



CROSS KEYS Homes

You'll be at home with us

There are
some things
you should
KNOW...

...about protecting
vulnerable adults from abuse

ecting vulnerable adults Protecting vulnerable ad
Protecting vulnerable adults Protecting vulnera
vulnerable adults Protecting vulnerable adults
ecting vulnerable adults Protecting vulnerable ad
Protecting vulnerable adults Protecting vulnera
vulnerable adults Protecting vulnerable adults
ective only vuln adults Protective only vuln

If you have any difficulty understanding this document we can arrange for it to be explained to you by an interpreter. Please call us on: **01733 385116**.

You will need to tell us your address and the language you speak.

اذا كان لديكم اية صعوبات في فهم هذا الدليل نستطيع اتخاذ الترتيبات اللازمة لئتم شرحه لكم بواسطة مترجم الرجاء الاتصال بنا علي الرقم ٠١٧٣٣ ٣٨٥١١٦ .

و عليكم بإطلاعنا علي عنوانكم و اللغة التي تتكلمون بها .

اگر در فهمیدن این متن مشکلی دارید می توانیم ترتیبی بدهیم که یک نفر مترجم شفاهی آنرا برای شما توضیح دهد . لطفاً با ما در شماره تلفن **01733 385116** تماس بگیرید .

شما می بایست آدرس محل و زندگی و زبانی را که صحبت می کنید به ما بگویند .

نه گهر بۆ تیگه یشتنی ئەم نامیلکەیه هەر جۆره ناسته نگیکت ههیه ئەوا دەتوانن کارێکی وا بکەین مۆتەر جێنک ناوهرۆکی ئەم نامیلکەیه ت بۆ شی بکاتەوه . تکایه بهم ژماره تلهفۆنه **01733 385116** پێهه ندمان بێ بکه .

پێویسته ناو نیشانی خۆتمان بێ بدهیت و پێشمان بلێیت به چ زمانیک قسه ده کهیت .

اس دستاويز کۆتێخه ئێمدا گرێ کۆکسی دشواری کاسمانا هۆتو، ئەم ئێک تێرجمان کە ذریعە ئێک کە لێ ئێس کێ وضاحت کاسانتظام کرسکته ئێن . برائے مهربانی ہمیں **01733 385116** پر ٹیلیفون کریں۔

آپ کو ہمیں آپ کا پتہ اور جو زبان آپ بولتے ہیں بتانا ہوگا۔

Se tem alguma dificuldade em compreender este folheto poderemos arranjar um interprete para lhe explicar este folheto. Por favor telefone para **01733 385116**.

Tera que nos informar a sua morada e o idioma que fala.



If you require an audio or large print version of this leaflet or assistance with a language or Braille translation, call: **01733 385116** or email: translation@crosskeyshomes.co.uk

This is a free service.

Cross Keys Homes takes seriously its responsibility to protect the welfare of its customers. We will never ignore any suspicion, allegation or report of abuse of a vulnerable adult.

We believe that everyone has a degree of responsibility to ensure that the abuse of a vulnerable adult is prevented or dealt with. This is why we need you to help us.

Who is a 'vulnerable adult'?

A vulnerable adult is any person aged 18 or over who:

- may be vulnerable because of mental, physical or learning disability, age or illness, and who:
- cannot always take care or protect themselves against harm or exploitation

What is abuse?

Abuse may be defined as:

- a single or repeated act or lack of appropriate action
- occurring within any relationship where there is an expectation of trust
- which causes harm or distress

Six types of abuse have been identified:

Physical abuse: including hitting, slapping, pushing, kicking, misuse of medication, inappropriate restraint, and confinement.

Sexual abuse: including inappropriate looking or touching, subjection to pornographic material, sexual activity of any kind without consent or under duress.

Psychological abuse: including threats of harm, intimidation, harassment, verbal abuse, isolation, deprivation of contact with others and denial of religious or cultural needs.

Financial or material abuse: including stealing, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions. Or the misuse or misappropriation of property, possessions or benefits.

Neglect: including ignoring medical or physical care needs, failure to provide access to appropriate health and social care services and withholding medication, nutrition and heating.

Discriminatory abuse: including racist and sexist remarks, harassment, and deliberate exclusion.

How can I tell if a vulnerable adult is being abused?

There are a number of different signs that might be observed in someone who is being abused. The following are some of the more general indicators of possible abuse:

- Injuries in unusual or unlikely places
- Lack of explanation as to how injuries happened
- Multiple injuries at different stages of healing
- Subdued or withdrawn behaviour, especially in the presence of a particular individual
- Reluctance to be alone with an individual known to them
- Significant changes in behaviour or attitudes (particularly sexually)
- Denial of access to the person, especially when known to be in need
- Freedom of movement being denied to the vulnerable adult, eg being locked in a room
- Unexplained lack of money
- Signs of financial hardship when someone else is managing a vulnerable adult's financial affairs
- Physical condition of a vulnerable adult is poor unwashed, soiled or constantly wet, malnourished
- Verbal abuse, derogatory remarks and harassment

What should I do about it?

- Always act if you suspect that a vulnerable person is being abused - never put it off, or leave it to someone else
- If the person concerned has been harmed, injured or subjected to a criminal act and is in immediate need of attention then call for medical attention and/or Peterborough police
- If there is an appropriate member of Cross Keys Homes' staff available (eg a sheltered scheme manager or neighbourhood manager) then you can share your concerns with them and they will take the appropriate steps to deal with the matter. All members of our staff have a responsibility to report on any such expressions of concern about the actual or possible abuse of a vulnerable adult
- If there is no appropriate member of staff, or if you prefer, you should report the matter directly to Peterborough's Adult Social Care. They can be contacted between 9am and 5pm, Monday to Friday, by calling Peterborough Direct. If you think that a criminal act may have been committed then you should also contact the police. You will find the telephone numbers for Adult Social Care and the police under 'Telephone contact numbers'. **It is helpful if you say that you are ringing 'about possible abuse of a vulnerable adult'**. Please note that you do not have to be certain about what is happening. You just have to have concerns and some evidence to support it. It may well be that your information will be the bit of the jigsaw that is missing. If you wish, you can request that your identity is not disclosed
- Make a note of what it is that concerns you, what has happened and any action you have taken. You may be asked to give further information at a later date

What will happen next?

Whoever you report your concerns to will take the matter very seriously. A member of adult social care and/or the police will be given responsibility to investigate the report and to find out as much as possible so a decision can be made about the best way to respond. There are various levels of response. Each is proportionate to the level of concern and the seriousness of the situation and all are aimed at protecting the vulnerable adult and supporting their carers, where appropriate.

Telephone contact numbers

Peterborough City Council's Adult Social Care

Monday to Friday 9am to 5pm

via Peterborough Direct on

01733 747474

North east team

01733 746153

North west team

01733 746160

South team

01733 746125

If the team is unknown

01733 746126

Outside office hours emergency service

01733 234724

Peterborough Police

Ask for "Action for Justice"

0845 4564564

Cross Keys Homes

Supported housing - sheltered housing

01733 385103

Supported housing -

temporary accommodation and hostels

01733 385108

