Safeguarding adults: information for patients, families and carers

This leaflet will tell you what to do if you or someone you know is being abused.

What is abuse?

- Physical abuse— being hit, kicked, locked in a room.

- Psychological abuse— being bullied or shouted at.

- Financial abuse— when someone takes your money, fraud.

- Neglect — not being looked after properly or ignored.
- Sexual abuse – when someone touches your body or your private parts without permission.

- Self-neglect – not looking after yourself.

- Discrimination – not being treated in the right way because of race, gender, religion or sexuality.

Who might be an abuser?

- Anyone – your friend, a teacher, relative, carer or a stranger.

Where can abuse happen?

- Anywhere – at home, in hospital, at work, or in a public place.
What can I do to help someone else who is being abused?

- Give them this leaflet.
- Call social services to tell someone about the abuse.
- Talk to a health care professional – GP, nurse, OT, physio, carer, doctor or social worker.
- If you think a crime has taken place, call the police on 111 or 999.
- If someone is hurt and needs help – call 999 straight away.
Helpful contacts:

**Mencap – Learning Disability helpline**
9am - 5pm, Monday - Friday)
Phone: 0808 808 1111

**National Domestic Violence helpline**
24 hours
Freephone: 0808 2000 247

**Samaritans helpline**
24 hours
Phone: 116 123

**Moorfields Direct telephone helpline**
Phone: 020 7566 2345
Monday to Friday, 8.30am - 9pm
Saturday, 9am - 5pm
Information and advice on eye conditions and treatments from experienced ophthalmic-trained nurses.

**Patient advice and liaison service (PALS)**
Phone: 020 7566 2324 or 020 7566 2325
Email: pals@moorfields.nhs.uk
Moorfields’ PALS team will help you if you are unhappy and will support you with any worries you may have about your care at Moorfields. The PALS team can also advise you on how to make a complaint.