

Darlington Safeguarding Adults Partnership Board

Preventing Harm to Yourself and Others
Looking After Your Health



*ABUSE IS EVERYBODY'S BUSINESS
SAFEGUARDING IS EVERYBODY'S RESPONSIBILITY*

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Welcome

ABUSE IS EVERYBODY'S BUSINESS SAFEGUARDING IS EVERYBODY'S RESPONSIBILITY

This is one of two handbooks that are intended to provide guidance about keeping yourself safe and looking after yourself as well as focusing on the protection of those adults who may find themselves at risk or in vulnerable situations.

For many people the experience of abuse, maltreatment or neglect can be isolating, painful, terrifying and even fatal. Abuse, maltreatment or neglect can happen to anyone but it is often the most vulnerable in society who suffer. Abuse of any kind is never acceptable.

This handbook has been produced as part of the Darlington Safeguarding Adults Partnership Board and its continuing work. The organisations which make up the Board can provide support and put in measures to protect those who have been abused. However abuse can be hidden and go unreported. It is important to recognise the signs of abuse and also to know who can help if you suspect it is happening.

This essential handbook gives vital information and is a practical guide for anybody who is being abused or suspects that somebody they know may be the victim of abuse, maltreatment or neglect.

It is everybody's responsibility to report abuse wherever it is seen or suspected. Safeguarding is a vital part of our responsibilities.

It is more than just adult protection. It is about protecting the safety, independence and wellbeing of vulnerable people.

Who Can Help You?

In Darlington there are many different professionals and organisations who can offer you help. Some of these are listed in the Useful contacts section at the back of this handbook. Some of the emergency numbers you may need are listed opposite.

Do not be afraid to ask for help or advice. We are here to help.

WRITE YOUR POST CODE HERE


The emergency services often ask for this to help them locate you.

Postcode.....

HEALTH SERVICES




For Advice and Information Contact:
NHS Choices - www.nhs.uk
NHS Direct - 0845 4647
www.nhsdirect.nhs.uk
In a non-emergency please Dial **111**




Walk In Centre
Dr Piper House
Tel: 01325 345217
In an emergency **999**

ADULT SERVICES



For Advice and Information Contact
Darlington Borough Council
Tel: 01325 346200



In an Emergency
Out of Hours
Tel: 08702 402994
Text: 07826 903165

Who Can Help You?

GP/DOCTOR

You will need to register with a local Doctor

Telephone Number of your GP:.....


POLICE

In a non-emergency
please Dial **101**


Mini-Comm for deaf
users: 0191 3752090

In an emergency **999**

KEEP YOURSELF SAFE

 National 24 hour
Domestic Violence
Helpline
Tel: 0808 2000 247

 National Gas
Emergency
Tel: 0800 111 999

 National Electricity
Emergency
Tel: 0800 195 4141

Looking After Your Health

Preventing Falls



Try to ensure the stairs and living areas are well lit and the floor is free of objects which may cause you to trip. Try to replace worn carpets or rugs or make them non-slip and tape down curled edges. If you spill something on the floor clear it up immediately to reduce the chance of slipping. In your bathroom you could use non-slip mats in the bath or shower and handles to help you get in and out of the bath/shower safely. Handrails on both sides of the stairs can also help avoid falls.

If you fall - call for help, keep yourself warm and cover yourself with anything available. Try to keep moving as much as you are able, even if it's just by flexing your muscles or rocking gently from side to side. Rest before you try to get up but don't try to get up if you've badly injured yourself.

- Reduce the risk of falling - keep clutter off the floor and stairs, wear sensible footwear.
- Speak to your GP if you think your medicines are affecting your balance.
- Speak to your GP if you have fallen more than once in the past three months or if you do not remember why you have fallen.

Looking After Your Health

Preventing Falls

- Check your home for any hazards.
- Keep your phone within easy reach and near to a list of useful numbers for use in an emergency.

Darlington offer “New Assistive Technology helping you to stay safe and happy in your home”. Telecare is new technology (the next generation of Lifeline equipment) which can **automatically** send an alert should you need assistance. It is discreet, unobtrusive and tailored to your individual need. Age UK can provide a personal alarm with a push button pendant or wristband connected to their 24 hour emergency response centre.

There are Housing Associations and other organisations providing accommodation, housing assistance and tenancy support within the Darlington area.. The aim of the service is to enable you to remain living in your home safely for as long as possible and to give you, your relatives and carers peace of mind.

The main piece of telecare equipment is called the Lifeline unit, which links to your existing telephone line to enable you to contact the control centre. Additional equipment works with the Lifeline unit to raise the alarm if required. This is a range of high tech safety devices including detectors for falls, temperature extremes, carbon monoxide, flood and movement, whilst a special bed occupancy sensor can automatically switch on your lights when you get out of bed.

USEFUL CONTACTS

Darlington Housing Association - Tel: 01325 461 352

Darlington Age Concern - Tel: 01325 362 832

Darlington Age UK -Tel: 01325 362832

Age UK - Tel: 0800 77 22 66/www.ageuk.org.uk/alarm

Darlington Borough Council - 01325 346200

Looking After Your Health

General Wellbeing

HEALTHY EATING

Balance is the key to getting your diet right. Your diet should include starchy foods such as rice and pasta, protein such as meat, fish, soya products and dairy products such as milk and cheese and fruit and vegetables. Try to avoid too much fat and sugar. Avoid processed foods and fast food, eat sensible sized portions and drink plenty of water.

EXERCISE

Maintaining good physical fitness will help you maintain your independence and wellbeing. All adults should try to fit in 30 minutes of physical activity every day. This can be all at once or in 10 minute sessions. The type of activity you do can depend on your age, general health and your current fitness.

SMOKING

Giving up smoking has huge health benefits. It is never too late to give up smoking. Just because you've tried to go smoke free before and not succeeded, does not mean you can't do it. Many people make several attempts to stop smoking before they succeed.. You can do it. Sometimes the thought of stopping is actually much worse than stop-

USEFUL CONTACTS

Your GP

NHS Direct—Tel: 0845 4647/www.nhsdirect.nhs.uk

Diabetes UK Careline—Tel: 0845 120 2960

Stop Smoking—Tel: 0800 013 0553/www.ash.org.uk/
www.smokefree.nhs.uk

Looking After Your Health

General Wellbeing



Giving up smoking will:

- Eliminate carbon monoxide from your body within 24 hours.
- Reduce your risk of heart attack by half in a year and to the level of someone who has never smoked within 15 years.
- Reduce your risk of lung cancer (in 10 years the risk falls to about half that of a non smoker).
- Improve your fertility levels and your chance of a healthy pregnancy and baby.
- Improve your appearance - skin loses its greyish pallor and becomes less wrinkled within 1 month.
- Reduce coughing and wheezing within 3-9 months.

Sources: www.ash.org.uk and www.smokefree.nhs.uk

Looking After Your Health

Preventing Pressure Sores

Pressure sores are painful sores which occur when the blood supply to parts of the body is interrupted and skin and underlying tissue become damaged. In very serious cases, the underlying muscle and bone can also be damaged. People who are unable to move some or all of their body due to illness, paralysis or advanced age often develop pressure sores.

If a person is unable to move regularly, for example due to illness, injury, or paralysis, pressure sores can quickly develop, sometimes over the course of a few hours.

If you notice any possible signs of damage such as areas of discolouration and patches of skin that feel unusually spongy, or tough to the touch, you should contact your GP or your healthcare team.

Making regular and frequent changes to your position is one of the most effective ways of preventing pressure sores. If you are unable to change position yourself, a carer, or relative, will be required to assist you.

Seek medical advice if more than two of these conditions apply:

- You are over 65.
- You cannot move easily.
- Your skin is dry, sweaty or red.
- You are overweight or very thin.
- You are not eating properly.
- You have had a recent blood test.
- You are diabetic.
- You are in a wheelchair.
- You are bedridden.

Looking After Your Health

Preventing Pressure Sores

TEN TOP TIPS FOR PREVENTING PRESSURE SORES

1. Identify whether a person you care for is at risk.
2. Regularly check skin for early signs of damage—any key areas showing a change of colour, blisters, swelling or patches of hot or cool skin.
3. Turn and change position regularly so you don't put pressure on the same bit of skin.
4. Use proper lifting techniques and make sure that skin is not dragged against anything.
5. Make sure bedding is wrinkle free and that there are no crumbs in the bed and that it is dry.
6. Eat a well balanced diet and drink plenty of fluids throughout the day.
7. If you have to sit or lie for long periods make sure you have appropriate seat cushions or mattress in place and seek advice.
8. Do not rub or massage the skin.
9. Keep skin clean and dry and don't use excessive amounts of cream or talcum powder.



Looking After Your Health

Alcohol and Drugs

Useful Things to Know

DRUGS

Substance or drug misuse is not just about illegal drugs such as heroin and cocaine. A person can become addicted to prescribed medication such as painkillers and sleeping tablets, when there is no clinical need for the individual to take them.

ALCOHOL

Many people enjoy drinking alcohol but it is important to think about the effects on your health. One unit of alcohol is the equivalent to roughly one pub measure of spirits, a half pint of lager, a small glass of wine or a small sherry. However, the measures that you pour at home are likely to be larger than pub measures, and contain more units of alcohol.

It is recommended that men drink no more than three to four units of alcohol a day and women no more than two to three units of alcohol a day (with two days off per week). Older people may be more susceptible to the effect of alcohol, so drinking less is recommended.

WHERE CAN I GET HELP?

ALCOHOL

Community Alcohol Service - Tel: 01325 362159

Young People's Services (SWITCH 10-18 Years) - 01325 267240

Drinkline (24 hour confidential advice) Tel: 0800 917 8282

Your GP

DRUGS

Darlington Drug and Alcohol Information: Tel: 01325 346847

www.darlington.gov.uk/Health/CAS/AlcoholInformation

Looking After Your Health

Alcohol and Drugs

Useful Things to Know



ALCOHOL

- Follow the recommended guidelines for sensible drinking.
- Try to have two alcohol-free days each week.
- Talk to your doctor if you are concerned about your own or someone else's drinking.
- Never drink and then drive your vehicle.

DRUGS

- If you are on prescribed medication, make sure you know about the drugs and their possible side effects, some can be addictive.
- Avoid buying medicines, preparations or remedies over the internet.
- Some prescribed drugs prevent you from driving. This information should be given to you when the medicine is prescribed. Make sure you inform the DVLA of any medical condition you have and the medication you have to take.

DRUGS AND ALCOHOL

- An individual who misuses drugs and alcohol can seriously affect the care and wellbeing of children, family members and themselves.
- Mixing different types of drugs, including prescription drugs and especially alcohol increases your risk of a fatal overdose.
- Mixing alcohol and stimulants such as cocaine increases your risk

Looking After Your Health Caring for Someone Else You Are Not Alone

You are a carer if you are looking after someone else because of age, illness or disability. This could be your spouse, partner, parent, another relative or a friend.

Being a carer can be very rewarding, but it is also hard work. You will face issues you may not have had to deal with before and it can be hard to adjust to having someone dependent on you for support.

Being a carer can mean major changes in your life as well as the life of the person you are caring for. You may need to make practical changes with adaptations and improvements to your home such as bath rails or making a home suitable for wheelchair access.

If you feel under pressure there are people who can help (see Useful contacts).

You may be entitled to a carers assessment by Social Services if you are providing a substantial amount of care on a regular basis, (see Page 4— Adult Services Contact details).

USEFUL CONTACTS

Darlington Carers Helpline - 01325 357533

Carers UK Advice Line—Tel: 0808 8087777 or see the web site adviceline@carersuk.org

Darlington Young Adult Carers Project - Tel: 01325 462452 ex 31 or 357533

Darlington Carers Emergency Support - Telephone: 01388 773884

Darlington Emergency Duty Team - Tel 01325 406125

Darlington Borough Council Supporting People Team - Tel: 01325 388278/388284

YMCA Young Carers Project - Tel: 01325 462452

National Benefit Enquiry Line—Tel: 0800 882200

Looking After Your Health Caring for Someone Else You Are Not Alone

- Try to find support from your family, friends and other carers.
- A carers assessment by Social Services is a way of finding out what help you need with caring, help to maintain your own health and wellbeing with your life, work and family commitments.
- Financial support may be available.
- Looking after yourself - your health (emotional and physical) and wellbeing are very important.
- Try to keep doing your hobbies and meeting friends.
- Let your GP know you are a carer so they can support you by looking after your health.
- You are not alone. Ask for help.



Looking After Your Health Coping with Loss Your Changing Emotions

Loss can take many forms such as divorce, separation or the death of someone you love and it is difficult for everyone to cope with. It is important to ensure that people who have experienced a loss in their life have as much support as possible and are reassured that others understand what they are going through.

If you have experienced bereavement, ask someone to help you with the practical tasks such as letting people know what has happened and making any necessary arrangements. Many people find that doing something practical can help them cope and come to accept what has happened.

Loss can lead to people experiencing different feelings at different times. They may feel numb as they try to grasp the full impact of what has happened. There may be times when they are angry with themselves, perhaps because of something that they said or left unsaid, or with others and even the person they have lost. Sometimes there is a sense of relief that the person is no longer suffering, perhaps mixed with guilt at feeling this way. People go through many different emotions and this is normal and part of the grieving process.

HOW CAN YOU HELP?

- Listen - talking to others can help ease the grieving process.
- Access other support—friends or a bereavement counsellor.
- Be there for them. Remember, it is okay to laugh and have fun - it does not mean you are grieving any less!

Tees Valley and Durham Cruse Bereavement Care —Tel:
01325 288633

Looking After Your Health

Coping with Loss

Your Changing Emotions

- Share your loss - talking can help ease the pain.
- Loss or death affects everyone differently.
- Expect your emotions to change from one moment to the next. Grieving takes time and you will have good days and more difficult days.
- Look after yourself in your grief and seek support.
- Understand the process of grieving.



Looking After Your Health Mental Health and Wellbeing



Talk to a trusted relative/friend or professional.

- Stress, anxiety and depression can happen to anyone.
- Look after yourself - physical activity is a good way to keep physically healthy and it can also help with stress and anxiety.
- Try to eat a well balanced diet which includes plenty of fresh fruit and vegetables.
- Work out what makes you stressed and see if you can manage those situations differently.
- If you need help don't be afraid to ask - speak to your GP.

Looking After Your Health Mental Health and Wellbeing

RECOGNISING THERE IS A PROBLEM

There are many changes in life that can lead to anxiety, loss of confidence and depression, such as bereavement, loss of health or mobility, moving home, problems at work or home, retirement or financial problems. It is normal to feel anxious sometimes but if your anxiety is affecting your daily life then it is a problem you need to address.

It can be difficult to tell the difference between feeling low or miserable and having a depressive illness. The symptoms of depression can include a loss of appetite, weight loss, difficulty sleeping and a lack of energy and motivation. It is normal to experience one or two of these at any time, but if you are affected by several, talk to your GP.

Dementia or progressive brain dysfunction is a common concern for many as they grow older. Symptoms such as forgetfulness, confusion and emotional outbursts may not be recognised as dementia at first but may gradually worsen. If you think you, your spouse or partner is being affected by dementia, speak to your GP.

USEFUL CONTACTS

Your GP

Local Mental Health NHS Trust Patient Advice and Liaison Service - Tel: 01325 552000

NHS Direct—Tel: 0845 4647

Looking After Your Health

Sexual Health and Abuse

Sexual health is important. A sex life free from exploitation is essential to most people irrespective of age or disability. Protecting yourself from unwanted pregnancies or Sexually Transmitted Infections (STIs) is part of good sexual health.

CONTRACEPTION

Contraception is available to all women and men who are sexually active and wish to avoid unwanted pregnancy. A full range of contraceptive services is offered by specialist sexual health services at your GPs surgery. This service is confidential.

SCREENING AND TREATMENT FOR SEXUALLY TRANSMITTED INFECTIONS

As well as the risk of unwanted pregnancy, unprotected sex, for example not using a condom, can result in common Sexually Transmitted Infections such as Chlamydia. Screening and treatment is also available from your local Health Centre.

- Look after yourself - use a condom to help prevent unwanted pregnancy and Sexually Transmitted Infections (STIs).
- Go for regular cervical and testicular screening.

USEFUL CONTACTS

Your GP

Rape Crisis—Tel: 0808 802 9999

NHS Direct—Tel: 0845 4647 or visit the website www.nhsdirect.nhs.uk

USEFUL LOCAL CONTACTS

Housing Options provide information on a wide range of Housing Options for an appointment please telephone 01325 388542 or visit Customer Services at the Town Hall. Information is also available from our website page: <http://www.darlington.gov.uk/Housing/housing.htm>

Housing and Tax Benefits - For more information Tel: **01325 388514**. If you have any mobility problems or would like to arrange a private interview. Tel: **01325 388045 / 388526** or e-mail: hbenquiries@darlington.gov.uk

The **Lifeline Service** gives you the freedom to live independently in your own home, knowing that you can always call for help 24 hours a day, whenever you need it. If you would like to know more please contact 01325 388508 . Information is also available at <http://www.darlington.gov.uk/Housing/olderpeople/Lifeline/Lifeline.htm>

LINK (Local Involvement Network) - To join, or to request more information, contact: Freepost RSX-HBSK-YXBB, Darlington LINK, Evolution Church Row, Darlington, DL1 5QD. Tel: 01325 380145, Text: 07525 237723, e-mail: info@darlingtonlink.co.uk or visit the website: www.darlingtonlink.co.uk

WRVS - For more information about the services or to find out more about volunteering, Tel **01325 366682** during office hours.

Adult Social Care - For more information Tel: **01325 346200**, Minicom: 01325 468504 or website: www.darlington.gov.uk/AdultServices

GOLD - For more information telephone **01325 388845** or visit the website: www.darlington.gov.uk/gold

Darlington Association on Disability - Contact: 20-22 Horsemarket, Darlington, DL1 5PT. Tel: **01325 489999**, e-mail: info@darlingtondisability.org Website: www.darlingtondisability.org

eVOLUTION - Contact us at Church Row, Darlington DL1 5QD, Tel: **01325 266888** or visit the website www.evolutiondarlington.com

Darlington Citizens Advice Bureau - For further information, Tel: 01325 256999 or see our website at www.darlingtoncab.co.uk

County Durham & Darlington NHS Foundation Trust - The PALS service can be

USEFUL LOCAL CONTACTS

County Durham & Darlington NHS Foundation Trust - The PALS service can be contacted on Freephone 0800 783 5774.

Age UK - Contact us at Bradbury House, Beaumont Street West, Darlington, Tel: 01325 362832 and at Clark's Yard Advice Centre, Tel: 01325 357345.

E-mail: info@ageukdarlington.org.uk or use website: ww.ageukdarlington.org.uk

NHS County Durham & Darlington - The Patient Experience Team can be contacted on Freephone 0800 195 7998.

Supporting People - Tel: 01325 388284 or e-mail: supporting-pepleteam@darlington.gov.uk

USEFUL NATIONAL CONTACTS

Age UK

0800 169 6565

www.ageuk.org.uk

Alcoholics Anonymous

0845 769 7555

www.alcoholics-anonymous.org.uk

Broken Rainbow Helpline

Domestic Abuse Line for Lesbian,
Gay, Bisexual and Transexual
0300 999 5428

www.broken-rainbow.org.uk

Crime Stoppers

0800 555 111

www.crimestoppers-uk.org

Crossroads

Caring for Carers 0845 450 0350

www.crossroads.org.uk

Cruse Bereavement Care

0844 477 9400

www.cruse.org.uk

Domestic Abuse Men's Advice Line

0808 801 0327

www.mensadviceline.org.uk

Drinkline

0800 917 8282

24 hour Confidential Advice

Emergency

Police, Ambulance, Fire and
Rescue, Coast Guard, Mountain
Rescue 999

Family Lives

0808 800 2222

www.familylives.org.uk

Floodline

0845 988 1188

www.environment-agency.gov.uk

Forced Marriage Unit (FMU)

020 7008 0151

www.fco.gov.uk/forcedmarriage

National Domestic

Violence Helpline

0808 2000 247

www.womensaid.org.uk

www.refuge.org.uk

NHS Direct

0845 4647

www.nhsdirect.nhs.uk

NHS Smoking Helpline

0800 022 4 332

www.smokefree.nhs.uk

Respect

Helpline for Perpetrators of
Domestic Abuse

0845 122 8609

www.respect.uk.net

Royal Society for the Prevention of Accidents (RoSPA)

0121 248 2000

www.rospa.com

Stop Hate UK

0800 138 1625

Victim Support

0845 30 30 900

www.victimsupport.org.uk

Other useful websites:

www.barnardos.org.uk

www.carers.org

www.dofe.org

www.rd4u.org.uk

Complaints, Compliments and Comments

تقدیرات و اقتراحات و شکاوی

মন্তব্য, অভিযোগ এবং অভিনন্দন

抱怨,表扬和评论

शिकायतें, प्रशन्सा और सुझाव

ਸ਼ਿਕਾਇਤਾਂ, ਸਲਾਘਾ ਅਤੇ ਸੁਜਾਉ

شکوہ شکایت . نکتہ چینی اور تعریف و صلحہ

Skargi, pochwały i komentarze

Our aim is to put you first and provide you with the best possible service. In order to do so it is important that you are able to tell us what you think. We understand that sometimes it is difficult to complain and can assure you that if you do need to make a complaint we will take your concerns seriously. We will treat you fairly and with respect and you can be confident that you will not receive a poorer service as a result.

The Complaints and Information Governance Team handles all complaints for the Council, including complaints about **Adult Social Care Services**.

Contact Details

Visit the website:

www.darlington.gov.uk/complaints

E-mailing: complaints@darlington.gov.uk

Telephone: 01325 388043 or by visiting:

The Town Hall, Darlington, DL1 5QT



Finding Out More

If you would like further copies, information about us and our services, please telephone or write to us at our address below.

**Safeguarding Adults
Adult Social Care
Central House
Gladstone Street
Darlington
DL3 6JX**

**Telephone - 01325 346200
Fax - 01325 346474**