

## Our safeguarding policy

### Keeping everyone safe



Easy read



Keeping people safe is called safeguarding.



The law says we must protect adults who are at risk of abuse and neglect.



Abuse is when someone does or says things that frighten you or cause you harm.



Neglect is when your care and support needs are not being met.

## Adults who may be at risk of abuse or neglect



- Older people



- People with physical or learning disabilities



- People with a mental health problem



- People with a long term illness or condition



You can be abused by someone you know, someone working with you, or a stranger.



Abuse can happen anywhere. It could happen in your own home, or in a public place.

## The types of risk



Physical abuse could be someone hitting, pushing or kicking you.



Physical abuse could be someone giving you the wrong medication, or medication you don't need.



Sexual abuse could be someone touching your body or private parts without your permission.



Financial or material abuse could be someone stealing from you.



Psychological abuse could be someone threatening you, calling you names, or just ignoring you.



Domestic abuse is when your partner or a member of your family abuses you.



Modern slavery is when you are forced to work by people who abuse you.



Discriminatory abuse could be someone bullying you because of your:



- Religion



- Disability



- Race



- Language



- Age



- Sexuality



Organisational abuse could be that the staff of organisations like care homes, hospitals and the police treat you badly.



Neglect could be that you are not given your medication or food.



Self-neglect is when someone does not take care of themselves properly.

# Who should you tell if you or another adult is at risk of neglect or abuse?



Contact your local Regional Head of Operations.


You can see all their contact details below.

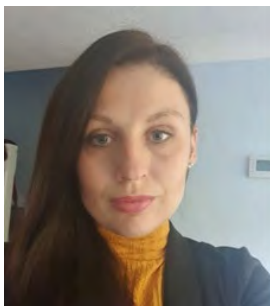


## Jacqueline Bradley

Regional Head of Operations – South West

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 Phone: 07711 559077

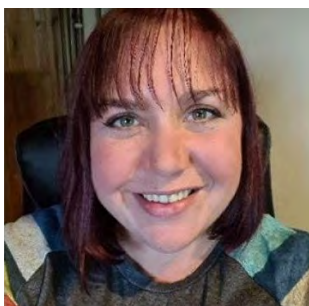


## Karolina Burman

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 Phone: 07719 050 956



## Kate North

Regional Head of Operations - South East

 Email: [k.north@seeability.org](mailto:k.north@seeability.org)

 Phone: 07395 247681





You can also contact our central support.

You can see their contact details below.



### **Vicky Morris**

Head of Compliance & Safeguarding



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Phone: 07719 046770



### **Brian Robinson**

Executive Director of Operations



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Phone: 07720 088798



If you want to speak to someone who does not work for SeeAbility, you can use Safecall.

Safecall won't tell anyone at SeeAbility that you called them.



### **Safecall**



Phone: 0800 915 1571



Website: [www.safecall.co.uk](http://www.safecall.co.uk)



You can also speak to the Care Quality Commission.



## Care Quality Commission



Phone: 03000 616161



Website: [www.cqc.org.uk](http://www.cqc.org.uk)



You can also contact your social worker if you have a concern.

You can ask your manager for help contacting them.

What will happen when you tell us you are scared, frightened or being abused, or worried someone else is:



We will listen to you calmly.



We will make sure you are safe.



We can't keep it a secret.



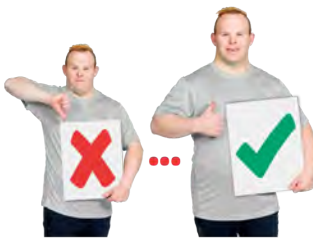
We will help you tell the social care team.



If a crime has happened, we can contact the police.



We will help you to make choices.



If we have done something wrong, we will do everything we can to put things right and learn from what went wrong.

## What the social care team will do



They will listen to you and ask you what you want to happen.



They will make sure you are safe.



They will help you with any decisions.



They will make sure the abuse has been investigated.



[www.seeability.org](http://www.seeability.org)



[facebook.com/RSB.seeability](https://facebook.com/RSB.seeability)



[@seeability](https://twitter.com/seeability)



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