



Neglect and poor care and how to get help



Contact us on
0300 123 22 24
adults@somerset.gov.uk



**We use pictures to help you understand this leaflet.
Some of these pictures might upset you.**

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Who we are

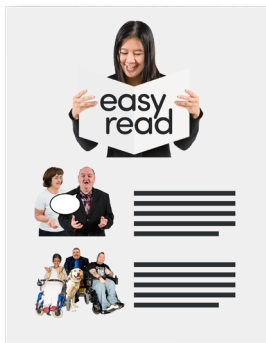


We are **Somerset Safeguarding Adults Board**.

Safeguarding means making sure people are safe.



We work with other organisations to make sure all adults can live safely in Somerset.



This leaflet tells you about **neglect** and what you can do about it.



This leaflet might upset you.

You can ask someone you trust to read it with you.

What is abuse?



Abuse is when someone does or says something that hurts or upsets someone else.

Abuse can happen to anyone.



Abuse is never OK.

No one has the right to abuse people.



Abuse normally happens over weeks, months or years.

But abuse can also happen once.



This leaflet tells you about a type of abuse called **neglect**.

What is neglect?



Neglect is when someone does not get the care they need to live well.

For example, not getting medicine on time.



Neglect is when someone cannot choose the care they want.

For example, not eating at a time they want.



Neglect is when someone is not listened to.

For example, not getting to the toilet in time.



Neglect can be done on purpose.

Or can happen because a service is run badly.

Who might carry out neglect?



Most people are kind and respectful.

But a stranger or someone you know or trust could abuse you.



It can be a

- Partner, child or family
- Friend or neighbour
- Parent
- Care or support worker
- Staff
- Volunteer
- Housemate
- Stranger.



It can be anyone who works with people who need care and support.

Signs of neglect

Someone who is neglected might



- Have lots of health problems or lose lots of weight.



- Be very thirsty



- Not wash



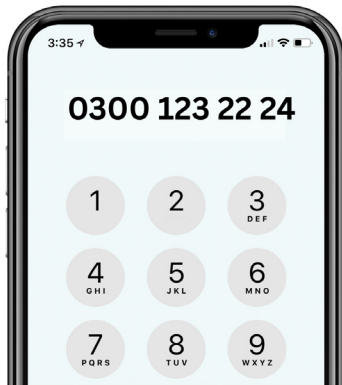
- Wear dirty or wet clothes



Neglect can happen in

- Someone's own home
- A hospital
- A care home or day service.

Who to contact for help



You can contact Somerset Council about abuse on

- Phone **0300 123 22 24**
Monday to Friday
8.30am to 5.30pm



- Email **adults@somerset.gov.uk**



You can call the Out of Hours team at Somerset Council on **0300 123 23 27**.



You can also contact the police about the abuse.

- Call **101**
- Or call **999** in an emergency.

More information



You can find more information on our website

www.SomersetSafeguardingAdults.org.uk



You can also use your phone to scan this QR code to visit our website.



We have a leaflet with more information on each type of abuse.



**Abuse is never your fault.
We are here to help you.**



This Easy Read document has been tested by a team of consultants with learning disabilities.

www.OpenStoryTellers.org.uk