

Contact details

GSTT Safeguarding Adults Team

If you have any questions or concerns about abuse, harm or neglect, please speak to the staff caring for you or ask them to contact the safeguarding team.

Southwark Adult Social Care

If you think someone is being abused or someone is abusing you, you can contact Southwark Adult Social Care.

t: 020 7525 3324 9am to 5pm, Monday to Friday,
020 7525 5000 (Weekdays: 5pm to 9am. Weekends and bank holidays: 24 hours)

Lambeth's Adult Social Care Services

If you think someone is being abused or someone is abusing you, you can contact Lambeth Adult Social Care.

t: 020 7926 5555 9am to 5pm, Monday to Friday,
020 7926 5555 (Weekdays: 5pm to 9am. Weekends and bank holidays: 24 hours) **e:** adultsocialcare@lambeth.gcsx.gov.uk

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS) **e:** pals@gstt.nhs.uk
t: 020 7188 3514 (complaints)
e: complaints2@gstt.nhs.uk

Language and Accessible support services

If you need an interpreter or information about your care in a different language or format, please get in touch:

t: 020 7188 8815 **e:** languagesupport@gstt.nhs.uk

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Safeguarding Adults



Safeguarding is everybody's business

You are accountable for what you do or choose not to do.

What is Safeguarding?

Safeguarding is defined as '*protecting an adult's right to live in safety, free from abuse and neglect.*' (Care and Support statutory guidance, chapter 14ii).

Adults at risk

An Adult at risk is a person aged 18 or over who is in need of care and support, or may already be receiving care and support, and because of those needs is unable to protect themselves against abuse or neglect.

What is adult abuse?

Adult Abuse is when someone hurts an adult at risk. There are many different types of abuse; some examples are:

Physical	Organisational
Neglect	Financial/Material
Sexual	Domestic abuse
Discriminatory	Modern Slavery
Psychological/Emotional	Self Neglect

- Pressure to sign over money or property or undertake a financial transaction, lack of control/access to money, misuse of powers of Lasting Power of Attorney.
- Domestic abuse including coercive or threatening behaviour, honour based violence and female genital mutilation.
- Modern slavery including Slavery, servitude and forced or compulsory labour, human trafficking.
- Self neglect includes, not looking after yourself for personal reasons, hoarding, declining support from health or social care.
- Discriminatory abuse includes any bullying, harassment, or ill treatment because of your race, gender, sexuality, disability, ethnic origin, sexuality or age.

Who can abuse?

Family member	Other patients/adults at risk
Friend	Young people
Professional worker/ colleague	Carers
Volunteer	Strangers

Where abuse may take place?

Abuse can occur anywhere, for example at home, care home, hospital, college, or in public places.

What should I do?

If you or someone you know is at risk of harm, abuse or neglect, please speak to your nurse, doctor or therapist about your concern. They will support you.

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Abuse can take many forms:

- Shouting, screaming or swearing, threats, intimidation, use of fear.
- Hitting, punching, kicking or slapping, illegal use of restraint.
- Unwanted, inappropriate touching, kissing or sexual intercourse or sexual contact to which a person cannot consent.