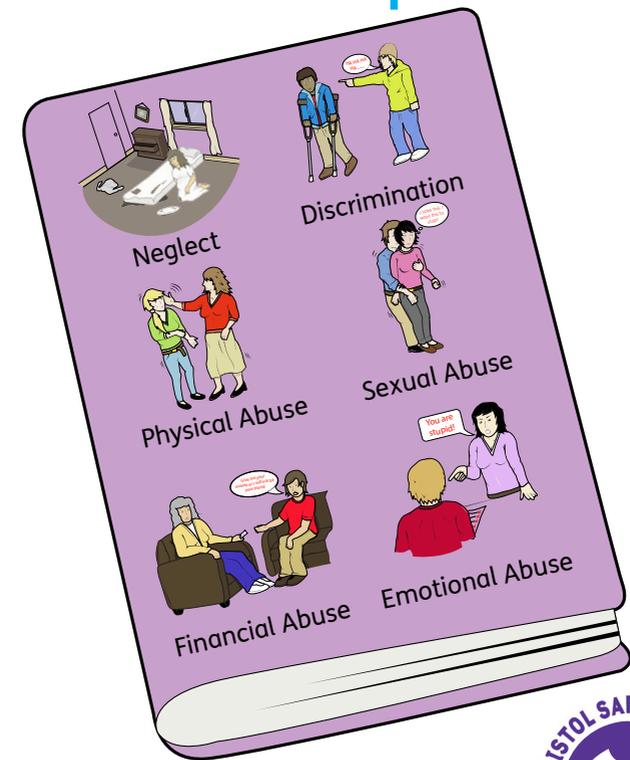


# Safeguarding Adults in Bristol

An easy read guide

How to understand abuse and  
where to report it





This guide is produced by Bristol Safeguarding Adults Partnership using images produced by Speak Up Self



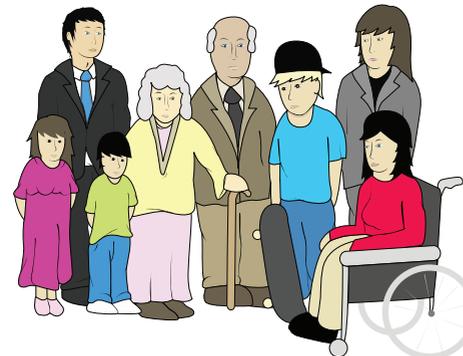
## What are my rights?

### Rights

- Everyone has the right to live their life free from violence, fear and abuse.
- Everyone has the right to be respected by other people.

### Choices

- Everyone has a right to make choices about their life and things that effect them.
- Everyone has a right to live in safety.
- You have these rights whoever you are.
- It doesn't matter if you are old, or disabled, or ill. You still have these rights.

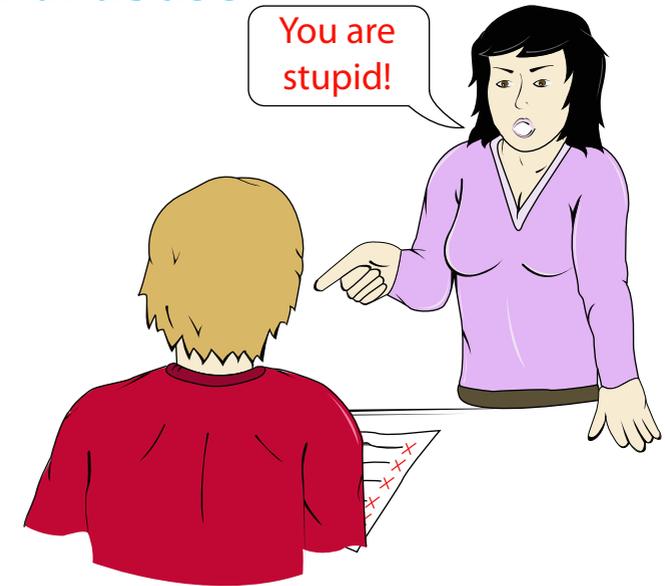


## What is abuse?



**Abuse is when someone does something wrong to you that hurts you, frightens you or makes you unhappy. There are lots of different kinds of abuse.**

## Emotional abuse

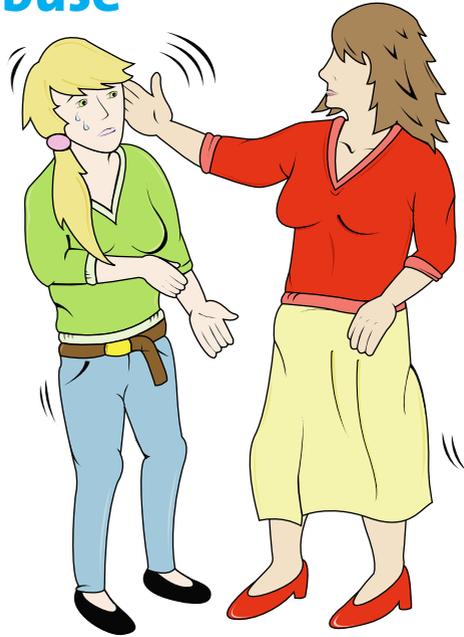


**This is when people say bad things to you.**

This could be when someone:

- calls you names
- blames you for something that is not your fault
- treats you like a child
- laughs at you
- ignores you

## Physical abuse



**This is when someone hurts you.**

This could be:

- kicking
- hitting
- biting
- scratching
- shaking you

## Sexual abuse



**This is when someone touches your body or your private parts when you do not want them to.**

This could be someone kissing you, getting you to touch them or making you have sex with them when you do not want to.

This may also be someone showing you pictures, DVDs or pages on the Internet about sex that you do not like.

## Financial abuse



This is when someone:

- takes money from you
- takes control of your money
- takes things that do not belong to them
- makes you pay for their things
- tells you how to spend your money

## Neglect



**This is when the people that should help you don't.**

For example:

- They do not feed you when they should
- They do not support you
- They do not keep you safe
- They give you the wrong medication
- They do not get you the right medical help

## Discrimination



**This is when people treat you differently or unfairly because you are different to them.**

This may be because of:

- the colour of your skin
- your faith
- your sexuality (this means being lesbian/gay/bisexual or transgender)
- your disability
- you speaking a different language

## Institutional abuse



**This is when paid staff do not care for you properly or respect your rights.**

It could be:

- in a care home
- on a hospital ward
- at a day centre
- in your own home

The staff might:

- treat you unkindly
- ignore your dignity
- ignore your views and wishes
- not give you any choice about how you live your life, when to get up or go to bed, what to eat.



**In extreme situations your very basic rights may be ignored to a dangerous level.**

For example:

- Staff give you the wrong medication
- Staff leave you feeling cold and hungry
- Staff are not properly trained to care for you
- Staff do not use the right equipment to care for you
- Staff do not follow the rules put in place to protect or care for you

## Who might abuse you?



- Anyone could abuse you.
- It could be someone you know or a stranger.

## Where can abuse happen?

Abuse can happen anywhere:



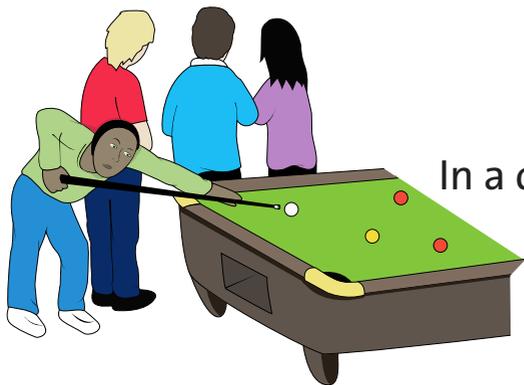
It could happen at home



At work or out and about



At college



In a day centre or club

## Who should I tell?

Tell someone you trust.

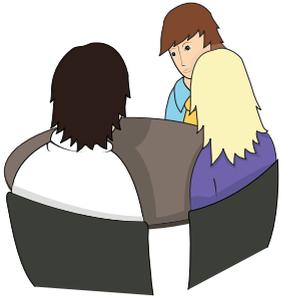
This could be:

- a council worker or social worker
- a key worker
- the Police
- a doctor or a nurse
- a friend



## What happens next?

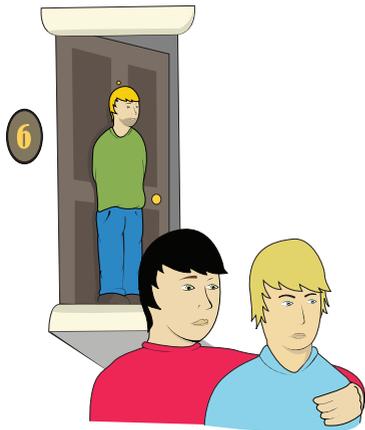
If you tell a social worker, a key worker, the police, a doctor or a friend they will:



Listen to you



Help you



Give you support

## If you think you have been abused you should report it.

Here are the numbers of people you can talk to:



Bristol Care Direct:

Monday – Friday 8.30am – 5pm

**(0117) 922 2700**

Out of hours contact the  
Emergency Duty Team

**(01454) 615 165**



For an on-line contact form  
go to our website: **[www.bristol.gov.uk/caredirect](http://www.bristol.gov.uk/caredirect)**



Avon and Somerset Police  
call **101**

Emergency Services call **999**



The Bristol Safeguarding Adults Board is committed to stopping all forms of financial, emotional, physical, sexual, discriminatory, institutional abuse or neglect in its aim to safeguard and protect all adults living in Bristol.

Along with the Bristol Safeguarding Adults Board, the council, the directorate and all staff feel that:

- mistreatment of any adult is not acceptable
- your actions can make a difference
- safeguarding adults is everyone's responsibility
- doing nothing is not an option

**Don't let abuse go unnoticed. If you or anyone you know is being abused, don't ignore it, REPORT IT!**

Copies of this leaflet can be printed from the website and can also be provided in different community languages.



Telephone **0117 922 2700**



Web **[www.bristol.gov.uk/safeguarding](http://www.bristol.gov.uk/safeguarding)**