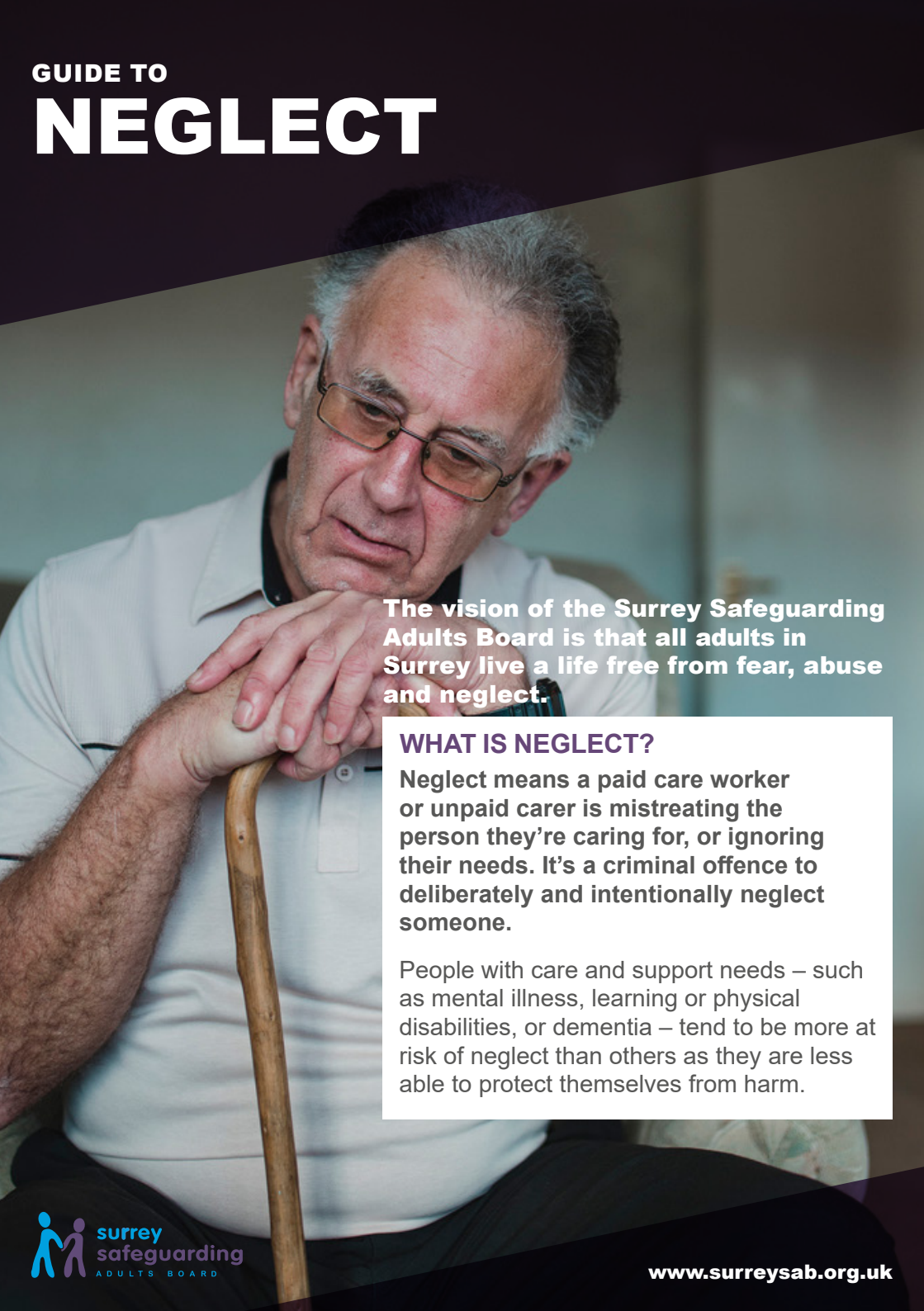


GUIDE TO

NEGLECT



The vision of the Surrey Safeguarding Adults Board is that all adults in Surrey live a life free from fear, abuse and neglect.

WHAT IS NEGLECT?

Neglect means a paid care worker or unpaid carer is mistreating the person they're caring for, or ignoring their needs. It's a criminal offence to deliberately and intentionally neglect someone.

People with care and support needs – such as mental illness, learning or physical disabilities, or dementia – tend to be more at risk of neglect than others as they are less able to protect themselves from harm.

WHAT DOES NEGLECT LOOK LIKE?

Neglectful behaviour can take many forms, but some of the most common examples are:

- » Making someone wait for care, for example, by not helping them go to the toilet when they ask
- » Ignoring physical care needs, or failing to provide appropriate physical care
- » Ignoring emotional care needs, or failing to provide emotional support
- » Ignoring medical needs, or failing to provide access to proper medical care
- » Withholding essentials such as food, medicine and heating
- » Neglect can also involve physical and verbal abuse

SPOTTING THE SIGNS OF NEGLECT

When someone has significant care needs, they may not be aware that they're being neglected or may have trouble communicating the neglect. When you have friends or family members in a care setting, this can be a real concern. However, there are some clear warning signs you can look out for.

These include:

- » Pressure sores
- » Bruising or other marks on the body
- » Poor personal hygiene
- » Dirty clothes
- » Sudden downturn in health
- » Poor living conditions, such as a cold or dirty room
- » Anxiety, tearfulness and emotional distress
- » Other signs of distress

Neglect is also an indicator of organisational abuse (i.e. abuse within a care setting).

GETTING HELP

If you're worried that a person is being neglected or at risk of harm, contact the Multi Agency Safeguarding Hub (MASH):

- » Call on **0300 470 9100**
- » Text on **07527 182861**
- » Email **ascmash@surreycc.gov.uk**
- » Out of hours, call **01483 517898**

When you contact MASH, rest assured that we'll take your concerns seriously. We'll reach out to the person in question to discuss their wishes and work with them to find a way forward.

In an emergency, or if you believe someone is in immediate danger, always dial 999 for the police.