



# Institutional abuse

## 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

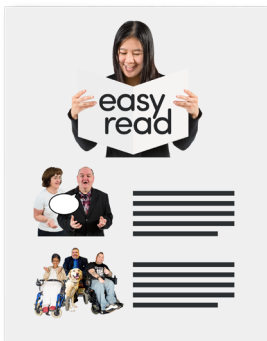


We are **Somerset Safeguarding Adults Board**.

**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 **institutional abuse** 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 you or makes you upset.

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 **institutional abuse**.

# What is institutional abuse?



**Institutional abuse** is when an organisation or service gives people bad care which harms them.



For example, organisations like care homes and mental health hospitals.



**Institutional abuse** is not the same as neglect.

Institutional abuse is when an organisation hurts lots of people.



**Neglect** is when one staff member does not look after someone properly.

# Who might carry out abuse?



Most people will not abuse you.

But you can be abused by a stranger or someone you know.



It can be a

- Care worker
- Health worker
- Staff in a shared home
- Staff in a nursing home
- Volunteer.



It might be someone you trust.

# Signs of institutional abuse

## Institutions might



- Be smelly, untidy or crowded.



- Hide people's personal things.
- Lose care plans and letters.

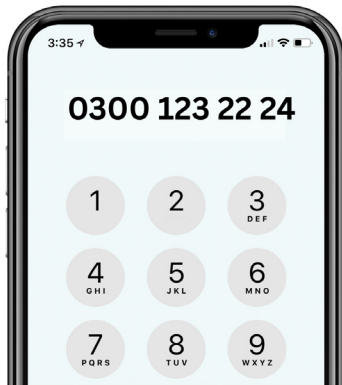


- Stop people being independent.
- Stop people phoning family.



- Stop people choosing when to eat or go to bed.

# 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**



**Somerset**  
Council

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

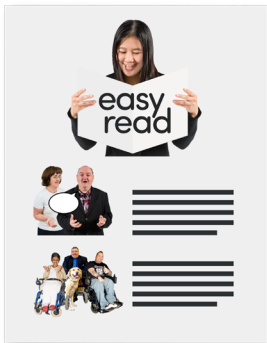


You can find more information on our website

[www.SomersetSafeguardingAdults.org.uk](http://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](http://www.OpenStoryTellers.org.uk)