights and personal dignity. It does not have to be intentional.
- 2** Adults can be and are victims of abuse and abusive behaviour can be carried out by anyone.
- 3** Adults most at risk of abuse may be unable to take care of themselves without support from other people or services.
- 4** Abuse can happen anywhere, including public places, residential homes, hospitals and in a persons own home.
- 5** Every person has the right to live their life free from violence, fear, abuse and neglect.
- 6** Everybody has a responsibility to report abuse when they suspect it is happening.
- 7** Every report of abuse must be taken seriously and the 'adult at risk' must be the first concern.
- 8** In County Durham we have adopted a zero tolerance policy to abuse.

**Don't ignore it, report it - your actions will make a difference.
Doing nothing is not an option.**

“Every time my neighbour’s son visited, I could hear her crying through the wall. He would shout and she would get upset. I wanted to help her but didn’t know what to do. In the end I rang Social Services and they told me I’d done the right thing.”- Neighbour

“One of the lads I live with kept touching me in a private place, and made me do the same to him. I didn’t like it, but I was too embarrassed and scared to tell anyone. In the end I told my key worker and she got social services to sort it out. He doesn’t live with us anymore.”- Victim

“I knew what they were doing was wrong. It was difficult to report my mates to the manager, but they were upsetting the residents and it had to stop. I’m glad I did something about it, the old people are happier now.”- Care Home Worker

To report a suspicion of abuse against an 'adult at risk' contact:

Social Care Direct
☎ 03000 26 79 79
24 hours a day

If the person is in immediate danger call ☎ 999 straight away, before contacting Social Care Direct.