Do you provide health services to adults who are at risk of harm?
Do you provide health services to adults who are at risk of harm?

There are many adults at risk of harm living in the community who will be seeing their GP regularly. These may be at greater risk of harm than other adults because of mental, physical or learning disability, age or illness and they may be unable to protect themselves against significant harm or exploitation.

Safeguarding vulnerable adults helps adults who are at risk of harm to live safely and free from harm in the community. To support this, the Surrey Safeguarding Adults Board has put together this information pack on resources to help health providers safeguard the adults who are most at risk. In this pack you will find helpful guides on signs that someone is being harmed, what to do if you think someone is being harmed and resources to raise awareness of safeguarding.

We hope you find this resource helpful.

If you would like more information about Safeguarding Adults or the Surrey Safeguarding Adults Board, please see the website www.surreycc.gov.uk/protectingadultsfromharm.

If you would like someone from your local Surrey Safeguarding Adults Group to visit your organisation to talk about safeguarding or to receive a further copies of this pack, we will be pleased to send them to you. Please contact the Surrey Safeguarding Adults Board office:

Surrey Safeguarding Adults Board,
Millmead House, Guildford, Surrey, GU2 4BB.
Email: surreysafeguarding.adultsboard@surreycc.gov.uk
The signs that someone may be being harmed

There are several different types of harm and signs that an adult at risk is being harmed.

**Physical abuse**

<table>
<thead>
<tr>
<th>Signs of possible physical abuse:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Bruising</td>
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<tr>
<td>• Fractures</td>
</tr>
<tr>
<td>• Lacerations</td>
</tr>
<tr>
<td>• Sprains or dislocations</td>
</tr>
<tr>
<td>• Pressure ulcer / sores</td>
</tr>
<tr>
<td>• Welt mark</td>
</tr>
<tr>
<td>• Malnutrition</td>
</tr>
<tr>
<td>• Cowering and flinching</td>
</tr>
<tr>
<td>• Burns – including friction burns and scalds</td>
</tr>
<tr>
<td>• Drowsiness, confusion due to over-sedation</td>
</tr>
<tr>
<td>• Symmetrical grip marks / bruising caused by finger tips.</td>
</tr>
</tbody>
</table>
### Sexual abuse

**Signs of possible sexual abuse:**

- Repeated urinary infections
- Incontinence / bed wetting
- Bruising / bleeding / soreness / cuts / in genital or breast area
- Pregnancy
- Depression / distress
- Deliberate self-harm
- Sexually transmitted diseases.

### Neglect and Acts of omission

**Signs of possible neglect:**

- Poor hygiene – smell of urine / faeces
- Dehydration
- Weight loss or malnutrition
- Pressure ulcer (Grade 3 or 4)
- Infections
- Failure to protect, e.g. lack of safety equipment
- Hypothermia – or abnormal body temperature
- Inappropriate clothing
- Failure to respond to prescribed medication raising a concern that the medication is potentially being withheld.

### Psychological / Emotional abuse

**Signs of possible psychological or emotional abuse:**

- Sudden changes in behaviour
- Sleep disturbance
- Low self esteem
- Irrational fears
- Anxiety / unease / silence
- Fear
- Depression
- Onset of phobias
- Punitive approach to bodily functions or incontinence
- Deterioration in ability to exercise choice.

### Financial / Material abuse

**Signs of possible financial / material abuse:**

- Basic needs not being met
- Theft of property
- Misuse of benefits
- Inability to pay bills
- Marked change in lifestyle / standard of living
- Unexplained loss of funds / sudden large withdrawals from bank accounts, etc.
- Intimidation and extortion
- Recent acquaintances expressing sudden or disproportionate affection for a person with money or property
- Person managing financial affairs is evasive or uncooperative
- Lasting Power of Attorney obtained where a person does not have capacity to consent.
Abuse of Individual rights / discriminatory abuse

Signs of possible abuse of individual rights / discriminatory abuse:

- Submission to prescriptive routines
- Lack of choice
- Lack of privacy and dignity
- Lack of personal belongings
- Use of punishment – withholding food, drink
- Poorly trained and unskilled staff
- Needs not being met by available staff levels
- Unacceptable ‘treatments’ or programmes which include sanctions or punishment such as withholding of food and drink, seclusion, unnecessary and unauthorised use of control and restraint or over-medication
- Lack of disabled access.

Institutional abuse

Signs of possible institutional abuse:

- Submission to prescriptive routines
- Lack of choice
- Lack of privacy and dignity
- Lack of personal belongings
- Use of punishment – withholding food, drink
- Poorly trained and unskilled staff
- Needs not being met by available staff levels
- Unacceptable ‘treatments’ or programmes which include sanctions or punishment such as withholding of food and drink, seclusion, unnecessary and unauthorised use of control and restraint or over-medication.
- Lack of disabled access.

Professional abuse

Signs of possible abuse by a professional:

- Entering into a sexual relationship with patient / client
- Failure to refer disclosure of abuse
- Poor, ill-informed or outmoded care practice
- Failure to support an adult at risk to access healthcare / treatment
- Punitive responses to challenging behaviours
- Denying an adult at risk access to professional support and services such as advocacy, service design where groups of users living together are incompatible
- Failure to whistle blow on issues when internal procedures to highlight issues have been exhausted.

Domestic Abuse

The definition of domestic abuse used within Surrey is:
Any incident of threatening behaviour, violence or abuse, (psychological, physical, sexual, financial or emotional), between adults aged 18 years and over who are or have been intimate partners, or are family members, regardless of gender and sexuality.
Honour Based Violence (HBV)

The term ‘Honour Based Violence’ (HBV) is an internationally recognised term describing cultural justifications for violence and abuse. HBV has the potential to be both a domestic abuse and child abuse concern.

Honour Killings

Honour killings are the ultimate sanction against (mostly) women who are perceived to have brought shame or dishonour.

<table>
<thead>
<tr>
<th>Abuse and violence in consequence of dishonour and shame also includes:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Unexplained deaths</td>
</tr>
<tr>
<td>• Controlling sexual activity</td>
</tr>
<tr>
<td>• Child abuse</td>
</tr>
<tr>
<td>• Rape</td>
</tr>
<tr>
<td>• Kidnapping or false imprisonment</td>
</tr>
<tr>
<td>• Threats to kill</td>
</tr>
<tr>
<td>• Assault</td>
</tr>
<tr>
<td>• Harassment</td>
</tr>
<tr>
<td>• Forced abortion</td>
</tr>
<tr>
<td>• Being forced into marriage</td>
</tr>
<tr>
<td>• Pressure to return home</td>
</tr>
<tr>
<td>• Pressure to go abroad</td>
</tr>
<tr>
<td>• House arrest</td>
</tr>
<tr>
<td>• Excessive restrictions on home life e.g. not being allowed to phone, to use the internet or develop friendships outside of the family circle.</td>
</tr>
</tbody>
</table>

Forced Marriages

A Forced Marriage (FM) is one where one of the partners is forced or coerced into marrying another and the marriage is against their will. The force or coercion may be by direct or indirect threats, actual physical force or by psychological intimidation.

Dowry Abuse

A Dowry is the payment by a bride’s family to the bridegroom’s family. Dowry abuse is where the bride is perceived to have brought in less of an amount of dowry than expected by the in-laws and thus treated with abuse and violence for this.

Female Genital Mutilation (FGM)

FGM (also known as female circumcision) refers to the removal of part or all of the female genitalia for cultural or other non-therapeutic reasons.

Hate crime and hate incident

The term ‘hate crime’ refers to any criminal offence which is perceived by the victim or any other person as being motivated by prejudice or hate, based on the victim’s actual or perceived race, religion, sexual orientation, disability or transgender status. If the incident is not covered by criminal law it is referred to as a ‘hate incident’.
Mate Crime

The term Mate Crime describes the situation when an adult is befriended by people who then go on to exploit them. It refers to any type of harm or abuse that is caused by people who the adult at risk considers to be their friend.

Bullying

A person is bullied when he or she is exposed, repeatedly and over time, to negative actions on the part of one or more other persons, and he or she has difficulty defending himself or herself.

Harassment

Harassment is the act of systematic and/or continued unwanted and annoying actions of one party or a group, including threats and demands.

Human trafficking

Human trafficking is the transport of men, women and/or children for the purpose of exploitation whose consent has been obtained by means of threat or the use of force, or whose consent is obtained through the abuse of power or of the giving or receiving of payments or other deceptions.

Exploitation by radicalisers who promote violence

Adults at risk may be susceptible to exploitation into violent extremism by radicalisers. Some of the factors that may make the vulnerable adult susceptible to exploitation by violent extremists:

- identity or personal crisis
- particular personal circumstances such as being isolated or having limited finances
- unemployment or underemployment and
- involvement in criminal activity.

If you would like more information on types of abuse, definitions and signs, see the Surrey Safeguarding Adults Multi Agency Procedures Section 1 ‘Introduction to Safeguarding’ that are available at:

http://www.surreycc.gov.uk

and type ‘safeguarding procedures’ in the search box
Additional resources if you would like to know more about safeguarding and supporting vulnerable adults

DVDs

- **Keeping People Safe at Home and in their Community DVD**
  This video from the Surrey Safeguarding Adults Board can be viewed online or copies ordered from the Adult Social Care Communications and Stakeholder Engagement Team.
  DVD order form: [http://www.surreycc.gov.uk/?a=455553](http://www.surreycc.gov.uk/?a=455553)

- **Living with Dementia DVD**
  The DVD from the Dementia Friendly Societies programme provides information for families, carers and friends of people living with dementia, it aims to reduce the stigma around mental health conditions for all stakeholders, and provides an excellent training source for the voluntary sector.
  The video can be viewed online at: [http://www.surreycc.gov.uk](http://www.surreycc.gov.uk) and type ‘dementia video’ in the search box.

Safeguarding Training Materials

The Surrey Safeguarding Adults Board’s Training Strategy identifies four levels of training.

The Level 1 training will be of particular interest - Voluntary and community awareness training - This is a series of one day awareness sessions for those working (paid or volunteer) in small voluntary sector organisations or with/for small community groups.

The Board also offers a selection of training resources (DVDs and trainers ideas packs) to support this training. These can be obtained for free from the webpage: [www.surreycc.gov.uk](http://www.surreycc.gov.uk) and type ‘safeguarding adults training’ in the search box.
Surrey Safeguarding Adults Board Newsletters

You can sign up to receive the quarterly SSAB newsletters at: http://www.surreycc.gov.uk and type ‘safeguarding adults newsletter’ in the search box.

Safeguarding Publicity Materials

- Poster - Keeping you safe at home and in your community poster available in English and translated into Mandarin, Urdu, Punjabi and Nepalese.
- Leaflet - Keeping you safe at home and in your community leaflet
- Leaflet - Staying safe for you and your family - carers and safeguarding leaflet
- Booklet and leaflet in easy read format

See: http://www.surreycc.gov.uk and type ‘safeguarding adults publicity’ in the search box.

Keeping You Safe from Fire

Surrey Fire and Rescue Service has worked in partnership with other agencies to put together a comprehensive programme of improved fire safety measures and free resources. See: http://www.surreycc.gov.uk/social-care-and-health/adult-social-care/protection-adults-from-harm/keeping-you-safe-from-fire.

Dementia Friendly Surrey

Dementia Friendly Surrey aims to build supportive communities where people with dementia, their families and carers are understood, valued and can enjoy life. Dementia Friendly Surrey would like individuals of all ages, community groups, businesses, voluntary sector organisations and other services to play a part and you can do this by becoming a Dementia Friendly Surrey Champion.

You can be a Dementia Friendly Champion in whatever way suits you best and every action counts. Champions are volunteers and you are not expected to commit a fixed amount of time to your dementia friendly activity. For more information on Dementia Friendly Surrey see: www.dementiafriendlysurrey.org.uk.

Support is also available is local wellbeing centres. For more information see: www.surreycc.gov.uk/wellbeingcentres.
Surrey Information Point

For local information on support and services, activities and tips on benefit entitlement, help at home, health conditions, leisure information and much more. [www.surreyinformationpoint.org.uk](http://www.surreyinformationpoint.org.uk).

Surrey Independent Living Council (SILC)

SILC have some useful guides relating to specific issues that may affect adults at risk of harm including:

- A guide to supporting autistic spectrum conditions
- A guide to supporting challenging behaviour
- A guide to supporting learning disability
- A guide to supporting mental health issues.

See their website for further information: [www.surreyilc.org.uk/service_guides/](http://www.surreyilc.org.uk/service_guides/).

Surrey Police

Their website contains an excellent range of information on staying safe, including easy read factsheets for people with learning disabilities on mate crime. [www.surrey.police.org.uk](http://www.surrey.police.org.uk).
The Surrey Safeguarding Adults Board (SSAB) is a partnership that works to protect adults at risk of harm. Local councils, the County Council, Police, Surrey Care Association, Surrey Fire and Rescue, NHS organisations, the independent voluntary sector and people who use our services and carers all work together on the Board to safeguard adults at risk of harm. The Board’s objectives are much broader than just protecting adults at risk. They are also about allowing adults to live their lives and make decisions, whilst taking reasonable measures to ensure that risks of harm are minimised.

If you would like this information in large print, Braille, on CD or in another language please contact us on:
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Minicom: 020 8541 9698
Fax: 020 8541 9575
SMS: 07527 182861
Email: contact.centre@surreycc.gov.uk