

Keeping you safe from abuse



Neglect

This booklet has information about
neglect

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You can find Easy Read documents on keeping safe from abuse on the Surrey Safeguarding Adults Board website.

www.surreysab.org.uk/resources/



You can read this booklet alone or with someone to support you.

Acknowledgements

This booklet was developed by Emily Chalmers, Safeguarding Advisor, and the Learning Disability and Autism Engagement Team at Surrey County Council. Thanks to the people at Surrey Choices' Fernleigh Activity Centre who improved this book.



June 2023

What is neglect?



Neglect is when someone who is meant to support you doesn't support you properly.



You could be neglected by your support worker, a family member, friend or carer.



You could be neglected anywhere. For example in your own home, at a day service or out in the community.



It is a crime to neglect someone on purpose.

Examples of neglect



Ignoring you when you need help.



Giving you the wrong medication, even if it is an accident.



Not supporting you to stay warm or cool.

Not giving you enough food or drink.



Leaving you on your own for a long time when you need support.



Not giving you the support you need to stay clean

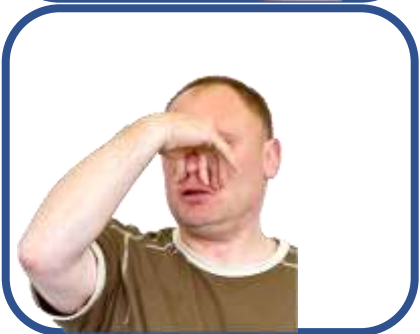
Signs that you have been neglected



You could get a pressure sore if you are left alone without support to move around.



You could get a bruise if someone is not following your care plan properly.



You could smell bad if you don't have support to wash your body or clothes.



You might get poorly.



You could become worried that you aren't being looked after properly.

Who to tell



Someone you trust.



In an emergency

Dial 999 for the police.

If you can't speak and are calling on a mobile, press 55 to have you call transferred to the police.

9-5 on weekdays

Contact the MASH (Multi-Agency Safeguarding Hub):

Telephone: 0300 470 9100 (option 2, option 2)

MASH email: ascmash@surreycc.gcsx.gov.uk

Evenings and weekends

Adult Social Care Emergency Duty Team:
01483 517898



Reporting abuse online

surreycc.gov.uk/safeguardingadults

If you would like this information in an alternative format or language, please contact us on:

Telephone: 0300 200 1005

Text (SMS): 07527 182 861 (for deaf or hard of hearing community)

Textphone (via Relay UK): 18001 0300 200 1005

British Sign Language: www.surreycc.gov.uk/bsl

Email: asc.infoandadvice@surreycc.gov.uk