Preventing abuse – keep yourself safe

Abuse is when someone does or says something to make you feel upset, scared or frightened. Some people may be at a higher risk of abuse due to their age, illness, disability or mental capacity.

Abuse is an issue that can affect anyone.

**What is abuse?**

It is important to be able to recognise when a situation becomes worrying or you feel unsafe.

You can also stop the abuse of people around you, such as family, friends, neighbours or colleagues by knowing what abuse is and recognising the warning signs.

There are many types of abuse, including:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Financial and material abuse
- Organisational abuse
- Discriminatory abuse, including hate crime
- Neglect
- Domestic abuse and violence
- Modern slavery and trafficking
- Female genital mutilation and so called honour based violence.

Abuse is wrong and is never your fault.

Three steps to stop and reduce abuse:

- Listening to adults at risk and the people who support them
- Raising awareness about how to recognise and report abuse
- Reporting concerns about yourself and others.

To report abuse, call the **Enfield Adult Abuse Line** on ☎️ **020 8379 5212**. Your concerns will be listened to and you will be taken seriously.
What can I do to keep safe?

There are steps that can be taken to prevent abuse:

- Have people around you to notice if abuse is happening. If it is difficult to get out on your own, you can get help to join a social club or a befriending scheme.
- Make sure people you trust know your wishes for the future should you become physically or mentally frail. Write down where you might want to live if you can no longer stay in your home.
- Sadly, even good friends, neighbours or family members have been known to abuse people once they become vulnerable. Make sure you do not rely on one person only. Gather a few people around you to help you watch over your safety.
- Be aware of services, support and information in your local area, such as:
  - Home help, day care, respite and sitting services
  - Safe ways to use the internet to stop online abuse
  - Personal and home safety tips found online at www.met.police.uk

Information about local services is available on our website or call Enfield Council’s Customer Services centre.

What about financial arrangements and preventing fraud?

For information on financial planning and preventing fraud, please ask for the factsheet Financial planning – preventing abuse and fraud.

Arrangements with my partner

Often couples can struggle to care for one another if the situation changes. You may feel under pressure and you may no longer be able to manage with caring for your partner. To stop this happening, you might want to:

- talk about what you may be able to do if things change
- be aware of local services which can help, such as having a care worker from an agency to help with personal care
- talk to your extended family about the support they might be able to offer.

You can ask for an assessment from Health and Adult Social Care online or by phoning the Enfield Council’s Customer Services Centre.

Residential or nursing care

If you receive residential or nursing care and you are worried about any aspect of your care or treatment, please do not keep silent. Speak to someone you trust. If you have no one that visits you, you could talk to a professional or voluntary visitor, for example, the chiropodist or the hairdresser.

Make sure you know what to expect from the care home. Has the manager given you a booklet about what you can expect? If not, ask for one.

Try to get involved in the activities inside and outside of the care home – make sure you are not isolated.

Where can I get more information?

For the types of abuse and where to get help online, visit the Safeguarding Adults pages at www.enfield.gov.uk

For more information or for a copy of the following factsheets, visit our website www.enfield.gov.uk or phone 020 8379 1001.

- SA01 Making safeguarding personal
- SA02 Financial planning – preventing abuse and fraud
- SA04 Safe recruitment of a personal assistant
- SA05 Technology and you

Adult Social Care:

☎ 020 8379 1001
Textphone: 020 8379 6962
Email: adultsocialcare@enfield.gov.uk

We want to hear from you if you have a comment, compliment or complaint. Please contact us on ☎ 020 8379 1001 or pick up a leaflet at Council buildings or visit www.enfield.gov.uk