

EASY HOUSING ASSOCIATION

PROTECTION OF ADULTS POLICY

Easy Housing Association recognises the importance of not only preventing any form of abuse but more importantly tackling and stopping any abuse that might be subjected to an adult or elderly user.

This document is to help all members of staff to understand more about the types of abuse and what to do: It also lists the specialist bodies that can be contacted for consultation and help.

How does abuse occurs?

There are many reasons why abuse occurs and these may vary with each incident. Many of its causes are not yet fully understood. Abuse may range from a spontaneous act of frustration to systematic premeditated assaults on an older person. At home some of the causes would appear to include: poor quality long term Relationships

- a carer's inability to provide the level of care required
- a carer with mental or physical health problems In other settings abuse may be a symptom of a poorly run establishment. It is also likely to occur when staff are:
 - inadequately trained
 - poorly supervised
 - have little support from management
 - work in isolation

Age Concern**FREEPOST (SWB 30375)****Ashburton****Devon TQ13 7ZZ****Telephone: 0800 009966**

Hours: 7.00am-7.00pm, seven days a week, 365 days a year Geographical coverage: UK Offers a series of factsheets designed to provide practical information for older people to help themselves, and as a definitive guide for those whose work supports older people. Separate national organisations for England, Wales, Northern Ireland and Scotland. Local organisations and groups are listed in the telephone directory under Age Concern.

Carers National Association**10-25 Glasshouse Yard****London EC1A 4JS****CarersLine: 080 8808 7777**

10am-12pm and 2pm-4pm,

Monday to Friday

Geographical coverage: UK Provides advice, information and support for carers. Separate national organisations for Northern Ireland, Scotland, and Wales.

Counsel and Care**Twyman House****16 Bonny Street****London NW1 9PG****Advice line telephone: 0845 300 7585**

10.30am-4pm.

Geographical coverage: UK

Has particular expertise in residential and nursing care and runs an advice line for older people, their carers and relatives.

Public Concern at Work**Lincoln's Inn House****Kingsway****London WC2B 6EN****Telephone: 020 7404 6609**

9am-6pm

Geographical coverage: UK

A legal advice organisation which can be contacted by those working with older people without breaching any terms of employment or duty of confidentiality.

**The Relatives and Residents
Association**

**5 Tavistock Place
London WC1H 9SS**

**Information service telephone:
020 7916 6055**

10 am-12.30 pm & 1.30 pm-5 pm

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For anyone with an older relative or friend in a care home or longstay hospital. Both provide a "listening ear" and practical advice about problems. There is a separate national organisation for Northern Ireland. Both older men and women can be at risk of being abused. People can be abused in different ways. These include:

- Physical abuse
- Psychological abuse
- Financial abuse
- Sexual abuse
- Neglect
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Abuse can occur anywhere:

- someone's own home
- a carer's home
- day care
- residential care
- a nursing home
- hospital

The abuser is usually well known to the person being abused. They may be:

- a partner, child or relative
- a friend or neighbour
- _a paid or volunteer care worker
- a health or social worker, or other professional
- older people may also be abused by a person they care for

If you are concerned about someone you know, it is very important to talk it through with someone without fear or guilt. However, you should always be aware that, despite your concerns, any older person has the right to decline assistance from any source. Support and information is available from **Action on Elder Abuse** through its helpline:

If you feel the problem is very serious and warrants immediate action (for example if a person is at imminent risk of harm)

you should contact the police. The number of your local police station will be in the telephone directory.

In an emergency you should dial 999.