

Patient information- easy read version

Safeguarding adults: information for patients, families and carers

This leaflet will tell you what to do if you or someone you know is being abused.

What is abuse?



Physical abuse –being hit, kicked, locked in a room.



Psychological abuse – being bullied or shouted at.



Financial abuse– when someone takes your money, fraud.



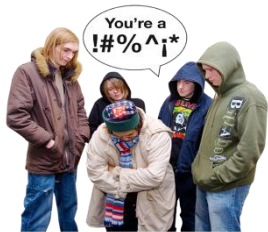
Neglect – not being looked after properly or ignored.



Sexual abuse – when someone touches your body or your private parts without permission.



Self-neglect – not looking after yourself.



Discrimination – not being treated in the right way because of race, gender, religion or sexuality.

Who might be an abuser?



Anyone – your friend, a teacher, relative, carer or a stranger.

Where can abuse happen?



Anywhere – at home, in hospital, at work, or in a public place.

What can I do to help someone else who is being abused?



Give them this leaflet.



Call social services to tell someone about the abuse.



Talk to a health care professional – GP, nurse, OT, physio, carer, doctor or social worker.



If you think a crime has taken place, call the police on **111** or **999**.



If someone is hurt and needs help – **call 999 straight away.**

Helpful contacts:

Mencap – Learning Disability helpline

9am - 5pm, Monday - Friday)

Phone: 0808 808 1111

National Domestic Violence helpline

24 hours

Freephone: 0808 2000 247

Samaritans helpline

24 hours

Phone: 116 123



Moorfields Direct telephone helpline

Phone: 020 7566 2345

Monday to Friday, 8.30am - 9pm

Saturday, 9am - 5pm

Information and advice on eye conditions and treatments from experienced ophthalmic-trained nurses.

Patient advice and liaison service (PALS)

Phone: 020 7566 2324 or 020 7566 2325

Email: pals@moorfields.nhs.uk

Moorfields' PALS team will help you if you are unhappy and will support you with any worries you may have about your care at Moorfields. The PALS team can also advise you on how to make a complaint.



Moorfields Eye Hospital NHS Foundation Trust

City Road, London EC1V 2PD

Phone: 020 7253 3411

www.moorfields.nhs.uk