

	Possible signs and symptoms of abuse include:	Possible indicators of abuse include:
Physical abuse	<ul style="list-style-type: none"> <li>• Hitting, slapping, punching, kicking, hair-pulling, biting, punching</li> <li>• Rough / inappropriate handling and other forms of assault that may not leave visible signs of injury, but may cause pain or discomfort</li> <li>• Biting, deliberate burns, scalding</li> <li>• Physical punishments / beating</li> <li>• Inappropriate or unlawful use of restraint</li> <li>• Making someone purposefully uncomfortable (e.g. Opening a window and removing blankets)</li> <li>• Stabbing, strangulation, poisoning and wounding (breaking the skin) and other forms of assault that cause serious injuries or death</li> <li>• Involuntary isolation or confinement</li> <li>• Withholding, inappropriately altering or administering medication or other treatments</li> <li>• Forcible feeding or withholding food</li> <li>• Restricting movement (e.g. tying someone to a chair)</li> </ul>	<ul style="list-style-type: none"> <li>• Unexplained or inappropriately explained injuries</li> <li>• Adult exhibiting untypical self-harm</li> <li>• Unexplained cuts or scratches to mouth, lips, gums, eyes or external genitalia</li> <li>• Unexplained bruising to the face, torso, arms, back, buttocks, thighs, in various stages of healing</li> <li>• Collections of bruises that form regular patterns which correspond to the shape of an object or which appear on several areas of the body</li> <li>• Unexplained burns on unlikely areas of the body (e.g. soles of the feet, palms of the hands, back), immersion burns (from scalding in hot water/liquid), rope burns, burns from an electrical appliance</li> <li>• Unexplained or inappropriately explained fractures at various stages of healing to any part of the body</li> <li>• Medical problems that go unattended</li> <li>• Sudden and unexplained urinary and/or faecal incontinence. Evidence of over/under-medication</li> <li>• Adult flinches at physical contact</li> <li>• Adult appears frightened or subdued in the presence of particular people</li> <li>• Adult asks not to be hurt</li> <li>• Adult may repeat what the person causing harm has said (e.g. ‘Shut up or I’ll hit you’)</li> <li>• Reluctance to undress or uncover parts of the body</li> <li>• Person wears clothes that cover all parts of their body or specific parts of their body</li> <li>• An adult without capacity not being allowed to go out of a care home when they ask to</li> <li>• An adult without capacity not being allowed to be discharged at the request of an unpaid carer/family member</li> </ul>

	Possible indicators of abuse include:
<p><b>Domestic abuse</b></p> <p><b>Possible signs and symptoms of abuse include:</b></p> <p>The cross-government definition of domestic violence and abuse is: “any incident of pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality”.</p> <p>The abuse can encompass, but is not limited to:</p> <ul style="list-style-type: none"> <li>• psychological</li> <li>• physical</li> <li>• sexual</li> <li>• financial</li> <li>• emotional.</li> </ul> <p>It also includes so called ‘honour’-based violence, female genital mutilation and forced marriage.</p> <p>Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.</p> <p>Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.</p>	<p><b>Possible indicators of abuse include:</b></p> <ul style="list-style-type: none"> <li>• Low self-esteem</li> <li>• Feeling the abuse is their fault when it is not</li> <li>• Physical evidence of violence such as bruising, cuts, broken bones</li> <li>• Verbal abuse and humiliation in front of others</li> <li>• Fear of outside intervention</li> <li>• Damage to home or property</li> <li>• Isolation – not seeking friends or family</li> <li>• Prevented from seeing friends or family or attending college/work/appointments</li> <li>• Prevented from leaving the home</li> <li>• Being followed or continually asked where they are</li> <li>• Limited access to money</li> <li>• Disclosure/s and retraction/s</li> </ul>

	Possible signs and symptoms of abuse include:	Possible indicators of abuse include:
<b>Sexual abuse</b>	<ul style="list-style-type: none"> <li>• Rape, indecent exposure, sexual harassment</li> <li>• Inappropriate looking or touching</li> <li>• Sexual teasing or innuendo</li> <li>• Sexual photography</li> <li>• Subjection to pornography or witnessing sexual acts</li> <li>• Indecent exposure and sexual assault</li> <li>• Sexual acts to which the adult has not consented or was pressured into consenting</li> <li>• Offensive or suggestive sexual language or action</li> </ul> <p>It includes penetration of any sort, incest and situations where the person causing harm touches the abused person's body (e.g. breasts, buttocks, genital area), exposes his or her genitals (possibly encouraging the abused person to touch them) or coerces the abused person into participating in or looking at pornographic videos or photographs. Denial of a sexual life to consenting adults is also considered abusive practice.</p> <p>Any sexual relationship that develops between adults where one is in a position of trust, power or authority in relation to the other (e.g. day centre worker/social worker/residential worker/health worker) may also constitute sexual abuse.</p>	<ul style="list-style-type: none"> <li>• Adult has urinary tract infections, vaginal infections or sexually transmitted diseases that are not otherwise explained</li> <li>• Adult appears unusually subdued, withdrawn or has poor concentration</li> <li>• Adult exhibits significant changes in sexual behaviour or outlook</li> <li>• Adult experiences pain, itching or bleeding in the genital/anal area</li> <li>• Adult's underclothing is torn, stained or bloody</li> <li>• A woman who lacks the mental capacity to consent to sexual intercourse becomes pregnant</li> <li>• Sexual exploitation.</li> </ul> <p>The sexual exploitation of adults with care and support needs involves exploitative situations, contexts and relationships where adults with care and support needs (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of performing sexual activities, and/or others performing sexual activities on them. Sexual exploitation can occur through the use of technology without the person's immediate recognition. This can include being persuaded to post sexual images or videos on the internet or a mobile phone with no immediate payment or gain, or being sent such an image by the person alleged to be causing harm. In all cases those exploiting the adult have power over them by virtue of their age, gender, intellect, physical strength, and/or economic or other resources.</p>

	<b>Possible signs and symptoms of abuse include:</b>	<b>Possible indicators of abuse include:</b>
<b>Psychological / Emotional abuse</b>	<p>Psychological abuse is the denial of a person's human and civil rights including choice and opinion, privacy and dignity and being able to follow one's own spiritual and cultural beliefs or sexual orientation.</p> <p>It includes preventing the adult from using services that would otherwise support them and enhance their lives. It also includes the intentional and/or unintentional withholding of information (e.g. information not being available in different formats/languages etc.).</p> <ul style="list-style-type: none"> <li>• Use of threats or fear to override a person's wishes</li> <li>• Lack of privacy or choice</li> <li>• Denial of dignity</li> <li>• Deprivation of social contact or deliberate isolation</li> <li>• Being made to feel worthless</li> <li>• Threat(s) to withdraw care or support, or contact with friends</li> <li>• Humiliation, blaming</li> <li>• Use of coercion, control, harassment, verbal abuse</li> <li>• Treating an adult as if they were a child</li> <li>• Cyber bullying</li> <li>• Refusal to allow person to see others alone or to receive telephone calls / visits on their own</li> <li>• Removing mobility or communication aids, or intentionally leaving someone unattended when they ask for assistance</li> <li>• Preventing someone from meeting their religious or cultural needs</li> <li>• Preventing stimulation or meaningful occupation or activities</li> </ul>	<ul style="list-style-type: none"> <li>• Extreme submissiveness or dependency</li> <li>• Sharp changes in behaviour in the presence of certain people</li> <li>• Self-abusive behaviours</li> <li>• Loss of confidence</li> <li>• Loss of appetite</li> <li>• Untypical ambivalence, deference, passivity, resignation</li> <li>• Adult appears anxious or withdrawn, especially in the presence of the alleged abuser</li> <li>• Adult exhibits low self-esteem</li> <li>• Untypical changes in behaviour (e.g. continence problems, sleep disturbance)</li> <li>• Adult is not allowed visitors/phone calls</li> <li>• Adult is locked in a room/in their home</li> <li>• Adult is denied access to aids or equipment, (e.g. glasses, dentures, hearing aid, crutches)</li> <li>• Adult's access to personal hygiene and toilet is restricted</li> <li>• Adult's movement is restricted by use of furniture or other equipment</li> <li>• Bullying via social networking internet sites and persistent texting</li> </ul>

<b>Financial or material abuse</b>	<b>Possible signs and symptoms of abuse include:</b>	<b>Possible indicators of abuse include:</b>
	<ul style="list-style-type: none"> <li>• Theft, fraud, internet scamming</li> <li>• Coercion in relation to an adult's financial affairs or arrangements, including in connection with wills / property / inheritance / financial transactions</li> <li>• Misuse or misappropriation of property, possessions and/or benefits</li> <li>• Deceiving or manipulating a person out of money or property</li> <li>• Withholding or misusing money, property or possessions</li> <li>• Misuse of benefits by others</li> <li>• Someone moving into a person's home and living rent free without agreed financial arrangements</li> <li>• False representation, using another person's bank account, cards or documents</li> <li>• Exploitation of person's money or assets (e.g. unauthorised use of a car)</li> <li>• Misuse of power of attorney, deputy, appointeeship or other legal authority</li> </ul>	<ul style="list-style-type: none"> <li>• Unexplained or sudden inability to pay bills</li> <li>• Unexplained withdrawal of money from accounts</li> <li>• Lack of money especially after benefit day</li> <li>• Personal possessions going missing</li> <li>• Contrast between known income and actual living conditions</li> <li>• Unusual interest by friend / relative / neighbour in financial matters</li> <li>• Pressure from next of kin for formal arrangements being set up</li> <li>• Illegal money-lending</li> <li>• Mis-selling / selling by door-to-door traders / cold calling</li> <li>• Recent changes of deeds / title of house or will</li> <li>• Disparity between assets/income and living conditions</li> <li>• Recent acquaintances expressing sudden or disproportionate interest in the adult and their money</li> <li>• Power of attorney obtained when the adult lacks the capacity to make this decision</li> <li>• The recent addition of unauthorised signatories on an adult's accounts or cards</li> <li>• Unexplained loss / misplacement of financial documents</li> </ul>

Modern Slavery	Possible signs and symptoms of abuse include:	Possible indicators of abuse include:
	<ul style="list-style-type: none"> <li>• Encompasses slavery, human trafficking, forced labour and domestic servitude</li> <li>• Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude, and inhumane treatment</li> <li>• A large number of active organized crime groups are involved in modern slavery, but it is also committed by individual opportunistic perpetrators</li> <li>• Someone is in slavery if they are:               <ul style="list-style-type: none"> <li>– Forced to work (through mental or physical threat)</li> <li>– Owned or controlled by an ‘employer’, usually through mental or physical abuse, or the threat of abuse</li> <li>– Dehumanised, treated as a commodity, or bought and sold as ‘property’</li> <li>– Physically constrained or has restrictions on his or her freedom of movement.</li> </ul> </li> </ul> <p>Contemporary slavery takes various forms and affects people of all ages, gender and races</p> <p>Human trafficking involves an act of recruiting, transporting, transferring, harbouring or receiving a person through a use of force, coercion or other means, for the purpose of exploiting them.</p>	<ul style="list-style-type: none"> <li>• Physical appearance – victims may show signs of physical or psychological abuse, look malnourished or unkempt, or appear withdrawn</li> <li>• Isolation – victims may rarely be allowed to travel on their own, seem under the control or influence of others, rarely interact or appear unfamiliar with their neighbourhood or where they work</li> <li>• Poor living conditions – victims may be living in dirty, cramped or overcrowded accommodation, and/or living and working at the same address</li> <li>• Few or no personal effects – victims may have no identification documents, have few personal possessions and always wear the same clothes day in, day out. What clothes they do wear may not be suitable for their work</li> <li>• Restricted freedom of movement – victims have little opportunity to move freely and may have had their travel documents (e.g. passports) retained</li> <li>• Unusual travel times – they may be dropped off/collected for work on a regular basis either very early in the morning or very late at night</li> <li>• Reluctance to seek help – victims may avoid eye contact, appear frightened or hesitant to talk to strangers and fear law enforcers for many reasons, such as not knowing who to trust or where to get help, fear of deportment, fear of violence to them or their family</li> </ul>

Discriminatory Abuse	Possible signs and symptoms of abuse include:	Possible indicators of abuse include:
	<ul style="list-style-type: none"> <li>• Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as protected characteristics under the Equality Act 2010)</li> <li>• Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic</li> <li>• Denying access to communication aids, not allowing access to an interpreter, signer, or lip-reader</li> <li>• Harassment or deliberate exclusion on the grounds of a protected characteristic</li> <li>• Sub-standard service provision relating to a protected characteristic</li> </ul>	<ul style="list-style-type: none"> <li>• Acts or comments motivated to harm and damage, including inciting others to commit abusive acts</li> <li>• Lack of effective communication provision, e.g. interpretation</li> <li>• The adult being subjected to racist, sexist, ageist, gender based abuse</li> <li>• Abuse specifically about their disability</li> <li>• The person appears withdrawn and isolated</li> <li>• Expressions of anger, frustration, fear or anxiety</li> <li>• An adult making complaints about the service not meeting their needs</li> </ul>



Organisational Abuse	Possible signs and symptoms of abuse include:	Possible indicators of abuse include:
	<ul style="list-style-type: none"> <li>• Run-down, over-crowded establishment</li> <li>• Authoritarian management or rigid regimes</li> <li>• Lack of leadership and supervision</li> <li>• Inadequate staff training and/or guidance</li> <li>• Insufficient staff or high turnover resulting in poor quality care</li> <li>• Abusive and disrespectful attitudes towards people using the service</li> <li>• Inappropriate use of restraints</li> <li>• Lack of respect for dignity and privacy</li> <li>• Failure to manage residents with abusive behaviour</li> <li>• Not providing adequate food and drink, or assistance with eating</li> <li>• Not offering choice or promoting independence</li> <li>• Misuse of medication</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of care plans</li> <li>• Contact with outside world not encouraged</li> <li>• No flexibility or lack of choice, e.g. time when to get up in a morning or go to bed, or what to eat</li> <li>• Routines are engineered for the benefit of staff</li> <li>• Lack of personal effects</li> <li>• Strong smell of urine</li> <li>• Staff not visiting for allocated time due to pressure resulting in some tasks not being fully carried out</li> <li>• Poor moving and handling practices</li> <li>• Failure to provide care with dentures, glasses, hearing aids</li> <li>• Discouraging / refusing visits or the involvement of relatives, friends</li> <li>• Lack of flexibility or choice for adults using the service</li> <li>• Inadequate staffing levels</li> <li>• People being hungry or dehydrated</li> <li>• Poor standards of care</li> <li>• Lack of personal clothing and possessions, and communal use of personal items</li> <li>• Lack of adequate procedures</li> <li>• Poor record-keeping; missing documents</li> <li>• Few social, recreational and educational activities</li> <li>• Public discussion of personal matters or unnecessary exposure during bathing or using the toilet</li> </ul>



<b>Neglect and acts of omission</b>	<b>Possible signs and symptoms of abuse include:</b>	<b>Possible indicators of abuse include:</b>
	<ul style="list-style-type: none"> <li>• Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care</li> <li>• Failure to provide care in the way the person wants</li> <li>• Failure to allow choice and preventing people from making their own decisions</li> <li>• Failure to ensure appropriate privacy and dignity</li> </ul> <p>Neglect and poor professional practice may take the form of isolated incidents or pervasive ill treatment and gross misconduct. Neglect of this type may happen within an adult's own home or within an institution. Repeated instances of poor care may be an indication of more serious problems.</p>	<ul style="list-style-type: none"> <li>• Poor hygiene/cleanliness of the person who has been assessed as needing assistance</li> <li>• Repeated infections</li> <li>• Dehydration / unexplained weight loss / malnutrition</li> <li>• Repeated or unexplained falls or trips</li> <li>• Withholding of assistance aids, e.g. hearing aids or walking devices</li> <li>• Pressure sores or ulcers</li> <li>• Untreated injuries and medical problems</li> <li>• Inconsistent or reluctant contact with medical and social care organisations</li> <li>• Accumulation of untaken medication</li> <li>• Uncharacteristic failure to engage in social interaction</li> <li>• Inappropriate or inadequate clothing</li> <li>• Soiled or wet clothing</li> <li>• Exposure to unacceptable risk</li> </ul>

<b>Self-neglect</b>	<b>Possible signs and symptoms of abuse include:</b>	<b>Possible indicators of abuse include:</b>
	<ul style="list-style-type: none"> <li>• Covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings</li> <li>• Includes behaviour such as hoarding</li> <li>• Inability (intentional or non-intentional) to maintain a socially and culturally accepted standard of self-care with the potential for serious consequences to the health and well-being of the individual and sometimes to their community</li> </ul> <p>A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support.</p>	<ul style="list-style-type: none"> <li>• Dehydration</li> <li>• Malnutrition</li> <li>• Untreated or improperly attended medical conditions and poor personal hygiene</li> <li>• Hazardous or unsafe living conditions or arrangements (e.g. improper wiring, no indoor plumbing, no heat, no running water)</li> <li>• Unsanitary or unclean living quarters (e.g. animal / insect infestation, no functioning toilet, faecal / urine smell)</li> <li>• Inappropriate and/or inadequate clothing</li> <li>• Lack of the necessary medical aids (e.g. glasses, hearing aids, dentures, walking aids)</li> <li>• Grossly inadequate housing or homelessness</li> <li>• Hoarding large numbers of pets</li> <li>• Portraying eccentric behaviour / lifestyles</li> </ul> <p>NB. Poor environments and personal hygiene may be a matter of personal or lifestyle choice, or other issues such as insufficient income. When a person has capacity, it is important to work with them and to understand their wishes and feelings. If the person lacks capacity to make relevant decisions best interest decision making may be necessary whilst still taking into account of the person's wishes as far as these can be ascertained.</p>