

# No Abuse

## Easy Read



# About this booklet

This booklet has been written in easy read and uses pictures to help you:

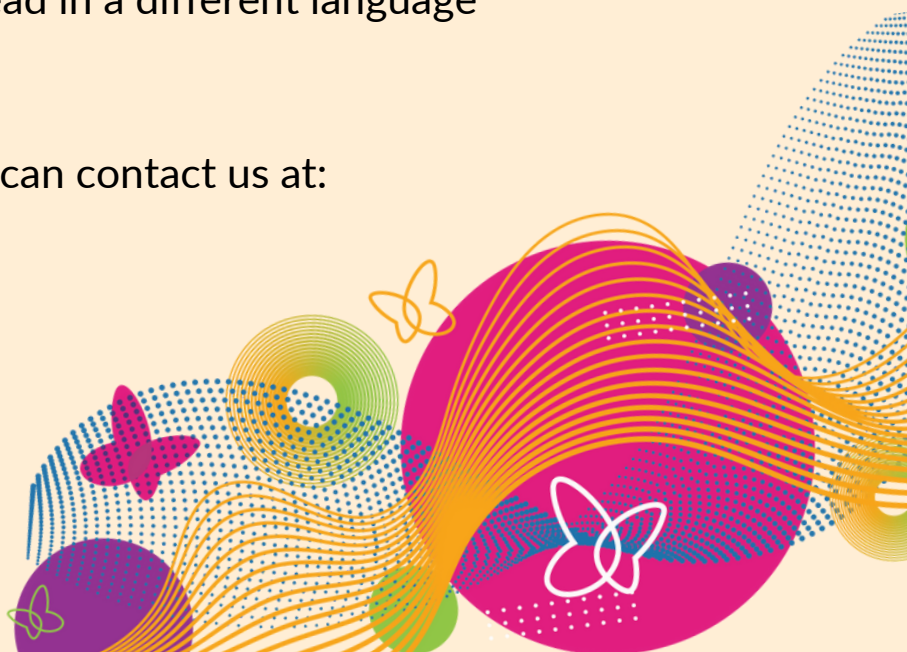
- Recognise what abuse is
- Understand what your rights are
- Tell others about abuse when it happens

In this booklet, when we say 'us' we mean Alternative Futures Group. You can ask for support to read the booklet if you need to, and you can also ask to read the booklet in different ways:

- Text only – this is just writing with no pictures
- Large Text – this is just writing but printed very big so it is easy to see
- Audio – this is the sound of someone reading the leaflet out loud
- Braille – this is for blind people and people that have problems seeing
- Different languages – this is for people who don't understand English or who like to read in a different language

To ask for any of these you can contact us at:

Alternative Futures Group  
Exchange Station  
Tithebarn Street  
Liverpool

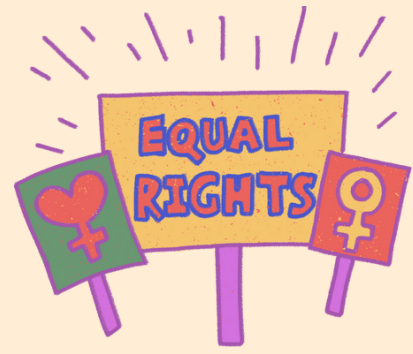


# What is in this booklet?

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# Rights



- Everyone has human rights. Human rights describe how people should be treated.
- You have the right to live in safety free from abuse and neglect.
- You have the right to be treated with dignity, respect and fairness at all times.
- You have the right to make choices about your life and things which affect you.
- You should be involved in decisions about you.



# What is abuse?



- Abuse is when someone mistreats you, hurts you or upsets you on purpose.
- Abuse is something that happens to you, that you don't want, and you want it to stop.
- You may be afraid to tell someone, or be scared of what will happen if you do tell.
- Abuse is not your fault.
- Any abuse is wrong, and abuse can happen anywhere.

Safeguarding Adults is part of The Care Act 2014. This law tells us that we must try and prevent abuse and neglect, and what we must do if you are being abused or neglected, or you at risk of it. Making Safeguarding Personal means that we ask your wishes, feelings, beliefs and what you would like to happen. This could include: an apology, staff training, changing your support plans, or other changes that help you feel safe.





# How to spot abuse?

These are some kinds of abuse but there are others.

## Physical Abuse

- Treating you roughly
- Kicking
- Punching or slapping you
- Biting
- Bruising or hurting you on purpose



## Financial and material abuse

- Taking your money or things when you don't want them to
- Using your things without your permission
- Buying things for other people with your money without asking
- Borrowing money and not paying it back
- Internet, post and doorstep scams



# How to spot abuse?

## Emotional Abuse

- Bullying on the internet
- Shouting or swearing
- Saying horrible things to you or about you
- Upsetting you
- Ignoring you or leaving you alone
- Scaring you or making threats



## Sexual Abuse

Sexual abuse is when someone does sexual things to you that you do not want or do not understand. It can also be someone making you do sexual things that you don't want to do.

Here are some examples:

- Having sex or trying to have sex with you
- Touching your body
- Kissing you
- Taking their clothes off and making you touch them or look at their body
- Saying sexual things to you
- Making you watch sexy films or look at sexy photos



# How to spot abuse?

## Discrimination

Calling you names or treating you unfairly because of:

- The way you look
- Your disability
- What you believe in
- The colour of your skin
- Where you are from
- You are a man or woman or because of your sexuality.
- This type of abuse could be a hate crime.



## Neglect

- Not helping or caring for you in the right way
- Not giving you your medication
- Not getting you the right medical help
- Not making sure you are safe, warm and have food



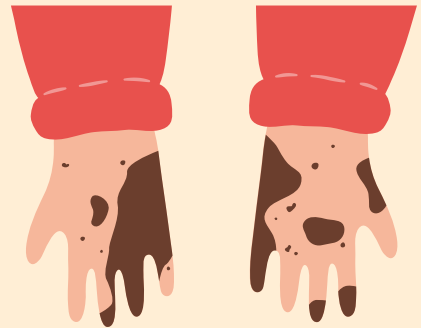


# How to spot abuse?

## Self-neglect

Self-neglect can be when someone is struggling to care for themselves

- Not cleaning or keeping their home safe and tidy
- Not washing or changing their clothes
- Not eating very much or cooking
- Not going to health appointments



## Domestic violence and abuse

Domestic abuse is any type of abuse which happens in families or in relationships or people who have been in relationships

- Behaviour which scares you
- Stopping you doing what you want to do or controlling you



# How to spot abuse?

## Mate Crime

Mate crime is when someone who you think is your friend is abusing you.

- They might try and make you do things you wouldn't normally do and make you feel bad if you don't do it.
- Take money or other things from you but never give it back
- Let you get into trouble for something you didn't do

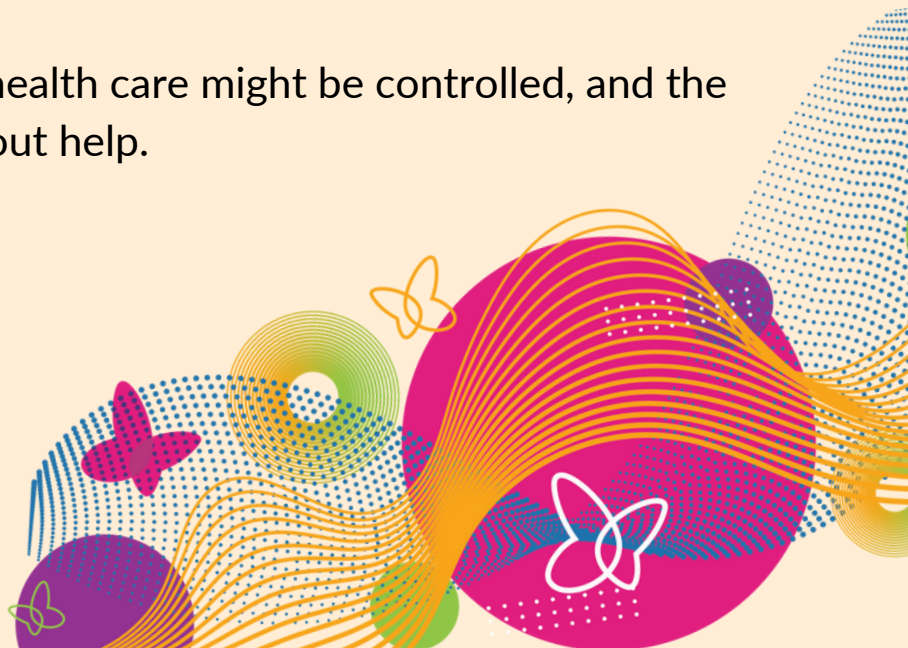
## Organisational abuse

Organisational abuse is when the focus moves away from being about you, and is more about the staff or about the organisation (AFG).

- Your support and activities are done in a way that is better for the staff instead of you.

## Modern slavery

- Modern slavery examples are slavery, human trafficking, forced work, and work which isn't properly paid and where workers are mistreated.
- Passports, money, and health care might be controlled, and the person feels stuck without help.



# How to spot abuse?

## Radicalisation

- Radicalisation and extremism refers to people who support violence or terrorism. People can try to get you to think the way that they do and hold the beliefs that they hold. This would probably be to do with different faiths, beliefs, laws, the government, armed forces.
- You may be being told that you can be part of something special, and you might be being asked to see less of your old friends and family.
- Being involved in violence or terrorism is against the law.

## Degrading treatment

You should always be treated with dignity and respect by people who care and are compassionate. Degrading treatment is the opposite of this and it makes people feel humiliated and upset.

People supported in AFG say that degrading treatment includes:

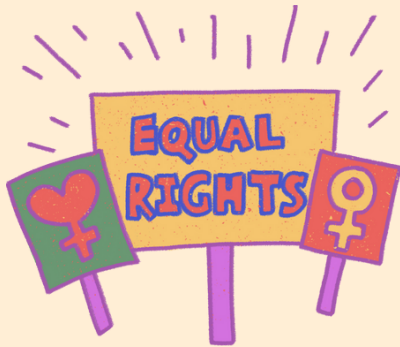
- Being shouted at and told off
- Being told to go upstairs or go away
- Being made fun off
- Not having private time or space
- These are just a small number of examples.



# How to spot abuse?

## Deprivation of Liberty

- A person may not be able to make decisions about their care and where they live themselves, that they have a lot of supervision and support, and that they aren't free to live where they want to.
- The Human Rights Act says people must not be deprived of their liberty unless the law has been followed. The law checks that the care, support or treatment is in your best interests, that it is not too restrictive. You can speak up if you don't agree with your support or plan.





# Safeguarding



## Keeping Your Money, Belongings and Information Safe

Keep your money, bank card, account information and valuables safe by locking them away. You may do this by keeping your door locked and possibly having a safe. Think about who has access to your rooms where you keep money or valuables. Say no if anyone asks you for any of your money, your bank card, account information or your property. Talk to your Team Leader if you need support with money, benefits, budgeting, access to money, safekeeping of money or property.



## What you should expect from your staff

All Alternative Futures Group staff have a code of conduct which has rules about what staff can and can't do. This is to make sure that staff provide good support promoting your privacy, dignity, rights, health and wellbeing at all times. However sometimes this doesn't happen and it is important that you know that the following examples are not okay. If you see any of the below then please report to your team leader or another manager.





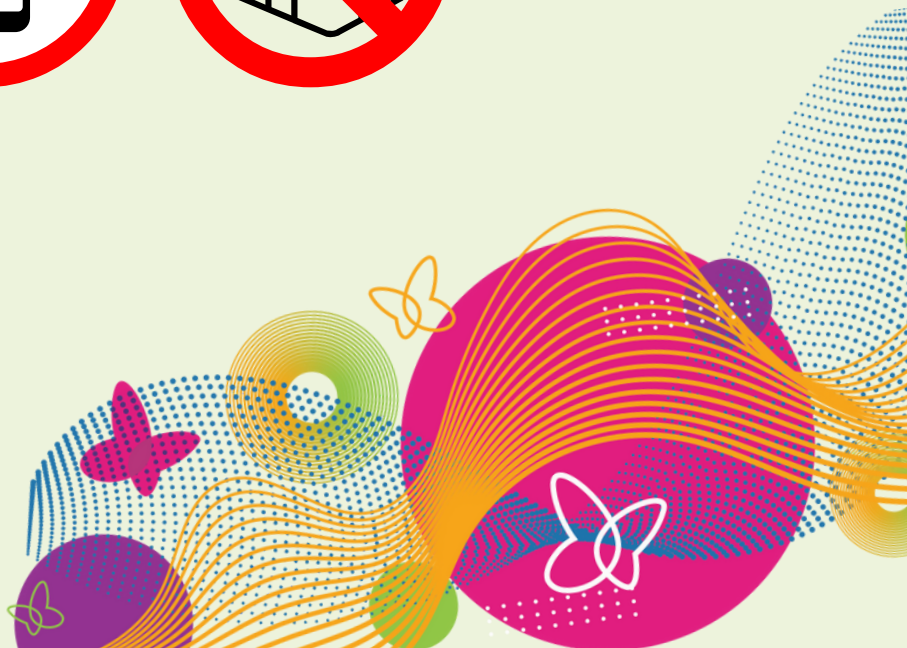
# Staff should...

- Respect your religion, beliefs, gender, race, disability, sexual orientation, pregnancy, marital status or age.
- Keep your information confidential and ask your permission to share information
- Always use respectful words and language, they should not swear or use words which could cause upset.
- Tell you if they make a mistake or forget to do something. They should apologise and explain why it happened and what they will do to make sure it doesn't happen again.
- Buy food and drink in their own time and should have your permission to keep their food in your home.
- Support you for meals out as agreed in your care plan and the maximum payment for staff food including a drink is £8.00 (any more than this should be paid for by staff).



# Staff should not...

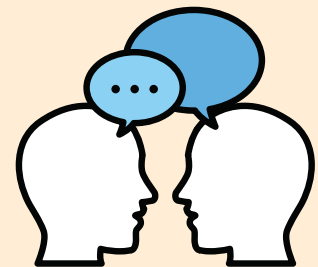
- Bring their own pets into your home
- Accept gifts from you
- Leave support early unless they have permission from you and their manager and you still receive your support hours
- Have friends or family visiting them at work or in your home
- Shout or raise their voice
- Use mobile phones for personal use in support time
- Do their own shopping, go to the bank, going home or other personal activities during support time.
- Make arrangements with personal friends or family members to provide services like cleaning, hair dressing, shopping support or other



# What should you do?

If anyone does any those things it is wrong and you should tell someone you can trust as soon as you can. You can tell...

- A member of staff or a manager
- A friend or relative
- An advocate
- Your community nurse or care manager
- A doctor
- The police
- An inspector (Care Quality Commission)



## Contact:

Natalie Bell  
Safeguarding Lead  
07824 095 570



# What should we do?

- We take everything you tell us seriously. Your wishes and choices are important.
- We will listen when you tell us what you want to happen. We will only ever go against what you want to protect you from danger, harm or risk.

If you tell us about abuse:



- You will be helped to stay safe
- You will be asked what you would like to happen
- You can choose who supports you.
- You might want support from a family member, professional, staff member or an advocate
- You will be helped to stop the abuse
- We will make sure that no-one treats you badly because you said you were being abused
- Other agencies may need to be informed. You will be kept informed and involved throughout the response to your safeguarding concern





# Useful contacts

## Your local Social Services Department

Contact details in your telephone directory or on the internet.

## Police

Where the abuse is also a crime - such as assault, racial harassment, rape or theft - call the police on 999. You should always do this if you are worried that you or someone you know is in immediate danger.

In less urgent cases the police can be contacted on phone number 101.

## Victim Support

Victim Support is the national independent charity that offers support to victims of crime.

Victim support offer a supportline. They will give you information and support in confidence over the phone and direct you to your nearest office. Freephone 0808 1689 111.





# Useful contacts

## Medical Advice

If you or anyone else is injured you should seek medical advice. If the injury is serious phone 999 and ask for an ambulance otherwise make a GP appointment or go to your local hospital or walk in centre as soon as possible.

## Care Quality Commission

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

Telephone number: 03000 616161



## Mind

Website: [www.mind.org.uk](http://www.mind.org.uk)

Telephone number: 0300 123 3393

Text: 86463

## Foundation for People with Learning Disabilities

Website: [www.learningdisabilities.org.uk](http://www.learningdisabilities.org.uk)

British Institute of Learning Disabilities (BILD) provide links to more easy read information on their website:

<http://www.bild.org.uk/easy-read/easy-read-information/keeping-safe-easy-read-information>



