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 **01684 579579**

Este panfleto, com a designação "Proteger Adultos vulneráveis" [Protecting vulnerable Adults], também se encontra disponível em outros idiomas, impressão em formato grande e áudio sob pedido.

আহত হতে পারেন এমন প্রাপ্তবয়স্কদের রক্ষা করা [Protecting vulnerable Adults] নামে এই পুস্তিকা অনুরোধ করলে অন্য ভাষায়, বড় বড় হরফে মুদ্রণ এবং শ্রবণের টেপে প্রাপ্ত হয়।

یہ پرچہ جسے غیر محفوظ بالغان کا تحفظ [Protecting vulnerable Adults] سے موسوم کیا جاتا ہے، درخواست کئے جانے پر، مختلف زبانوں، بڑے پرنٹ اور آڈیو فارمیٹ میں بھی دستیاب ہے۔

小冊「保護處境無助成人」[Protecting vulnerable Adults]  
有多種語言版、大字體版以及錄音帶版供閣下索取。

This leaflet is available on our website at  
**[www.festivalhousing.org](http://www.festivalhousing.org)**

You are also welcome to contact us by e-mail at  
**[info@festivalhousing.org](mailto:info@festivalhousing.org)**

**Elgar Housing Association**  
Partnership House  
Groveswood Road, Malvern Link  
Worcestershire WR14 1GD  
Tel: 01684 579579  
Minicom: 01684 579546

**Spa Housing Association**  
The Royal Exchange  
9 Queen Street, Droitwich Spa  
Worcestershire WR9 8LA  
Tel: 01905 823100  
Minicom: 01905 823127

**Elgar Housing Association**  
57 New Street, Ledbury, Herefordshire HR8 2EA  
Tel: 01531 638400 Minicom: 01531 638407

**St Stephens Care Home**  
St Stephen's Care Home, Droitwich Road, Worcester, WR3 7HU  
Tel: 01905 29224

Protecting  
**vulnerable  
adults**

**Festival**  
Housing Group



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A MEMBER OF  
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## Protecting vulnerable adults

*The Festival Housing Group believes that every vulnerable adult living in their care home, one of their properties or receiving one of their services has the right to live free from abuse.*

The Group works with the relevant local authority department and voluntary agencies to protect vulnerable adults from harm and exploitation.

Our staff are trained and supported in recognising, reporting and dealing with incidents of abuse.

### What is a vulnerable adult?

The definition of a vulnerable adult is:

*"A vulnerable adult is a person who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or serious exploitation."*

*'No Secrets' Department of Health Guidance, 2000*

### We aim to:

- provide vulnerable adults with ways to solve their problems;
- find out what professional support can be offered and when; and
- work with vulnerable adults and their carers to improve their circumstances.

- Fulfill our responsibilities when staff become alert to abuse or possible abuse.

### What is abuse?

Adult abuse relates to a person who is vulnerable and who is not able to protect themselves from being ill-treated or neglected. There can be many ways in which people can be hurt, injured or exploited. Some of these include:

- physical abuse such as being assaulted or physically restrained;
- financial neglect by misusing someone's money or property;
- neglect by not providing food, clothing or medical care;
- abandonment by leaving someone alone who cannot care for themselves;
- sexual abuse by teasing or touching people in a way they do not like, or having sex with someone against their will; and
- abuse because of someone's race, sex, age, sexuality, religion or disability.

### Who is at risk?

Some adults may be at more risk than others, for example, those people who are dependent on others for their care and well being. This could include:

- elderly people;
- young people;
- people with mental-health needs;
- people with learning difficulties;
- people with sight, hearing or physical disabilities;
- people who are socially isolated and cannot use local services;
- people with dementia.

### Who abuses?

Vulnerable adults may be abused by a wide range of people, including:

- a partner, relative or family member;
- a paid or volunteer carer;
- professional staff;
- other service users;
- neighbours and friends; and
- strangers.

### What should you do if you suspect abuse?

If the person is in immediate physical danger or there is evidence of sexual abuse, call the emergency services on 999.

If you want to report concerns about abuse of others, or yourself you can ask to speak to your Care and Support worker, Housing Officer or a manager at any of the office bases overleaf.

### Useful Numbers

#### Worcestershire

Adult Protection Co-ordinator  
**01527 575855** ext 5060 or 5050

Commission for Social Care Inspection  
**01905 753910**

#### Herefordshire

Adult Protection Coordinator  
**01432 261533**

National Action on Elderly Abuse  
HOTLINE  
**0808 808 8141**