

The extent of the problem

The UK Study of Abuse and Neglect 2007 estimated that **342,400** older people in the UK were neglected or abused in their own homes, by a person in a position of trust. The incidents involved

- a partner (51%)
- another family member (49%)
- a voluntary or paid care worker (13%) and
- a close friend (5%). (Respondents could name more than one person)

Disabled women are **twice** as likely to experience domestic abuse than non-disabled women. They are also likely to suffer more severe injuries as a result of violence.



What customers want

- + Take me seriously
- + Remain calm
- + Give practical assistance

Worries

- + Going to be in trouble/victimised
- + Sent into a home



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Disclosure and Referral

- Speak to the person on their own and in private.
- Reassure the person that the allegation is being taken seriously.
- Allow the person to continue at their own pace, asking questions for clarification.
- Reassure the person that you will do all that you can to ensure that there will not be repercussions for them as consequence of reporting their concerns.
- Explain it's likely that information will need to be shared – do not promise to keep secrets.



Overriding Consent

- Where there is an allegation is against a paid carer
- Where there are concerns for other vulnerable adults
- Where there are any safeguarding children concerns.
- Where there is evidence that lack of consent is a result of pressure or undue influence.
- Where a crime has been committed.



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What to do

- If you suspect abuse
- Ring Adult Social Care contact Centre
on 0161 255 8250 or
- Greater Manchester Police
on 0161 872 5050

If you need advice contact the Safeguarding Adults team



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Contact

Safeguarding Adults Team

Adult Social Care

Hillside Resource Centre

Rudcroft Close

Chorlton On Medlock

Manchester M13 9XT

Phone 0161 273 2016

e mail nigel.hunt@manchester.gov.uk

www.manchester.gov.uk/safeguarding



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