

Carmarthenshire Adult Safeguarding Board

# Protecting Vulnerable Adults from Abuse



## What you need to know

[www.carmarthenshire.gov.uk](http://www.carmarthenshire.gov.uk)



**If you require this  
information in large  
print, Braille or on  
audiotape please  
 01267 228703**

Information about services provided by Carmarthenshire  
County Council can be found on the council's website:  
[www.carmarthenshire.gov.uk](http://www.carmarthenshire.gov.uk)

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It is not always the case that adults are able to protect and care for themselves. Some adults are particularly vulnerable to abuse and having their human rights routinely disregarded. For some people abuse is an everyday experience, and it is our intention to challenge and combat this abuse, and promote the rights of vulnerable adults.

## **The rights of every individual:**

Every individual has a right to:

- A life free from fear
- Be treated with dignity
- Have their choice respected and not be forced to do anything against their will.

## **Who are vulnerable adults?**

A vulnerable adult is a person over 18 years of age who is or maybe in need of community care services by reason of mental or other disability, age or illness and who is or maybe unable to take care of himself or herself, or unable to protect himself or herself against significant harm or serious exploitation.

Most vulnerable adults who experience abuse are:

- Older people who depend on the help of others
- People with learning disabilities
- People with a physical or sensory impairment

- People with mental health needs, including dementia
- People with alcohol or substance misuse problems
- People unable to protect themselves from significant harm or being taken advantage of
- People who are controlled or suppressed by dominant partners, relatives or others.

## What is abuse?

Abuse is when someone is mistreated, harmed or taken advantage of, and can cover:

- Physical abuse – such as hitting, shaking or misusing medication.
- Sexual abuse such as forcing someone into unwanted sexual activity, to which they have not or could not have consented, or to which they were pressurised into consenting.
- Emotional or psychological abuse such as intimidation, humiliation or being prevented from friends or family visiting or from receiving services or support.
- Financial abuse such as stealing someone's money or fraud or exploitation.
- Neglect such as ignoring medical or physical care needs, preventing access to health, social care or educational services, not caring for someone properly.

## Where does abuse take place?

Any vulnerable adult, man or woman, can experience abuse or be at risk of abuse in their own homes; care homes; day services or hospitals.

## What to do?

If **you** are being abused, or are concerned that **someone you know** may be at risk of abuse you should speak to someone about it.

It is everyone's responsibility to play a part in the protection of vulnerable people.

Information and advice will be offered so that the person and their family can decide what practical help they need or what action they wish to take. If they are unable to make a decision, care will be taken to support and protect them.

## What will happen if I report abuse?

If you report any suspected abuse issues, the information provided will be evaluated. Sometimes there may be a need to gather more information. This may involve liaising with several agencies e.g. health services and the police. Support and advice will be provided on any concerns you have raised to ensure that adults at risk of abuse or harm are safeguarded speedily and effectively.

What you tell us will be treated sensitively.

## Who to Contact?

If you are being abused, or are concerned that someone you know may be at risk of abuse you should contact:

**Careline + on 01267 224466**

(available 24 hours a day, 7 days a week.)

**If you or the person being abused is in immediate danger you should telephone the Police on 999.**

For safeguarding advice contact:

Safeguarding Team  
3 Spilman Street  
Carmarthen  
SA31 1LE

Telephone number: 01267 228944

Email: [SCHAdultProtection@carmarthenshire.gov.uk](mailto:SCHAdultProtection@carmarthenshire.gov.uk)

The Safeguarding Team is available from 9am to 5pm Monday to Thursday and 9am to 4.30pm on Fridays.

## **Other organisations that can offer advice and support:**

### **Women's Aid**

Amman Valley	01269 597474
Carmarthen	01267 234725
Llanelli	01554 741212

**CALL (Community Advice & Listening Line)** 01978 366206

**CALL Helpline – evenings and weekends only** 0800 132737

**Shelter Cymru** 0808 800 4444

**Samaritans** 0845 790 9090

**Relate** 01267 236737

**Age Concern Sir Gâr** 01554 784080

**Victim Support** 0845 303 0900

**Action on Elder Abuse Helpline (AEA)** 0808 8088141

**Care & Social Services Inspectorate Wales** 01267 245160