

Safeguarding adults

Safeguarding vulnerable adults in Waltham Forest

The safeguarding adults policy and procedure was developed in consultation with all partner agencies, through the Safeguarding Adults Board (SAB) and Safeguarding Adults Working Group (SAWG).

The organisations represented include the Primary Care Trust (PCT), NHS Hospital Trust, North East London Mental Health Trust (NELMHT), Metropolitan Police and independent and voluntary sector providers.

Who is a “vulnerable adult”?

Anyone aged 18 years or over who may be unable to take care of or protect themselves because they have a physical or sensory disability, learning difficulties, mental health needs or are frail older people.

What do we mean by abuse?

Abuse is a violation of a person’s right or dignity by someone else. There are many kinds of abuse; some are listed below:

Physical: Including hitting, slapping, pushing, kicking, restraint or inappropriate sanctions.

Sexual: Including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, could not consent or was pressured into consenting.

Psychological: Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

Financial or material: Including theft,

fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, the misuse or misappropriation of property, possessions or benefits.

Neglect or acts of omission: Including ignoring medical or physical care needs, failure to provide access to appropriate health care, social care, education services or misuse of medication, adequate nutrition or heating.

Discriminatory: Including racist, sexist behaviour and harassment based on a person’s ethnicity, race, culture, sexual orientation, age or disability, and other forms of harassment, slurs or similar treatment.

Who may abuse?

Anyone might! For example, relatives and family members, professional staff, paid care workers, volunteers, other service users, neighbours, friends and associates, and strangers.

What should you do if you are worried?

If you are the victim of abuse, or you know someone who you think is being or has been abused, then it is really

important to seek help.

Contact your nearest Social Services office, Health team or the Police. The key contact numbers and addresses are listed on this page. Tell the person that you speak to that you are worried about possible adult abuse. You will be put in touch with the most appropriate person to talk to.

What happens after your contact?

The Social Care or Health Care staff will find out as much as possible about what has happened. An investigation will be carried out and a protection plan will be put in place. Arrangements will be also made to safeguard the vulnerable adult from any future abuse.

Important contact numbers

Social Service Teams

If you are an adult (any age over 18) living in the north of the borough (E4 or E17) please contact:

First Response Team North

47 Gainsford Road, Walthamstow E17 6QB
Tel: 020 8496 3000 Fax: 020 8496 1813

If you are an adult (any age over 18) living in the south of the borough (E10, E11 or E15) please contact:

First Response Team South

90 Crownfield Road, Leytonstone E15 2AJ
Tel: 020 8496 3000 Fax: 020 8496 1203

Emergency Duty Team, Adult Social Services (Out of normal office hours)

Tel: 020 8496 3000

Community Learning Disability Team

30 Coleridge Road, Walthamstow E17 6QU
Tel: 020 8521 0337 Fax: 020 8521 8511

Specialist Adults Disability Team

Tel: 020 8496 1665 Fax: 020 8496 1659

Whipps Cross Hospital Trust

Tel: 020 8539 5522

Locality Mental Health Team North

1 Merriam Close, Larkshall Road,
Chingford E4 9JQ

Tel: 0844 600 1233 Fax: 0844 493 0271

Locality Mental Health Team South

South Forest Centre, 21 Thorne Close,
Langthorne Road, Leytonstone E11 4HU

Tel: 0844 600 1268 Fax: 0844 493 0262

Mental Health Older People's Team

Red Oak Lodge, 17 Thorne Close, Langthorne
Road, Leytonstone E11 4HU

Tel: 0844 600 1270 Fax: 0844 493 0261

Police

Tel: 020 8556 8855

or dial **999** in an emergency

Respond Helpline for people with learning disabilities

Tel: 0808 808 0700

Action on Elder Abuse Helpline

Tel: 0808 808 8141

Waltham Forest Safeguarding Adults team

You can call the Safeguarding Adults team in confidence.

Tel: 020 8496 3497 or 020 8496 3459

Fax: 020 8496 3665

E-mail: gulam.robhani@walthamforest.gov.uk

Or by post:

Safeguarding Adults Team

Silver Birch House, Uplands Business Park
Blackhorse Lane, Walthamstow E17 5SD

Please note:

this building is not open to personal visitors

Note: The information contained in this leaflet is intended as a guide only and is accurate at the time of publication. For the latest information please visit

www.walthamforest.gov.uk/adultprotect

or call the Safeguarding Adults team.

Interpreting And Translation Assistance

This booklet tells you about Safeguarding vulnerable adults in Waltham Forest. If you would like a translation of this leaflet, please tick the language you want, complete your name and address and return the whole form to the address given below. This information can also be made available on Audio Tape Braille Large Print

Any other language - Please state

<p>Kjo fletëpalosje ju tregon mënyrën se si të veproni në qoftë se jeni të shqetësuar rreth abuzimit të të rriturve. Në qoftë se ju do të dëshironit një përkthim të kësaj fletëpalosjeje, lutemi shënoni (tick) gjuhën që dëshironi, plotësoni emrin dhe adresën tuaj dhe ktheheni krejt formularin tek adresa që jepet më poshtë.</p>	<p>Este folheto diz-lhe o que deve fazer se está preocupado relativamente a abuso de adultos. Se deseja uma tradução deste folheto, assinale o idioma desejado, preencha o seu nome e morada e devolva-nos o formulário completo para o endereço a seguir indicado.</p>
<p>يشرح هذا الكتيب ما عليك أن تفعله إذا خائفًا من طفلي البالغين. وإذا أردت ترجمة لهذا الكتيب فالرجاء وضع علامة أمام اللغة التي تريدّها وأكمل اسمك وعنوانك وأرسل كامل النموذج للعنوان أدناه.</p>	<p>Warqaddan yari waxay kuu sheegaysaa sida loo samaynayo iyo waxa la samaynayo haddii aad ka welwelsan tahay dulminta dadka qaana-gaadhka ah (adult abuse). Haddii aad jeclaan lahayd warqaddan in turjumaad laguugu sameeyo, fadlan sax luuqadda aad doonayso, qor magacaaga iyo cinwaankaaga, foomka oo dhan markaa ku soo celi cinwaanka hoos ku qoran.</p>
<p>如果您擔心成人虐待行為，這本小冊子告訴您該做些什麼以及如何去做。如果您希望得到該小冊子的母語翻譯件，請您在需要的語言處打勾，填寫您的姓名和住址，然後將整個表格寄往下述地址。</p>	<p>இத்துண்டுப்பிரசம் முதியோரைக் கொடுமைப்படுத்துவது பற்றி நீங்கள் கவலைப்பட்டால் நீங்கள் என்ன செய்ய வேண்டும் என்பது ஆகும். இத்துண்டுப்பிரசரத்தின் மொழிபெயர்ப்புப் பிரதி உங்களுக்குத் தேவையாயின் தயவுசெய்து உங்களுக்குத் தேவையான மொழிக்கு எதிராகக் குறியிட்டு உங்கள் பெயர் விலாசம் ஆகியனவற்றைக் குறித்து முழுப்பத்திரத்தையும் கீழே தரப்பட்ட விலாசத்திற்குத் திருப்பி அனுப்பி வைக்கவும்.</p>
<p>Ce dépliant vous explique ce que vous pouvez faire si vous êtes inquiet au sujet de mauvais traitements envers les adultes. Si vous désirez obtenir une version traduite de ce dépliant, veuillez cocher la case correspondant à la langue que vous souhaitez, indiquer votre nom ainsi que vos coordonnées et renvoyer le formulaire dûment rempli à l'adresse ci-dessous.</p>	<p>Bu broşürde yaşlı ya da engelli ve korunmasız yetişkinlere karşı yapılan kötü muameleden kaygı duyuyorsanız ne yapmanız gerektiği anlatılmaktadır. Bu broşürün Türkçe çevirisini okumak istiyorsanız, lütfen uygun kutuyu işaretleyip adınızı, soyadınızı ve adresinizi yazdıktan sonra formun tümünü aşağıdaki adrese gönderin.</p>
<p>Ta broszura powie Ci, co robic, jezeli jest Ci znany przypadek maltretowania kogos lub znczenia sie nad kims. Jezeli chcesz, aby przetumaczono te broszure, zakreśl właściwy język, wpisz swoje imię, nazwisko i adres, a następnie wyślij cały formularz na ponizszy adres.</p>	<p>یہ کتابچہ آپکو بتائے گا اگر آپ معذوریابوڑھے لوگوں سے کیے جانے والے خراب سلوک کی وجہ سے پریشان ہیں تو کارروائی کیسے کی جائے۔ اگر آپ اس کتابچے کا ترجمہ پسند کریں تو براہ مہربانی مطلوب زبان پر نشان لگائیں۔ اپنا نام اور پتہ تحریر کریں اور سارسہ فارم کو بھیج دیں۔</p>
<p>Name _____ Address _____ _____ _____ Telephone No. _____</p>	<p>Return to: Freepost Plus RRAC-YJAH-EYZH Business Support London Borough of Waltham Forest Silver Birch House Uplands Business Park Blackhorse Lane London E17 5SD</p>