



self help uk

Welcome to your session on:

**SAFEGUARDING
OVER THE PHONE**



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During the Coronavirus health emergency, the contact you have with your clients is through talking over the telephone: it is especially important that you use effectively your listening skills when in conversation.

Whist you cannot see your client, building a rapport with them will enable you to work out what is “normal” in how they are chatting with you and what is different or out of the ordinary.

If your client tells you something which concerns you, please call your Beyond Diagnosis Coordinator immediately

Aims

- To enable you to refresh your knowledge and skills in supporting the safeguarding of individuals over the telephone
- To enable you to identify the different forms abuse can take and the potential indicators of these
- To enable you to act with confidence in a situation where you suspect abuse

“Abuse” has been defined as:

**“a violation of an individual’s human and civil rights
by any other person or persons”**

“No Secrets” (DoH : 2000)

The different forms which abuse can take:

- Physical
- Emotional
- Sexual
- Neglect
- Financial
- Institutional
- Discrimination

Physical Abuse

Examples include:

Hitting, shaking, biting, throwing, burning or scalding, suffocating, force feeding or otherwise causing physical harm to an individual

Emotional Abuse

Examples include:

Bullying, invoking threats or fear, devaluing individual self-esteem, verbal abuse and swearing, imposing inappropriate expectations, exploitation and conveying feelings of the worthlessness of the individual

NB: all types of abuse have an emotional impact on the individual

Sexual Abuse

Examples include:

Forcing an individual to take part in sexual activities or behave in sexually inappropriate ways, penetrative acts (including rape and buggery), non-penetrative acts (including masturbation) and forcing an individual to watch sexual activities (including on the Internet)

Neglect

Examples include:

Neglecting an individual's needs (for example, by not supporting them to keep clean, warm, fed and hydrated) and ignoring self-neglect by individuals

Financial Abuse

Examples include:

The theft of money or property, misappropriation or mismanagement of an individual's finances and denying individuals access to their own finances,

Institutional Abuse

Examples include:

Misuse of professional power, failure to maintain professional boundaries, inappropriate use of medication, physical restraint, humiliation or bullying, breaching confidentiality and denying privacy to individuals.

Discrimination

Examples include:

Abuse based on an individual's characteristics (including the "protected characteristics" which are part of the provisions of the Equality Act : 2010). These include mistreatment of an individual on the grounds of their ethnicity, gender, sexuality, age, disability, religion - such as harassment or slurs.

The Signs and Symptoms of all types of abuse can include:

Physical

Emotional and

Behavioural indicators

Indicators of Physical Abuse

Examples include:

Bruises, bite marks, burns, changes in behaviour (for example, displaying fear when approached by another person), changes in level of physical ability

Indicators of Emotional Abuse

Examples include:

Loss of self-esteem and self-confidence, appearing withdrawn, symptoms of stress and distress (for example, neglect of their appearance or of their diet by an individual and not showing interest in the things which they usually enjoy)

Indicators of Sexual Abuse

Examples include:

Disturbed behaviour (including self-harm), inappropriate sexualised behaviour or language, depression, loss of self-esteem, impaired ability to form or sustain relationships and repeated urinary infections.

Indicators of Neglect

Examples include:

Unkempt appearance, weight loss, dehydration, signs of self-harm (cuts or burns), withdrawn or submissive behaviour

Indicators of Financial Abuse

Examples include:

Loss of trust in others, insecurity, appearing fearful, withdrawn, conforming or submissive behaviour and the disappearance of possessions

Indicators of Institutional Abuse

Examples include:

Loss of self-esteem and confidence, submissive behaviour and signs of a loss of control by individuals as to what is happening to them.

Indicators of Discrimination

Examples include:

Anxiety about the characteristics which are being discriminated against – for example, trying to hide or deny their sexual orientation

Factors making abuse more likely for individuals with a disability

- Individual's level of understanding
- Communication differences/ difficulties
- Dependence on others for assistance with personal and intimate care
- Fear of complaining about care standards
- Poor self-image/self esteem
- Passivity in relationships due to lack of assertiveness
- Social stereotypes

A “**vulnerable adult**” is a person:

“who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation”.

(No Secrets: 2000)

Some examples of how an individual with a disability can be abused

- Force feeding
- Segregation
- Discrimination
- Inappropriate use of physical restraint
- Over sedation
- Lack of privacy
- Public toileting
- Confinement

Thank you for accessing this resource

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