



**Everyone we support at Link-Ability might be in need of safeguarding at some time.**



**Safeguarding means keeping vulnerable people free from abuse and neglect.**



**Abuse is:**

- **When someone hurts or treats you badly**
- **When someone does or says things to make you upset or frightened**

**There are different types of abuse.**



**Emotional Abuse**

**This is when people say bad things to hurt your feelings, shout or threaten you.**

**This could be calling you names, ignoring you, laughing at you.**



**Physical Abuse**

**This could be someone who hits, kicks, pinches, slaps you.**



### **Sexual Abuse**

**Touching people's private parts when someone has not given their consent.**  
**This can include making you look at, send or watch pictures or films of a sexual nature.**



### **Financial Abuse**

**Stealing people's money or things, using people's benefits.**



### **Neglect or Poor Care**

**Not keeping a person clean, not giving medication properly.**



### **Organisational Abuse**

**Not reporting things that have gone wrong or covering things up so that people carry on suffering.**



### **Domestic Abuse**

**Any of the things already listed within a relationship between people who live together or are in any relationship.**



**Self Neglect**  
**People hoarding things in their home, not washing, not going to bed or not taking their medication.**



**Modern Day Slavery**  
**Making people work too long for low pay.**  
**Controlling them and mistreating them.**



**The best way to keep people safe is to prevent abuse or neglect from happening.**



**To help with this everyone involved with Link-Ability is trained about how best to keep people safe and to recognise if people are not.**



**We also train the people we support to keep themselves safe.**



**If staff or people we support become aware that someone has been harmed or might be at risk of being harmed then we train everyone to know what to do and how to make sure the person is safe and to report this to our managers, the local authority and CQC.**



**The law tells us that we must do this.**



**Sometimes that means that staff have to whistle blow – this means speaking out about something that is unsafe, abusive or neglectful. We will protect that person from others who may be annoyed that have done this.**



**People we support can tell us if there is something wrong. We will always listen to them. If people don't use words to communicate our staff are trained to spot if someone's behaviour changes and they are communicating that they are upset.**



**We will always take it seriously when we become aware that something is not right and start to take action quickly so people don't continue to suffer.**



**We will never try to cover up if things have gone wrong in our services.**



**We will always treat people with kindness and keep our vulnerable people at the centre of any action we take and listen to you throughout.**



**Link-Ability**

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**Office 01706 398992**



**Link-Ability**

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**Office 01695 666637**



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**Lancashire**  
County  
Council



**Useful numbers:  
Lancashire County Council,  
Adult Social Care Safeguarding  
0300 123 6721**

 **ROCHDALE**  
BOROUGH COUNCIL



**Rochdale Borough  
Adult Care Access Intervention  
Team  
0300 303 8886**

**Call.**

**101**

for police non-emergency

**999**

for police emergency



**Police in emergency - 999  
Police Non-emergency -101**



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