Safeguarding adults

Moorfields Eye Hospital is committed to the safety and welfare of vulnerable adults. Safeguarding is everyone’s business and it is important that we all work together to stop adult abuse and neglect.

Who is at risk of abuse?
Some adults are less able to protect themselves than others, and some have difficulty making their wishes and feelings known. This may make them vulnerable to abuse. An adult at risk is defined as someone 18 years of age or over who is/or may be in need of care services and; is/or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

What is abuse?
Abuse can take many forms and can include:

- **Physical abuse** - being hit, kicked, locked in a room.
- **Sexual abuse** - being made to take part in sexual activity when the adult has not given or is not able to give consent.
- **Psychological abuse** - such as being shouted at, ridiculed or bullied.
- **Financial or material abuse** - theft, fraud, exploitation, or misuse of someone else’s finances.
- **Neglect** - not meeting a person’s physical, medical or emotional needs.
- **Modern slavery** - includes human trafficking and forced labour.
- **Domestic abuse** - includes psychological, physical, sexual, financial or emotional abuse. This may have been carried out by someone who is a family member or is, or has been, in a close relationship with the person being abused.
- **Self-neglect** - when an adult refuses care which has a significant impact on their wellbeing.
- **Organisational abuse** - when neglect or poor practice occurs within an organisation.

- **Discriminatory abuse** – harassment or insults due to disability, age, religion, sexuality, gender or race.

### Who might be an abuser?
It might be:
- a partner or relative.
- a friend or neighbour.
- a paid or unpaid carer.
- other service users.
- someone in a position of trust e.g. a teacher.
- a health or social care professional.
- a stranger.

### Where can abuse happen?
- at home.
- in a hospital, day service or care home.
- at work or in education centres.
- in a public place or in the community.

### What can I do if I suspect abuse?
Take action. Don’t assume that someone else is doing something about the situation. If you are concerned about yourself or a person you know, it is important you share your concerns. No-one should have to live with abuse or neglect. It is always wrong, whatever the circumstances.

**Taking action:**
- Try to include the person in the decision to seek help - for example let the person being abused know that help is available by offering them this leaflet.
- Contact adult social care services in your local area to report concerns or seek advice.
- Share your concerns and seek advice from your doctor, nurse or any health or social care professional.
- Contact the police if you think a crime has been committed by calling 101 or 999 in the case of an emergency.
- Be aware that a vulnerable adult who is injured may not be able to express that they need your help to get a doctor or call for an ambulance.
Helpful contacts:

National Domestic Violence helpline
24 hours
Freephone: 0808 2000 247

Samaritans helpline
24 hours
Phone: 116 123

Action on Elder Abuse helpline
9am - 5pm, Monday - Friday
Phone: 080 8808 8141

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

National Dementia helpline
9am - 8pm, Monday - Wednesday
9am - 5pm, Friday
10am - 4pm, Saturday - Sunday
Phone: 0300 222 1122

Shelter – Housing advice helpline
8am - 8pm, Monday - Friday
9am - 5pm, Saturday - Sunday
Emergency number: 080 8302 5861
Non- emergency number: 0808 301 4551

Moorfields Direct telephone helpline
Phone: 020 7566 2345
Monday-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/ 020 7566 2325
Email: moorfields.pals@nhs.net

Moorfields’ PALS team provides confidential advice and support to help you with any concerns you may have about the care we provide, guiding you through the different services available at Moorfields. The PALS team can also advise you on how to make a complaint.

Your right to treatment within 18 weeks
Under the NHS constitution, all patients have the right to begin consultant-led treatment within 18 weeks of being referred by their GP. Moorfields is committed to fulfilling this right, but if you feel that we have failed to do so, please contact our patient advice and liaison service (PALS) who will be able to advise you further (see above). For more information about your rights under the NHS constitution, visit www.nhs.uk/choiceinthenhs