

## Organisation leads

Dr Gavin Wood, Adult Safeguarding Lead

Dr Gavin Wood, Child Safeguarding Lead

Dr Mark O'Toole, Deputy Safeguarding Lead

Carrie Anne Wood, Administrative Safeguarding Lead

The team will ensure that you receive the appropriate level of support.

## Who to contact?

Adult Services: Family Connect 01952 385385 (Option 3)

Child Services: Family Connect 01952 385385 (Option 1)

Family Connect OOH Emergency Duty Team (after 5pm):  
01952 676500

West Mercia Police Public Protection Unit: 0300 333 3000 or  
101

NSPCC: 0800 800 5000

Childline: 0800 1111

24-hour National Domestic Violence Freephone Helpline:  
0808 2000 247

Care Quality Commission: 03000 616161

# Safeguarding children, young people and adults



**CHARLTON MEDICAL CENTRE**

## What to do

If you are being abused, know of someone who is being abused or think someone may be at risk, it is important that you inform the right people.

We want to reassure you that the people who you talk to will take your concerns seriously and are able to provide support, guidance and take action to ensure the safety of everyone.

Please speak to a member of staff who will help you get the help you need. All our staff are trained in safeguarding.

**They will support you!**

## What is safeguarding?

### Safeguarding

This is defined as protecting people's health, wellbeing and human rights, enabling them to live free from harm, abuse and neglect. It is fundamental to high-quality health and social care.

### Adult at risk

This is a person aged 18 or over in need of care and support, or someone already receiving care and support and, as a result, is unable to protect himself/herself from harm, abuse or neglect.

### Child or young person

This is any person, male or female, under the age of 18 in need of care and support, or someone already receiving care and support and, as a result, is unable to protect himself/herself from harm, abuse or neglect.

## Types of abuse

There are many types of abuse such as:

**Physical** – hitting, biting, shaking, pushing

**Sexual** – any sexual contact which is non-consensual

**Emotional** – humiliation, intimidation, verbal abuse

**Neglect** – ignoring or refusing basic care needs

**Self-neglect** – inability to care for oneself

**Discriminatory** – values, beliefs or culture results in a misuse of power

**Institutional** – misuse of power and lack of respect by professionals, poor practice

**Financial** – use of an individual's funds without consent or authorisation

**Modern slavery** – includes human trafficking, servitude and forced labour

These are just some examples of how people can be abused or neglected through actions directed towards them that cause harm, endanger them or violate their rights.

## Who can abuse?

Abuse can occur anywhere such as at home, in a care setting, hospital, college, school, in public places. It could be from:

Family members or friends

Other patients or those at risk

Young people

Care workers or volunteers

Professionals

Strangers

Don't delay. If you suspect or know that someone is at risk of harm, abuse or neglect, report it immediately!

## Safeguarding is the responsibility of everybody

