

Patient information- easy read version

# 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.

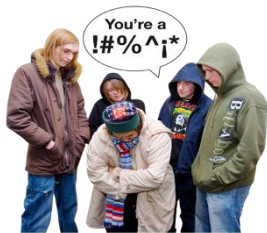
This information can be made available in alternative formats, such as easy read or large print on request. Please call PALS: 020 7566 2324/ 020 7566 2325



-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.







## 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](mailto: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.

**Moorfields Eye Hospital NHS Foundation Trust**

City Road, London EC1V 2PD

Phone: 020 7253 3411

[www.moorfields.nhs.uk](http://www.moorfields.nhs.uk)

