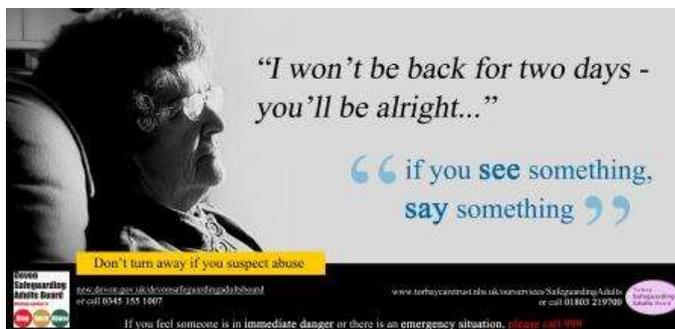


Adult Abuse: how to raise your Concerns (P35)



Torbay Disability Information Service
Torbay and South Devon NHS Foundation Trust
St. Edmunds
Victoria Park Road
Torquay
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Document Information

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Important:

Please ensure that you are using the latest version of this information sheet. To check this, go to our information sheets page on the Trust website at www.torbayandsouthdevon.nhs.uk/disinfosheets or call the Disability Information Service on 0300 456 8373.

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About this information sheet

This is one of a series of regularly updated local information sheets that aim to meet the most common information needs of people with disabilities and carers in Torbay.

The information should be used as a guide only, as it may not cover all the organisations that can help with your needs. Torbay Disability Information Service (part of Torbay and South Devon NHS Foundation Trust) cannot guarantee the accuracy of the information or the quality of service provided by the organisations. No liability can be accepted for loss, damage, or injury arising out of any contract made by a private individual with any of the organisations listed.

Details change often, so please make sure you are using the current edition. Latest copies of the sheets are published on the following website page:

www.torbayandsouthdevon.nhs.uk/disinfosheets

If you do not have Internet access, you can ask for single copies from our office.

A full list of our other information sheet titles can be found at the end of this sheet.

Information can be made available in other formats and languages. Please let us know what your needs are.

Torbay Disability Information Service
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Telephone: 0300 456 8373
Email: dis.torbay@nhs.net

Introduction

Every adult has the right to:

- live a life free of fear
- be treated with dignity
- have their choices respected and not to be forced to do anything against their will.

What does this information sheet cover?

This information highlights what is meant by safeguarding adults, provides examples of different types of abuse and explains what to do if you have a concern that someone is or may be at risk of adult abuse.

Who will find this information sheet useful?

You will find this sheet useful if you are an adult who

- is being abused
- is concerned that an adult may be at risk of abuse.

For details of services that provide support for children please visit Torbay Children's Services pages at www.torbay.gov.uk/fis or The Orb at www.torbayorb.com or call the Family Information Service on 0800 328 5974.

How do I use this information sheet?

This information sheet provides details about local and national services and also signposts you to further sources of information. Please use it as a basic guide and contact services that are listed direct for help and support.

Please note that information about services was correct at the time of compiling the sheet. These details may have changed so always check current details when contacting any of the organisations listed.

Symbols

For ease of reading, the sheet includes the symbols below:

 = telephone

 = web address

 = email address

How to recognise abuse

Abuse may take many different forms. Although not exhaustive, examples of different forms of abusive behaviour include:

Physical abuse

Such as hitting, slapping, pushing, kicking, misuse or unauthorised use of medication and inappropriate sanctions such as depriving an individual of food, drink, clothes, warmth or access to care.

Restraint

It is illegal to use any form of restraint as a method of punishment. This includes chemical restraint such as the use of medication to sedate an individual or control behavior.

Sexual abuse

Such as rape or attempted rape, sexual assault or sexual acts to which the adult at risk has not consented, could not consent or was pressured into consenting. Sexual abuse also covers acts of sexual harassment or non-contact abuse such as pornography.

Psychological abuse

Such as emotional abuse, threats of harm or abandonment, deprivation of contact or cultural needs, humiliation, blame or verbal abuse.

Financial or material abuse

Includes:

- theft and fraud
- exploitation or pressure in connection with wills, property, inheritance or financial transactions
- the misuse or misappropriation of property, possessions or benefits.

Neglects and acts of omission

Such as ignoring medical or physical care needs, failure to provide access to appropriate health care, social care or educational needs or services, inadequate nutrition and heating, failure to protect privacy or dignity.

Discriminatory abuse

Discriminatory and oppressive attitudes towards race, gender, cultural background, religion, physical and/or sensory impairment, sexual orientation and age. See details also relating to hate crime and hate crime.

Organisational abuse

Organisational abuse can occur in a care home, nursing home, acute hospital or in-patient setting. Institutional abuse can be in the form of nearly all of the categories highlighted within this document – this may take the form of isolated incidents of poor or unsatisfactory professional practice at one end of the spectrum, through to pervasive ill treatment or gross misconduct at the other.

Mate crime/hate crime

The Association of Chief Police Officers (ACPO) defines hate crime as: *'Any hate incident, which constitutes a criminal offence, perceived by the victim or any other person as being motivated by prejudice or hate.'*

Adults may therefore be victims of mate/hate crime due to age, disability, gender, gender identity, sexual orientation, socio economics, race/ethnicity, religion/beliefs, lifestyle choice.

Domestic abuse

Any incident or pattern of incidents of controlling, coercive or 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. This can include (but is not limited to) physical, sexual, financial or emotional abuse.

Risks arising from self-neglect or a person's own behaviour or lifestyle

Serious self-neglect is when it is identified that a person's 'serious self-neglect could result in significant harm' **and** they have capacity to make relevant decisions but have refused essential services, without which their health and safety needs cannot be met **and** the review of health and social care process/care programme approach, including risk management plans, have not been able to mitigate the risk of 'serious self-neglect that could result in significant harm'.

Forced marriage and honour-based violence

A forced marriage is a marriage in which one or both spouses do not consent to the marriage but are coerced into it. Duress can include physical, psychological, financial, sexual and emotional pressure. In the cases of some adults who lack the capacity to consent, coercion is not required for a marriage to be forced.

What to do if you recognise that someone may be being abused

If you are concerned that you or anyone you know could be experiencing abuse, there is advice in the following pages of this information sheet about who to contact. **NB. If you feel in immediate danger or think that someone else is in immediate danger always dial 999.**

Raising concerns about someone's safety

If you are being abused or are aware that someone else may be being abused it is important to report this and take steps to deal with it as soon as possible. Please contact Torbay Safeguarding Adults (or if you have concerns about a child, Torbay Safeguarding Children). If you have concerns about domestic abuse, contact Torbay Domestic Abuse Support Service (TDAS). For further information about these services, including contact details, please see below:

Torbay Safeguarding Adults

 (01803) 219700

What can you do if you are being abused or you see someone else is being abused?

Don't ignore it and think it will go away: get help!

You can contact the Torbay Safeguarding Adults Team in complete confidence by calling the above number or by emailing safeguarding.alertstct@nhs.net

If you or the person you are calling about is in **immediate danger** or there is **an emergency situation, remember please call 999.**

What can you expect from the Torbay Safeguarding Adults Team?

Your call will be taken seriously. The most important thing is, as far as possible, to discuss the concern with the person being abused, or their representative, without putting them at further risk of harm. If others are at risk then Torbay Safeguarding Adults will always consider what needs to be done to protect them as well.

The Team aims to treat all individuals with respect and dignity and ensure they are actively involved in any decision that needs to be made about their future care and wellbeing.

The New Adults Safeguarding Procedures brought in by the Care Act 2014 aim to make sure that every adult at risk is given (to the best of their ability):

- Choice and control
- Safety
- Health
- Quality of life
- Dignity and respect

Torbay Domestic Abuse Support Service (TDAS)

Woodview House, Torbay Business Park, Woodview Road, Paignton TQ4 7HP

☎ (01803) 698869 ✉ tdas@sanctuary-housing.co.uk

💻 www.sanctuary-supported-living.co.uk/tdas

Provides support for men, women and children who need advice and protection from domestic abuse. The service offers a wide range of help, including:

- One-to-one emotional and practical support
- Advocacy
- Refuge and safe house accommodation
- Safety planning and assessments
- Support through the criminal justice system and obtaining legal orders
- Signposting to other agencies
- Support to find long term accommodation
- Financial and benefits advice

Contact TDAS if you are experiencing abuse or are concerned about someone you know.

Torbay Safeguarding Children

Torbay Multi Agency Safeguarding Hub (MASH), 2nd Floor, Tor Hill House, Torquay TQ2 5QW

☎ MASH: (01803) 208100 (Monday to Thursday 9.00 am - 5.00 pm, Friday 9.00 am - 4.00 pm) or Emergency Duty Service (out of hours): (01803) 524519 or 0300 456 4876

✉ torbay.safeguardinghub@torbay.gcsx.gov.uk

If you are concerned about the safety of a child or young person, contact Torbay MASH. The MASH provides a single point of contact for any child, young person, parent/carer, member of the public and workers. Please note that you don't need to give your name when calling if you don't want to.

Raising concerns about care services

You may have concerns about a care service or services within a care setting or you may wish to make a complaint about standards of care. This section gives advice about how to do this and who you need to contact. (Please note that if you are raising a concern about abuse please contact Torbay Safeguarding Adults - see page 7 for contact details.) The types of service this may relate to include:

- a hospital
- a residential care home
- a nursing care home
- an agency providing domiciliary (personal) care
- a community health service, such as a GP practice or dental surgery.

Raising Concerns about Social Care Services

If you have a complaint, the first step is to complain to the care provider, or you can choose to complain to Torbay and South Devon NHS Foundation Trust if the care was funded or arranged by them (please see below). If you are making a complaint or raising a concern about a care home, please raise this with the manager of the care home in the first instance.

To make a comment or a complaint about a service that is provided or funded by Torbay and South Devon NHS Foundation Trust, ask your Care Manager for advice, or you can request the 'Talk to Us' leaflet from the Trust's Customer Service Centre on (01803) 219700 or the **Feedback and Engagement Team** (see below for contact details).

For help and support with a complaint about a service funded by the Trust, contact its **Feedback and Engagement Team** on (01803) 217397 or freephone 0800 032 7657, or you can email the team on: feedback.t-sd@nhs.net You can also write to the team at Feedback and Engagement Team, FREEPOST RRLE-KHTU-ZGEU, Torbay and South Devon NHS Foundation Trust, Nicholson Road, Torquay TQ2 7TD.

The **Local Government Ombudsman (LGO)** is able to investigate complaints from adults about their social care (eg. care homes and home care providers), whether it is local authority-funded or self-funded. If you are not satisfied with the service provider's response to a complaint, you can contact the LGO Advice Team on 0300 061 0614 or text call back on 0762 481 1595. For further details, see the LGO's leaflet 'How to complain about a care home or care in your home', available to download from the LGO website at www.lgo.org.uk/adult-social-care, or phone LGO to request a printed copy.

Raising Concerns about NHS Services

For services provided by Torbay Hospital:

PALS, Hengrave House, Torbay Hospital, Newton Road, Torquay TQ2 7AA
Freephone: 0800 028 2037 or (01803) 655838, textphone: (01803) 654742

 pals.sdhc@nhs.net

 www.torbayandsouthdevon.nhs.uk/services/patient-advice-and-liaison-service

For mental health and learning disability services:

PALS, Devon Partnership NHS Trust, Wonford House, Dryden Road, Exeter
EX2 5AF

Freephone: 0800 073 0741  dpn-tr.pals@nhs.net

 www.devonpartnership.nhs.uk

For South Western Ambulance Service NHS Trust services:

Patient Experience Team, Abbey Court, Eagle Way, Sowton Industrial Estate,
Exeter EX2 7HY

Telephone: (01392) 261585

 via website

 www.swast.nhs.uk

For all NHS services provided in Torbay and Southern Devon:

Patient Experience, NHS South Devon and Torbay CCG, FREEPOST RTEZ-
YHRC-RZKZ, Pomona House, Oak View Close, Torquay TQ2 7FF
(01803) 652578

 patientfeedback.sdtccg@nhs.net

 www.southdevonandtorbayccg.nhs.uk

South Devon and Torbay CCG's Patient Experience Team is able to help with complaints about NHS services provided in Torbay and Southern Devon. However, **for issues regarding services at NHS GPs, dentists, opticians or pharmacy services, call NHS England on 0300 311 22 33** or email England.contactus@nhs.net - they provide an information and advice service and a complaint handling service for these issues.

Independent Support

Independent Health Complaints Advocacy (IHCA)

SEAP, PO Box 375, Hastings TN34 9HU

0300 343 5730 text: 80800, keyword SEAP

 www.seap.org.uk  torbay@seap.org.uk

This service provides independent and confidential support, help and advice to those wishing to complain about any aspect of their NHS care or treatment, including treatment in a private hospital or care home that is funded by the NHS. The service is free of charge and available to all NHS patients or their representatives

Parliamentary and Health Service Ombudsman

Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP
0345 015 4033 or text 'call back' service on 07624 813005

 www.ombudsman.org.uk

The Health Service Ombudsman provides a free and independent service that helps resolve complaints about the NHS. The service usually only investigate a complaint after the NHS have had a chance to sort it out. By law, you should usually contact them within a year of when you first became aware of the problem, although if it was more than a year ago they may still be able to help if there were good reasons for the delay.

You may also wish to contact the following organisations, which seek people's views on care services in order to improve them:

The Care Quality Commission

National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

CQC Helpline: 03000 616161 (Monday to Friday, 8.30 am - 5.30 pm)

 www.cqc.org.uk Email: via website or enquiries@cqc.org.uk

The Care Quality Commission (CQC) registers and inspects all adult social care and health services against fundamental standards. It is not directly responsible for resolving individual complaints for people: this is the role of providers and ombudsmen. However, CQC does want to hear from people who experience or know about poor care because the organisation uses this information when it inspects services.

For general information about making a complaint about a care service, please refer to the Care Quality Commission's leaflet 'How to complain about a Health or Social Care Service'. This leaflet can be downloaded from the Care Quality Commission website at www.cqc.org.uk or you can order print publications from CQC by calling 03003 230 200.

Healthwatch Torbay

0800 0520 029  www.healthwatchtorbay.org.uk

Healthwatch Torbay is the local consumer watchdog for health and social care services. It welcomes feedback on health and adult social care services in Torbay in order to influence and improve services.

Other useful Information

Local Support Services

Are You OK?

 www.areyouok.co.uk

Website produced by Torbay Safer Communities, providing information to anyone in Torbay who wants to find out:

- more about domestic abuse and sexual violence
- how to access local help and support services
- how to support someone experiencing abuse or violence.

Devon Rape Crisis and Sexual Abuse Services

 Helpline, (01392) 204174 (see website for current opening hours)

 www.devonrapecrisis.org.uk  support@devonrapecrisis.org.uk

A local charity that offers specialist trauma support, counselling, advocacy and practical support to those who have experienced rape, sexual assault, childhood sexual abuse or any form of sexual violence. The charity works with women and young women aged 13 upwards and young men 13-25. They also offer services to partners, friends and family members of those who have experienced sexual violence. They deliver support at one of their main bases in Torbay, Exeter and Barnstaple and in many other accessible locations across Devon and Torbay.

Rape & Sexual Abuse Line

PO Box 325, Exeter EX1 1WQ

 Freephone Helpline, 0808 800 0188 (Tuesday, Wednesday and Thursday 7.00 pm – 10.00 pm)

 www.therapeandsexualabusehelpline.co.uk  sal@sal-devon.co.uk

Offers an evening listening service for male and female callers 16 years and over who have experienced any form of sexual abuse, rape, incest, sexting, ritual abuse and sexual exploitation. The service also supports partners, families and friends and provides information about other agencies.

The Intercom Trust Help and Advocacy Service

PO Box 285, Exeter EX4 3ZT

☎ Freephone Helpline: 0800 612 3010

✉ helpline@intercomtrust.org.uk

💻 www.intercomtrust.org.uk

Provides helpline support to people in the South West who are affected by issues of sexual orientation, gender identity, homophobia, biphobia or transphobia, and direct face to face support in Devon, Cornwall, Dorset and Wiltshire. The service is able to provide emotional support, and help against prejudice, discrimination, hate crime, harassment, school bullying and barriers to accessing services (e.g. health and social care). All information and help given by Intercom is confidential and free of charge.

Living Options Devon Victim Support Service

Living Options Devon (VSP), Units 3-4 Cranmere Court, Lustleigh Close, Matford Business Park, Exeter EX2 8PW

☎ (01392) 459222 SMS: 07958 517919 or 07734 768910 (Weekdays, 9.00 am – 5.00 pm)

✉ heather.reilly@livingoptions.org

💻 www.livingoptions.org

Living Options Devon has teamed up with Victim Support to provide free and confidential support to disabled, deaf and older victims of crime in Devon and Torbay. The service targets those victims who are vulnerable because of their disability or age and who are persistently targeted through hate, mate crime and other crimes, such as burglary.

Volunteers who have real life experience of living with either a disability or being deaf visit victims in their home and can offer emotional and practical support on the effects of the crime on their lives. The service provides a trained support team and BSL interpreters. Support is offered for reported and non-reported crimes.

Safer Communities Torbay

Town Hall, Castle Circus, Torquay TQ1 3DR

☎ (01803) 208025 ✉ scatt@torbay.gov.uk

💻 www.safercommunitiestorbay.org.uk

A community safety partnership made up of statutory agencies in Torbay. Aims to make Torbay safer, which includes providing information and advice about personal safety, reporting hate crime and domestic abuse support, including its domestic abuse support website www.areyouok.co.uk

The Safe Places Scheme

 Speaking out in Torbay (SPOT): 07703 963358

The aim of this scheme is to stop the bullying and abuse of vulnerable people and individuals with learning disabilities, giving them support and some safe havens when out and about in town. Members of the scheme are given a card which shows their name and contact details of a person to call in an emergency. Shops and businesses that are part of the scheme have 'Safe Place' stickers displayed in their windows which show that they are able to offer shelter and aid to vulnerable people who seek their help.

Samaritans

21 Warren Road

Torquay TQ2 5TQ

 (01803) 299999 (branch)

National Helpline: 116 123 (free to call from all landlines and mobile phones)

 jo@samaritans.org  www.samaritans.org

Provides emotional support to despairing and suicidal people in complete confidence. No appointment necessary. Clients can call, write or email. Personal visits can be made between 9.00 am and 10.00 pm.

Victim Support

 Local Victim Care Team (for Devon and Cornwall): 0300 303 0554 (Monday to Friday 12.00 noon - 6.00 pm)

National Supportline: 08 08 16 89 111 (Monday to Friday 8.00 am - 8.00 pm; weekends: 24 hour service)

 via website  www.victimsupport.org.uk

Independent national charity that gives free and confidential help to victims and witnesses of crime, their family, friends and anyone else affected. NB. Support is available, regardless of when the crime happened and whether or not the crime has been reported. For help, support and information, call either your local victim care team or the national Supportline (see above for contact details).

National Support Services

Action on Elder Abuse

Action on Elder Abuse, PO Box 60001 Streatham SW16 9BY

☎ (020) 8835 9280 Helpline: 0808 808 8141

💻 www.elderabuse.org.uk ✉ enquiries@elderabuse.org.uk

Provides a free confidential helpline for anyone concerned in any way about the abuse of older people – this may be the older people themselves or people who are concerned with them, such as friends or relatives.

Action Fraud

☎ 0300 123 2040

💻 www.actionfraud.police.uk

Action Fraud is the UK's national reporting centre for fraud and internet crime where you should report fraud if you have been scammed, defrauded or experienced cyber crime

Broken Rainbow UK

☎ 0300 999 5428 or freephone 0800 999 5428 (Monday and Thursday 10.00 am - 8.00 pm, Tuesday and Wednesday 10.00 am – 5.00 pm (NB. Tuesdays 1.00 pm – 5.00 pm is a trans specific service), Friday 1.00 pm – 5.00 pm)

✉ help@brokenrainbow.org.uk

💻 www.brokenrainbow.org.uk

Offers confidential information, advice and support services to lesbians, gay men, bisexual and transgender (LGBT) people experiencing homophobic, transphobic and same sex domestic violence and abuse.

Karma Nirvana

PO Box 515, Leeds LS6 9DW

☎ Helpline: 0800 5999 247 (Monday to Friday 9.30 am – 5.00 pm. NB lines closed for the first Monday morning of every month from 9.30 am - 1.00 pm)

💻 www.karmanirvana.org.uk

National charity that offers support to victims and survivors of honour based crimes and abuse and forced marriages. Its services include a confidential Honour Network Helpline for both victims of abuse and professionals in need of guidance.

ManKind Initiative

 National helpline: (01823) 334244 (Monday to Friday 10.00 am – 4.00 pm)
 <http://new.mankind.org.uk>

A national charity that provides help and support for male victims of domestic abuse and domestic violence. Also welcomes calls from family and friends. The charity offers a wide range of support, including a helpline giving information and support on all aspects of domestic abuse and domestic violence, including reporting incidents, police procedures, housing, local support services and legal services (including solicitors who will help).

Men Have Rights Too

 Helpline: 07456 257457
 info@menhaverightstoo.co.uk  www.menhaverightstoo.co.uk

A small charity that provides help and support for men and their families who are in, or have been in, an abusive or violent relationship and don't know where to turn for help and advice. The charity offers support via a help line, befriending, counselling, a McKenzie Friend service and Domestic Violence Perpetrators Programme (DVPP). The helpline and befriending services are free of charge, whilst a fee is charged for other services. The charge for counselling is based on the client's ability to pay.

Men's Advice Line

 Freephone helpline: 0808 801 0327 (Monday to Friday, 9.00 am - 5.00 pm)
 info@mensadviceline.org.uk  www.mensadviceline.org.uk

A national confidential helpline for male victims of domestic violence and abuse, offering emotional support, practical advice and information on a wide range of services that give help and support. Also provides support and advice to concerned family and friends. The service, run by the charity Respect, welcomes calls from all men, whether in heterosexual or same-sex relationships. A booklet for male victims of domestic violence is available on the website.

NAPAC (The National Association for People Abused in Childhood)

PO Box 63632, London SW9 1BF

 Freephone Support Line: 0808 801 0331 (Monday to Thursday 10.00 am - 9.00 pm, Friday 10.00 am – 6.00 pm)
 www.napac.org.uk  support@napac.org.uk

NAPAC is a national charity that is focused on supporting adults who have been abused in any way as children. It provides support services, including a confidential freephone support line, a range of useful downloadable booklets and 'Resources for Survivors' on its website.

National Domestic Violence Helpline

 24-hour Freephone Helpline: 0808 2000 247

 helpline@womensaid.org.uk

 www.nationaldomesticviolencehelpline.org.uk

A national service run in partnership between Women's Aid and Refuge, which provides support, help and information over the telephone for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf.

National Stalking Helpline

 0808 802 0300 (Weekdays, except Wednesdays, 9.30 am – 4.00 pm, Wednesdays 1.00 pm – 4.00 pm)

 [advice\(@\)stalkinghelpline.org](mailto:advice(@)stalkinghelpline.org) (remove brackets around @ when emailing)

 www.stalkinghelpline.org

The National Stalking Helpline has been established by the charities Network for Surviving Stalking, Protection against Stalking and Suzy Lamplugh Trust. It is the first national helpline to specialise in giving information and guidance to victims of harassment and stalking as well as their friends and family.

Respect

 Freephone Helpline: 0808 802 4040 (Monday to Friday, 9.00 am – 5.00 pm)

 info@respectphoneline.org.uk

 www.respect.uk.net or www.respectphoneline.org.uk

Respect is the UK membership organisation for work with domestic violence perpetrators, male victims and young people. The Respect helpline provides confidential information and advice to help perpetrators stop their violence and change their abusive behaviours. Also provides information about domestic violence perpetrator programmes.

RSPCA PetRetreat

 0300 123 8278 or 07715 540182  petretreat@rspca.org.uk

 www.rspca-petretreat.com

The RSPCA's confidential PetRetreat service may be able to arrange for foster carers to look after someone's pets if they are fleeing domestic abuse, offering a home for them until the owner is settled and can look after them again. NB. It may not be possible to foster some pets, including young (under 6 months old) and new pets, and in this case it may be best to consider putting them up for rehoming.

Safeline

☎ 0808 800 5008 or text: 07860 027573 (Monday & Friday 10.00 am - 4.00 pm; Tuesday & Thursday 8.00 am - 8.00 pm, Saturdays 10.00 am - 12 noon)

☎ Young People's Helpline: 0808 800 5005

✉ support@safeline.org.uk

🌐 www.safeline.org.uk

Safeline is a leading specialist charity for sexual abuse and rape. It offers a helpline and online support services providing support, information and signposting across the UK to anyone (including young people) who wants to talk about rape and sexual abuse, including survivors' families and friends. They can also offer counselling online or by telephone to those who can't physically access their services.

Stop Hate UK

Stop Hate UK, PO Box 851, Leeds LS1 9QS

☎ **Stop Hate Crime 24-hour Helpline:** 0800 138 1625, text relay: 18001 0800 138 1625

Stop Learning Disability Hate Crime 24-hour Helpline: 0808 802 1155

Stop LGBT Hate Crime 24-hour Helpline: 0808 801 0661

🌐 www.stophateuk.org

Hate crimes and incidents are any crime or incident where the perpetrator's hostility or prejudice against an identifiable person or group of people is a factor in determining who is victimised.

Stop Hate UK is a national charity that offers independent and confidential hate crime reporting services in commissioned areas (including Devon and Cornwall) around the UK. As well as the original Stop Hate Crime helpline it provides separate helplines for those affected by learning disability hate crime and those affected by LGBT hate crime.

Stop Loan Sharks

0300 555 2222 or text 'loan shark' and the lender's details to 60003 (to report them in confidence)

✉ reportaloanshark@stoploansharks.gov.uk 🌐 www.gov.uk/report-loan-shark

Loan sharks are unlicensed moneylenders who charge very high interest rates and sometimes use threats and violence to frighten people who can't pay back their loan. To find out if a lender is licensed, search the Financial Services Register at <http://register.fca.org.uk>, email consumer.queries@fca.org.uk or call them on 0800 111 6768.

To report loan sharks in confidence, call or email the Stop Loan Sharks service (Illegal Money Lending Teams) – see above for contact details.

SupportLine

PO Box 2860, Romford, Essex RM7 1JA

☎ Helpline: (01708) 765200 (hours vary: please call for details)

💻 www.supportline.org.uk ✉ info@supportline.org.uk

Provides a confidential telephone helpline offering emotional support to any individual on any issue. It is particularly aimed at those who are socially isolated, vulnerable, at risk groups and victims of any form of abuse.

Survivors UK

11 Sovereign Close, London E1W 3HW

☎ Office Line: 0203 598 3898 (Monday to Friday, 9.30 am - 5.00 pm)

Helpline Webchat (via website): Monday to Friday, 10.30 am - 9.00 pm;

Saturday and Sunday, 10.00 am – 6.00 pm.

💻 www.survivorsuk.org ✉ info@survivorsuk.org

Charity that offers a web based helpline service for adult men (18 and over) who have experienced childhood sexual abuse or adult sexual assault/rape, as well as their partners and carers. Also provides individual counselling and group therapy services in the central London area for men who have experienced sexual violation. NB. For those seeking counselling who are unable to get to London, Survivors UK can provide a list (available on the website) of private therapists around the UK who understand the issues for men who have experienced sexual abuse.

Think Jessica

PO Box 4442, Chesterfield S44 9AS

💻 www.thinkjessica.com

✉ advice@thinkjessica.com (for general enquiries)

A registered charity that is committed to making people aware of the danger and financial implications caused by postal and telephone scams, educating professionals and protecting elderly and vulnerable people from illegal practices. Its work includes awareness raising events and poster campaigns. It also produces literature, DVDs and other material designed to inform and forewarn potential victims, which can be used as tools by relatives and professionals.

Trading Standards

C/o Citizens Advice Consumer Service

☎ 03454 04 05 06 or textphone: 18001 03454 04 05 06

💻 www.gov.uk/consumer-protection-rights

or

www.citizensadvice.org.uk/consumer_service

To report a problem to Trading Standards (eg. a suspected rogue trader), contact the Citizens Advice Consumer Service. Experienced advisers will assess your problem and decide whether to pass it on to Trading Standards. When Trading Standards have received the referral, they will decide whether they are able to help you and may contact you directly.

True Vision

💻 www.report-it.org.uk

A website that provides information about hate crimes and incidents and how to report them, including an online reporting facility, personal safety tips and advice about how to report Internet hate crime.

Helping you to have your say

If you need help to report abuse or to raise a concern one of the following advocacy services may be able to act on your behalf.

Age UK Torbay - Information, Advice and Advocacy Service

12 Dendy Road, Paignton

(01803) 841832 (Monday to Friday, 9.30 am - 5.00 pm, drop-in times: 9.30 am - 1.00 pm)

 www.ageuk.org.uk/torbay  reception@ageuktorbay.org.uk

Supports and helps people aged 55 and over to exercise their rights and choices, providing generalist information and advice on a wide range of issues, from consumer problems to community care. Also offers welfare benefits checks and applications and an LPA (lasting power of attorney) service. Able to provide home visits to those who have difficulty getting to the office, eg. to complete benefit forms such as Attendance Allowance.

Anode

The Monastery, Berry Drive, Paignton TQ3 3RD

(01803) 556571 (Monday to Friday, 9.00 am - 4.00 pm)

 www.anodecharity.org.uk  admin@anodecharity.org.uk

A charity which provides practical and emotional help to families, couples and individuals in need. Anode provides help through a range of projects, including an advocacy service, which gives individuals help to find their voice through the assistance of others. Support may include help with completing forms, Community and Support Service (CASS), help with writing letters and making appointments and general one to one support. NB. There may be a fee for this service - contact Anode for details.

Appropriate Adult Service

Parkview Society, 15 Castle Road, Torquay TQ1 3BB

(01803) 294378

Provides support to people considered to have mental health or learning difficulties who are being detained at Torbay Police Custody Centre. Support includes facilitating communication between the police and the detained person, ensuring police interviews are conducted fairly and properly and making sure that the person understands the interview process. The service can only be accessed by police referral.

Devon Advocacy Consortium - Care Act Advocacy (Torbay and Devon)

For referrals or to request further information, contact the Devon Advocacy Consortium: 0300 343 5707 or dac@seap.org.uk

 www.devonadvocacy.org.uk

An independent advocacy service commissioned by Devon and Torbay for anyone who would experience substantial difficulty in participating in their assessment, preparation of their care and support plan, review or safeguarding processes (eg. due to difficulties with communication, including Deaf people with British Sign Language) and where there is no one available to support and represent their wishes. NB. This service is available via referral only.

Devon and Torbay Independent Mental Capacity Advocacy (IMCA) Service

IMCA Service (Devon and Torbay), Age UK Devon, Unit 1, Manaton Court, Matford Business Park, Exeter EX2 8PF

0845 231 1900

 www.ageuk.org.uk/devon/our-services/imca/  imca.devon@nhs.net

National website: www.scie.org.uk/publications/imca/index.asp

An IMCA is an Independent Mental Capacity Advocate appointed by the local authority and/or NHS body to protect other people's interests when they lack the capacity to make certain important decisions and, at the time such decisions need to be made, have no one else (other than paid staff) to support them or be consulted.

Where the above applies, an IMCA must be appointed when the decision involves:

- serious medical treatment
- the local authority proposing to arrange accommodation for someone for longer than 8 weeks
- the NHS body proposing to arrange accommodation for someone for longer than 28 days.

An IMCA may also be involved:

- where there is a care review (where accommodation is being reviewed)
- in Safeguarding of Adult cases (the criterion of friends and family does not apply in Safeguarding cases).
- to support people through the Deprivation of Liberty Safeguard (DLS) process.

Independent Mental Health Advocacy (Torbay and Devon)

For referrals or to request further information, contact the Devon Advocacy Consortium: 0300 343 5707 or dac@seap.org.uk

 www.devonadvocacy.org.uk

The Independent Mental Health Advocacy (IMHA) service helps people in Devon and Torbay to understand their rights in relation to the Mental Health Act and to make informed decisions. The service is free, flexible and confidential. Eligible individuals include those:

- detained in hospital under the Mental Health Act, apart from shorter sections (4, 5 135 or 136) designed to allow a proper Mental Health Act assessment to take place
- subject to a Guardianship order
- subject to a Community Treatment Order
- discussing with their doctor the possibility of Psychosurgery, or ECT (if under 18 years).

Vocal Independent Advocacy

Room DS034, Dartington Space
Dartington Hall, Dartington, Totnes TQ9 6EN
(01803) 868300

 www.vocaladvocacy.org.uk

 vocaladvocacy@btconnect.com

A free and independent advocacy service for people in South and West Devon, including Torbay, with learning disabilities and communication difficulties. Support includes statutory advocacy for those eligible under the Care Act and general advocacy for other issues. The service also offers Person Centred Planning and user engagement within provider organisations, including facilitation of meetings and satisfaction surveys. Advocacy awareness training can be provided. Referrals via self, family, friends, public and voluntary organisations.

Other Titles in this Series

Most sheets have many pages, and details change often. If you would like copies, please request no more than 5 titles at a time (further details on p. 3).

Disability Support Series	
Adult Abuse: how to raise your Concerns	P35
Bathing and Showering	P02
Computers	P27
Continence Management	P24
Domiciliary Care Agencies	P05
Emergency Care For Pets	P06
Equipment Centres	P07
Equipment Hire and Loan Services (including wheelchair hire)	P08
Family and Emotional Support Services	P03
Finding Funding for Extra Needs	P12
Gentle Exercise	P22
Holiday Services (national contacts)	P09
Home Maintenance Services and Building Adaptations	P10
Home Visiting Services	P23
Housework, Domestic Help and Laundry Services	P11
Housing Options for Older People	P25
Information, Advice and Advocacy Services	P01
Keeping Safe and Warm at Home	P13
Leisure	P28
Meal Delivery Services	P14
Motoring	P17
Parking and Public Conveniences	P15
Shop Delivery Services	P16
Sitting Services	P18
Sport and Outdoor Activities	P34
Stairlifts and Vertical Lifts	P19
Support for Adults with High Functioning Autism and Asperger's Syndrome	P33
Support Groups	P21
Telecare (includes community alarm systems)	P04
Transport Services	P20
Caring Series	
Caring for an Adult with a Mental Health Condition	P29
Caring for an Adult with an Alcohol or Drug Problem	P31
Caring for Someone Coming out of Hospital	P32
Caring for Someone with a Life Limiting Condition	P30
Care Home Series	
Care Homes - Day Care, Torbay	C09
Care Homes: Dementia (residential and nursing), Torbay	C06
Care Homes: Learning Disabilities, Torbay	C05
Care Homes: Mental Health, Torbay	C08
Care Homes: Nursing, Torbay	C03
Care Homes: Paignton and Brixham	C01
Care Homes: Torquay	C02

Further Information and Advice

Torbay Disability Information Service

Torbay Disability Information Service has been providing comprehensive information and advice to people in Torbay for over 20 years and we are a founder member of the Torbay Advice Network (TAN). Our service is open to any resident of Torbay affected by any type of disability. We also provide information to anyone working or caring for people with disabilities.

No referral is necessary. Simply visit our office, call us on **0300 456 8373** or email us at **dis.torbay@nhs.net**

We offer:

- An enquiry desk service covering a wide range of topics related to disability support and independent living.
- Advice and guidance on disability-related social security issues, including benefit checks.
- Over 40 web-based information sheets covering the questions that we get asked most frequently.
- Appointments for help with social security forms (PIP, ESA, etc.) for people with diagnosed mental health conditions.
- An access point for the Mental Health User and Carer Involvement Worker (appointments only).

Opening hours: Monday to Thursday, 9.00am to 4.30pm; Friday, 9.00am to 1.00pm only.

Signposts for Carers

Signposts for Carers is Torbay's dedicated telephone support service providing specialist information and advice to unpaid carers in Torbay. Contact *Signposts* in confidence to find out about services, equipment, benefits and rights. Support is available on a short or long-term basis.

Opening hours: Mondays to Thursdays, 9.00am - 4.30pm. Fridays: 9.00am - 1.00pm.

Calls are diverted to a 24-hour staffed message taking service outside office hours. Your details and enquiry will be relayed to us and we will respond to your enquiry on the next working day.

 **(01803) 666620**

 signposts@nhs.net

Was this information sheet useful?

We are keen to ensure that this information sheet is relevant to your needs and clear. We would be grateful if you would take a moment to answer the questions below and send your response to us either by email at dis.torbay@nhs.net or by post.

Our address is:

Torbay Disability Information Service
St. Edmunds
Victoria Park Road
Torquay TQ1 3QH

Q: Where did you get this information sheet from?

Q: How old are you?

Q: Was the information easy to read and helpful? (Please tick **one** box only)

Very Easy

Fairly easy

Undecided

Fairly difficult

Very Difficult

Q: How might we improve it?

.....

.....

Q: What local disability related support do you struggle to find out about?

.....

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Note: Please contact us on 0300 456 8373 if you need help or have questions about the contents of this information sheet.



Partners in Care

Ref: DIS, P35 – September 2016

This document can be available in other languages and formats. For more information telephone 0300 456 8373