

Debbie Parker talked to us about the work of the Surrey Safeguarding Adults Team.

Surrey's safeguarding Support Services do all of the following work:

- Safeguarding Adults
- Safeguarding Children
- Complaints
- Residential Support
- Allegations in Schools
- Safe Recruitment

We all have the right to make choices in our lives and live safely like other people

We all have the right to be safe from people hurting us or doing bad things to us

When someone does bad things to you, which make you feel frightened or unhappy this is called abuse

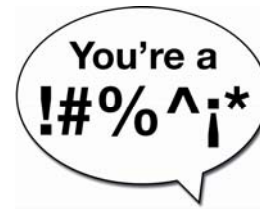


There are different types of abuse

- **Physical abuse** is when someone hits you, punches you, burns you or kicks you.
- **Sexual abuse** is when someone does something to your body that you do not agree to and makes you feel bad in yourself



- **Verbal abuse** is when people say bad things to you and they hurt your feelings, they do not listen to you, they threaten you or say that you are stupid. They may call you names or bully you either at home or in the community. An example of this was when a person was called names by young people outside the supermarket where she worked



- **Financial abuse** is when someone takes your money or your private things without asking you. It is when you do not have a say in how someone spends your money. An example of this was when a person's brother in law would take the person to the bank and get them to draw out cash for him



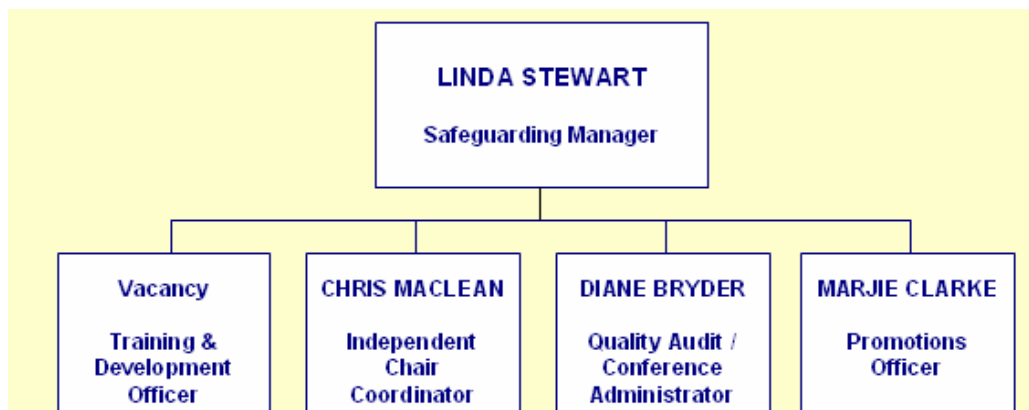
- **Discriminatory abuse** is when people say bad things to you because you are a different colour to them, are a different religion to them, come from a different country, are older than them or because you are a different sex to them.



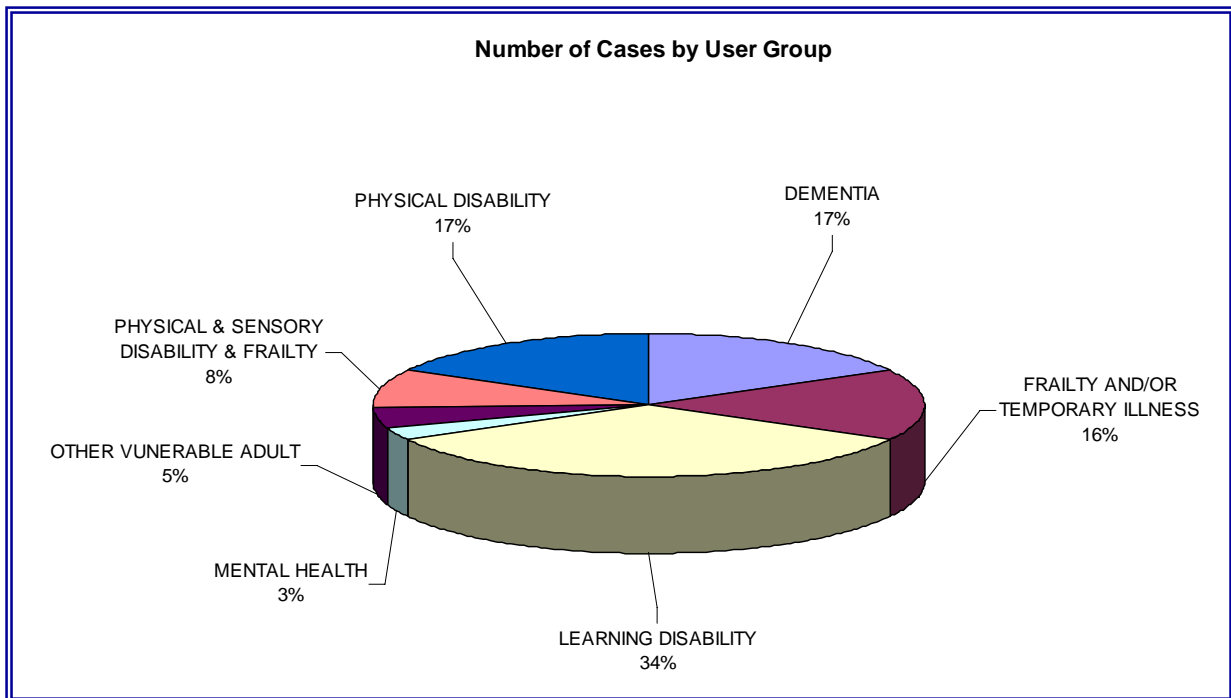
- **Neglect** is when people say that they are going to help you but they do not help you to get food, have a warm home or keep you safe from danger. An example of this was when a person living in a residential home had very bad pressure sores as they were not being cared for properly



The Safeguarding Adults Team Structure is shown below



Abuse of People with learning disabilities is reported more often than other groups of people



34% of the Safeguarding Adults Team cases are where people with a learning disability may have been abused. There are more cases of abuse that are not reported.

After an investigation many things can happen:

- The person can get counselling and support
- They may get more or different services to help them
- The person who abused them may go to court



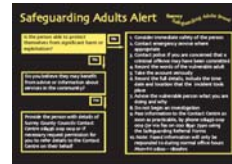
Some Surrey Safeguarding ideas and plans

- A DVD called Jakes Justice has been made. This shows what happens when a person is sexually abused and how they get justice.
- We have started work on a pictorial booklet explaining the safeguarding Adults process
- The team at Lockwood Day Service are making a new film about Safeguarding



Some more Surrey Safeguarding ideas and plans

- We are working to make sure that people with learning disabilities have good access to the Criminal Justice System
- We review serious cases to see what lessons we can learn
- We offer service user training
- We have designed an alert card so that people like the Police will know what to do if they think a person with a learning disability has been the victim of abuse.
- We worked with Surrey PCT and Surrey and Borders Partnership NHS trust to write a report saying what we after the reports into abuse in Cornwall, Merton and Sutton.
- We are working to write an action plan to say what we need to do in Surrey to make sure people with a learning disability are treated equally in hospital. Mencap's Death By Indifference report shows how 6 people



There was a lot of concern about the news that the Commission for Social Care Inspection (CSCI) will not do investigations of abuse in private and voluntary section registered homes.

CSCI used to do these investigations and say that Surrey County Council should do them.

The Safeguarding Unit are challenging this with CSCI

Mary said she will follow this up and invite CSCI to one of our future Partnership Board meetings.



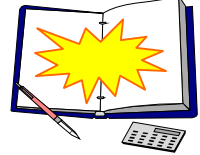


Partnership board Members talked about the Mencap report.

An update on the hospital liaison work was handed out, as well as the results of an audit on the use of the hospital communication books.

Andy Erskine said it was important to get all the hospital liaison link nurses together to look at what we are doing in Surrey.

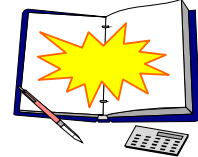
ACTION



Ginny said we need to get the care back into nursing. Patients don't eat as they can't open the packets of sandwiches.

Mary Hendrick and Anthony McCallum will write to the head of nurse training to ask they take notice of this report.

ACTION



Mike Leat showed a draft version of the Hospital Training Pack he is designing as part of the Hospital Liaison Project.



20 copies of the pack will be available for community teams to use to train hospital staff. The pack will be ready by the Autumn 2007

Sue Bunyan and Nicky Palmer did a talk on 'Death by Indifference' to nurses at the Royal Surrey County Hospital



The SWS Valuing People Group have also been working to update the yellow folders on the wards at Royal Surrey. The yellow folders have information about how to communication with people with a learning disability.



Contact Information

In an emergency call 999

Every Day People say nothing... please say something!!

Abuse can be: discriminatory, financial, neglect, physical, psychological, sexual, verbal. Abuse can happen anywhere and to anyone

Every one has a duty to care!

If you suspect a vulnerable adult is at risk or you would like further information:



Surrey County Council Contact Centre

Telephone: 08456 009 009

If you need to speak to someone urgently, out of normal office hours

Emergency Duty Team

Telephone: 01483 517898

Commission for Social Care Inspection

Telephone: 01483 413540

Elder Abuse Response

Telephone: 080 8808 8141

Respond

Telephone: 080 8808 0700

Surrey Domestic Abuse Helpline

Telephone: 01483 776822

Surrey Police

Telephone: 0845 125 2222