

## What will happen next?

Adult and Community Services work closely with other organisations and the person affected to find out as much as possible about what has happened.

We will do a number of things which might include:

- talking to you and other people involved to find out what has happened;
- planning what to do to safeguard the person being harmed;
- supporting the person and their carers through the process;
- being available to offer support in the future.

If we suspect a crime has been committed, the police will be involved, working alongside other agencies.

Dorset County Council operates a 'zero tolerance' approach to safeguarding adults and every referral will be taken seriously.

[www.dorsetforyou.com](http://www.dorsetforyou.com)

## What should you do if you suspect an adult is being harmed or abused?

If you are concerned that someone you know is being harmed in any way contact the Adult Access Team:

**Telephone 01305 221016**  
**adultaccess@dorsetcc.gov.uk**

The Adult Access Team are available 8am - 7pm Monday to Friday. Outside of these hours, please call the **Out of Hours Service on 01202 657279**

### Other useful contacts:

**Action on Elder Abuse Response Helpline**  
0808 8088141 [www.elderabuse.org.uk](http://www.elderabuse.org.uk)

**Age Concern** [www.ageconcern.org.uk](http://www.ageconcern.org.uk)

**Care Quality Commission** [www.cqc.org.uk](http://www.cqc.org.uk)

**Dorset Advocacy** 01305 251033  
[enquiries@dorsetadvocacy.co.uk](mailto:enquiries@dorsetadvocacy.co.uk)

**Mencap** [www.mencap.org.uk](http://www.mencap.org.uk)

**Mind** 0845 766 0163 [www.mind.org.uk](http://www.mind.org.uk)

**Rape Crisis** National helpline – 0800 8029999

**Respond** Supporting people with learning difficulties. [www.respond.org.uk](http://www.respond.org.uk)

**Sane** Help and advice for people with a mental illness. Saneline - 0845 767 8000 [www.sane.org.uk](http://www.sane.org.uk)

All leaflets can be made available in audio tape, large print and Braille, or alternative languages on request.

Design & Print Service  
110141



# Safeguarding adults

What to do if you suspect someone is being harmed or abused or is harming you.

## Dorset Safeguarding Adults Board

Improving the quality of life for people in Dorset,  
now and for the future



Keeping adults safe from  
harm and abuse

# Working together to keep adults safe from harm and abuse



## What is meant by harm?

There are several types of harm. The following are the most common but the list is not exclusive:

- physical harm such as hitting, pushing
- verbal harm such as shouting
- psychological or emotional harm such as bullying, taunting or humiliating someone
- sexual abuse such as inappropriate touching, forcing someone to take part in any sexual act against their will
- financial harm such as theft or exploitation
- neglect and acts of omission – failing to look after someone who needs care or support
- discrimination such as ill treatment due to the person's age, gender, disability, religious beliefs or race which may include harassment
- Institutional harm – where an organisation has policies or practices which are harmful.

## Who might be at risk?

The term 'adult at risk' refers to a person aged 18 or over who is unable to protect themselves from harm or exploitation. This might be because of mental ill-health, a learning disability, age, physical disability, serious drug or alcohol misuse or other illness.

## Who might carry out the harm?

Unfortunately we know this can happen anywhere and can be carried out by anyone. This can mean:

- family, friends, neighbours;
- paid staff, carers, volunteers;
- other service users or patients;
- strangers.

## What should you do if you suspect an adult is being harmed or abused?

If you are concerned that someone you know is being harmed in any way, contact the Adult Access Team. **All calls are confidential.**

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**adultaccess@dorsetcc.gov.uk**

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8am – 7pm Monday – Friday.  
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**Out of Hours Service on 01202 657279**

## What if you are the person being harmed?

Contact the Adult Access Team or  
Out of Hours Service – as above

In the event of a crisis, or if a crime is being committed or a life is at risk, **dial 999** for the Emergency Services.

**If you are concerned that someone you know is being harmed in any way, contact the Adult Access Team: 01305 221016**