

# Roxton Nursing Home



## Protecting Vulnerable people

This leaflet provides information about abuse, how it might occur and what to do if it happens.

For more information, a list of contacts is given at the end of the document. The qualified nurses would also be happy to provide help.

## Vulnerable people

### **Protecting vulnerable people from abuse by others**

In Birmingham the City Council and other organisations such as the Police, Health Trusts, and the Department of Work and Pensions work together and share information to try to protect vulnerable adults from abuse by someone else. This leaflet gives information about which people might be at risk of abuse, the kinds of abuse that might happen and what you can do to help the vulnerable person.

### **Who might be a vulnerable adult?**

Anyone who is 18 years or over and because of age, illness, disability or a mental health problem cannot protect themselves from abuse.

[Action on Elder Abuse \(AEA\)](#) works to protect, and prevent the abuse of, vulnerable older adults. Visit their website.

## What is abuse?

People who need care and support need to be sure that the people they employ or receive care from are dependable. Abuse is any action that harms another person and includes:

- Physical abuse such as hitting, burning, pushing, kicking or locking someone in a room
- Verbal abuse such as shouting and/or swearing
- Emotional abuse such as bullying, taunting, threatening or humiliating someone
- Sexual abuse such as inappropriate touching, forcing someone to take part in any sexual act against their will
- Financial abuse such as misusing, withholding or taking someone's money, property or other belongings without their agreement
- Neglect such as not providing necessary food, heating, care or medicine which means the person suffers
- Discrimination such as ill treatment or harassment based on the person's age, gender, sexuality, disability, religious beliefs or race
- Institutional abuse, where the policies of the home or hospital lead to abuse of the elderly person

## About abuse

### **Who might abuse?**

Vulnerable adults may be abused by a wide range of people including:

- A partner, relatives and family members
- A paid or volunteer carer
- Paid staff
- Other service users
- Neighbours and friends
- Strangers

## Where does abuse happen?

Abuse can happen anywhere including:

- In someone's own home
- At a carer's home
- At day care
- In care homes or care homes with nursing
- In hospital
- At work or in educational settings
- In public places

## What you should do

At the nursing Home, please talk immediately with the Nurse-in-charge. Elsewhere, if anyone is injured get a doctor or ambulance. If you think a crime has been committed, contact the Police straight away.

You may also contact your nearest Birmingham Adults and Communities Directorate social care services office or out of office hours, the Emergency Duty Team or the Police (telephone numbers at the end of leaflet). In addition, the Commission for Social Care Inspection (CSCI) is also available to offer advice. Tell them you are worried about possible adult abuse. They will put you in touch with the most appropriate person to talk to.

Working with other agencies Social Care staff will find out as much as possible about what has happened. This might include:

- Talking to you and the other people involved to find out what has happened
- Planning what to do to protect the person being abused
- Support the person and their carers through the process
- Offering support in the future

If it is suspected that a crime has been committed the Police may decide to investigate and work alongside the other agencies.

## Information if you are at risk of abuse

You can get more information about adult protection by calling 0121 675 4806 and asking for your local Adults and Communities Social Care Services Office.

### **What happens after the care services are contacted?**

If Birmingham City Council's Adults and Communities Directorate is told that you may be at risk of abuse we have a responsibility to try to protect you.

### **How do we do this?**

The Nursing Home management and Social Care will work closely with the Police, Social Care may talk to other people who know you such as your doctor or home carer. They will have a discussion with professionals who decide what action is needed and who will then contact you.

If there is a risk of abuse Social Care will visit you to investigate the concerns, for example by talking with:

- you
- the person we think may be abusing you
- carers or people providing care and support to you

## What the Nursing Home will do

Roxton Nursing Home will always take suspicions or allegations of abuse seriously. We will bring in the relevant agencies (such as the Police , CSCI or Social Care)who will undertake their own investigations.

Our primary duty is to our residents and regardless of who is the alleged abuser (e.g. a member of staff, a relative, a friend or another resident) we will work with the other agencies to implement actions that will keep our residents safe

## What Social Care do

### **What Social Care MUST do**

They

- will consider your well-being and safety above everything else
- will listen to and respect your wishes
- will work with the Police, and other agencies involved in your care. The Government expects that agencies will share information where people's safety is, or may be, at risk
- If a crime is suspected the Police may carry out an investigation working alongside other agencies
- will keep you informed about what is happening

### **What they CANNOT do**

They

- cannot ignore concerns shared with us
- cannot insist that you talk to us, but we hope that you will. We will take what you say seriously
- cannot insist that you are examined by a doctor

### **Confidentiality**

When Social Care are given information they cannot ignore it. They may have to pass on information to other agencies. They will only give the information that is necessary. The social worker can give you another leaflet which explains this more - 'How can I find out what personal information is held about me?'

## The investigation

### **What happens after the investigation?**

There is a discussion between professionals to decide what happens next. It could be that Social Care:

- will decide with you if you need extra help or support
- may decide to take no further action
- may decide to have a meeting, called a case conference, to which we will invite you

If there is a case conference the social worker will talk to you about who will be at it. They can arrange for an interpreter or signer to be there if you need this.

### **Who will be at the case conference?**

- You, and if you wish, someone you choose to be there to support you
- The person in charge of the meeting who is employed by Birmingham Adults and Communities Directorate (called the chairperson)
- The social worker who did the investigation
- Someone from the Police is always asked to attend
- Staff from other agencies working with you

## **The case conference**

### **What happens at the case conference?**

The main things the people at this meeting will do are:

- Discuss what has happened and why there are worries
- Consider if you are still at risk of abuse
- Decide if your name should be put on Birmingham City Council's adult protection register
- Agree what to do to try to make sure you are not abused in the future. We call this an adult protection plan

### **What is the adult protection register?**

The adult protection register is kept by the Adults and Communities Directorate. It is a list of vulnerable adults who have been abused or who are at risk of abuse.

Your name will only go on this list if this is agreed at a case conference.

On our computer system we put a marker on the information about you to alert us that there have been concerns and there is a need to work together to try to keep you safe

## After the case conference

### **What happens after the case conference?**

- If the conference believes you are safe, then we will take no further action
- If the conference has put your name on the adult protection register then we will write the adult protection plan. This plan says what people must do to try to make sure you are safe
- The plan names a person that Social Care call the keyworker who makes sure that the plan is carried out
- Within three months there will be another case conference to discuss whether your name needs to stay on the adult protection register

### **What if I don't agree with what happens at the case conference?**

Tell the person in charge of the case conference if you don't agree with anything that is being said. You can do this at the case conference or afterwards.

If you have a keyworker you can speak to them about any worries you may have about the investigation or case conferences.

You can complain about any part of the investigation or case conferences that you are unhappy with. The social worker can give you a copy of the leaflet 'Your Right To Be Heard. Comments, Compliments, Complaints for adult service users, their carers and representatives'. This leaflet tells you how to make a complaint.

## What next?

### **What might happen to the person who is abusing you?**

- If this person is important to you Social Care will, if possible, help to keep your relationship. We can, for example, offer services, advice and information to relieve some of the pressures that they might have
- If you don't want contact with them Social Care could try to assist in making this possible
- If the person has abused you, it is possible that the Police could take them to court

### **How long will your name be on the register?**

Until another case conference decides that it is safe to take your name off the register.

## Who to contact

If the person is in hospital, contact the hospital social work team.

**City Hospital** - 0121 507 4623 / 4622 / 4626

**Good Hope Hospital** - 0121 378 6108

**Heartlands Hospital** - 0121 424 1622

**Moseley Hall Hospital** - 0121 442 3509

**Queen Elizabeth Hospital** - 0121 627 2350

**Queen Elizabeth Psychiatric Hospital** - 0121 678 2131 (Over 65 Mental Health enquiries)

**Royal Orthopaedic Hospital** - 0121 685 4194

**Selly Oak Hospital** - 0121 627 8677

**West Heath Hospital** - 0121 627 8237

Otherwise, contact the local office that covers the person's address.

If you need to contact Adults and Communities in an **emergency, outside of office hours**, you can do so by calling our Emergency Duty Service on **0121 675 4806**.

### **South Birmingham**

If the address is in Northfield (including Longbridge, Kings Norton, Weoley Castle), contact:

1102 Bristol Road South,

Northfield, B31 2RE.....Tel:0121-303 5350

If the address is in Selly Oak (including Billesley, Brandwood, Bournville), and Hall Green (including Kings Heath, Moseley, Hall Green, Sparkbrook, Springfield), contact:

Windsor House, 11a High Street,

King's Heath, B14 7BB.....Tel:0121-303 3571

If the address is in Edgbaston, (including Harborne, Quinton, Bartley Green), contact:

Attwood House, 72 High Street,

Harborne, B17 9NJ.....Tel:0121-303 3310

### **Heart of Birmingham**

If the address is in Ladywood (including Soho, Aston, Nechells), contact:

Sycamore Centre, Sycamore Road, Aston, B6 5UH.....Tel:0121-303 4003

### **Eastern Birmingham**

If the address is in Yardley, (including South Yardley, Stetchford and North Yardley, Sheldon, Acocks Green), contact:

Silvermere Centre, Silvermere Road, Sheldon, B26 3XA.....Tel:0121-303 6541

If the address is in Erdington (including Stockland Green, Kingstanding, Tyburn), contact:

250 Reservoir Road, Erdington, B23 6DE.....Tel:0121-303 7737

### **North Birmingham**

If the address is in Sutton Coldfield (including: Sutton Four Oaks, Sutton Trinity, Sutton New Hall, Sutton Vesey), contact:

Tamebridge House, Aldridge Road, Perry Barr, B42 2TY. ....Tel:0121-303 2221

### **Walsall residents**

01922 650494

**West Midlands Police:** 0845 113 5000

### **Care Quality Commission**

(if the person is in a care home or care home with nursing): Tel: 03000 616161

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

### **Elder Abuse Response Helpline**

For advice and support Tel: 080 8808 8141 [www.elderabuse.org.uk](http://www.elderabuse.org.uk)

### **Voice UK**

Support for people with learning disabilities who have been abused Helpline: 01332 869311

### **Respond Helpline**

For people with learning disabilities: 0808 808 0700 [www.respond.org.uk](http://www.respond.org.uk)

**Birmingham Carers Helpline** A one-stop information and resource helpline for carers in Birmingham Tel: 0121 686 4060