

What you can do

If abuse is happening to you or someone you know:

Speak to a member of staff

At Breakspear Medical Group, we have strict policies and procedures in place to safeguard our patients and staff from abuse.

All clinical staff attend mandatory training to prepare for any abuse-related events, recognise the signs of abuse and be familiar with our action plans to safeguard the vulnerable.

Contact your local council

County councils have dedicated support teams trained to respond to allegations or suspicions of abuse.

The local Hertfordshire County Council's contact details are as follows:

Adult Care Services

Tel: 0300 123 4042

or

Children, Schools and Families (CSF)

Tel: 0300 123 4043

Email: hertsdirect@hertscc.gov.uk

Website: www.hertsdirect.org

(Further useful contact numbers are available on the back page of this leaflet.)

Remember:

If there is a danger to life, a risk of injury or you believe a crime is taking place, call the Police by dialling 999.

Useful contacts

Child Protection helpline

NSPCC - a free 24 hour service providing counselling, information and advice to anyone concerned about a child at risk of abuse. The experienced helpline staff can make direct contact with CSF, the police or your local NSPCC team on your behalf, if you wish

Tel: 0808 800 5000

Parents and Carers

POhWER - provides an independent advocacy service for parents and carers

Tel: 0300 456 2370 or minicom 0300 456

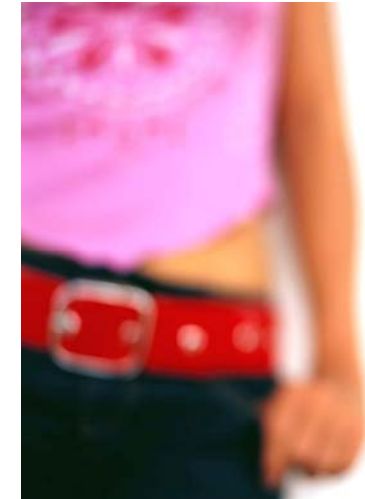
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Email: pohwer@pohwer.net

Website: www.pohwer.net

Are you or is someone you know

suffering from abuse?



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What is considered abuse?

Breakspears Medical Group defines the term 'abuse' in the following statement:

Abuse is a violation of an individual's human and civil rights by any other person or persons.

There are many different forms of abuse.

Any pattern of behaviour that threatens one's physical, mental or emotional well-being can be considered abuse.

Abuse may be perpetrated as the result of deliberate intent, negligence or ignorance and may consist of a single act or repeated acts.

If you are or if someone you know is suffering from abuse, there is help available.

Failure to act is acceptance of the behaviour.

At Breakspears Medical Group, we have strict policies and procedures in place to safeguard our patients and staff from abuse.

All clinical staff attend mandatory training to prepare for any abuse-related events, recognise the signs of abuse and be familiar with our action plans to safeguard the vulnerable.

All allegations of abuse are taken seriously.

Who is at high risk and how

Vulnerable adults



A 'vulnerable adult' is defined as any person aged 18 years or over who is or may be both:

- in need of community services because of mental or other illness, disability or age, and
- unable to take care of themselves or unable to protect themselves against significant harm or serious exploitation.

The many forms of abuse towards vulnerable adults can be identified as follows:

Physical abuse - including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions

Sexual abuse - including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting

Psychological abuse - including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal of services or supportive networks

Financial or material abuse - including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits

Neglect and acts of omission - including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating

Discriminatory abuse - including racist, sexist, that based on a person's disability, and other forms of harassment, slurs or similar treatment

Children

Children are an especially vulnerable group and it is everyone's responsibility to protect children from abuse or neglect.

Many local help centres offer help and support for children and young adults up to the age of 21 years.

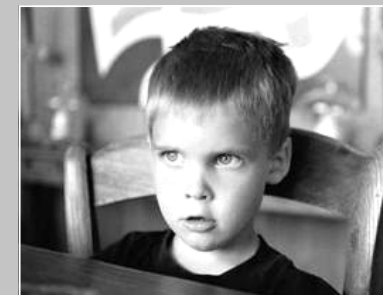
Child abuse can take many forms only some of which have visible signs:

Physical abuse - may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child

Emotional abuse - is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development

Sexual abuse - involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening

Neglect - is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development



Any or all of types of abuse may be perpetrated as the result of deliberate intent, negligence or ignorance and may consist of a single act or repeated acts.