



### What is this factsheet about?

This factsheet tells you how you can get help for yourself or someone you know in the event of abuse. It also explains about different types of abuse and who may be at an increased risk.



### What do we mean by 'Abuse'?

Abuse can take many forms such as:

- hitting, slapping or pushing;
- shouting or swearing;
- unwanted touching, kissing or sexual intercourse;
- money or property taken without consent or under pressure; and
- not being cared for well or denied privacy, choice or social contact.

### Every adult has the right to:

- a life free from fear;
- be treated with dignity;
- have their choices respected;
- not be forced to do anything against their will; and
- take time to unwind and relax.

### Who may be at an increased risk of abuse?

Many adults rely on other people to help them with their daily living, because of a disability, illness or frailty. These people can sometimes be seen as vulnerable due to their circumstances. Vulnerable adults may be at an increased risk of abuse from people they are close to, such as a relative, friend, neighbour, or a paid carer. Although it is rare, abuse can occur at home, in a residential or nursing home, in a day centre, or in a hospital.

### What can you do if you are concerned about someone?

If you know of a worrying situation please do not ignore it. You can telephone the Safeguarding Adults Coordinators or any of the agencies listed over the page. You do not need to give your name but we may need to act on the information you give us and contact other relevant services.

### What will happen next?

Trained staff will carry out careful and sensitive enquiries into your report. What happens next will depend on the wishes of the individual and the seriousness of the situation. A person's physical safety will always be our priority.

We will offer information and advice so that the person can make an informed choice about the help they need, or action they wish to take. If they are unable to make an informed choice, we will try to do whatever is necessary to support and protect them.

Vulnerable adults can be at risk in their own home - often from people they know. If you are concerned about someone please do not ignore it.

## Who to contact

### Safeguarding Adults Coordinators

Heston House Gardens  
201/209 Vicarage Farm Road  
Heston TW5 0AH

Tel: 020 8583 4515

Email: [adultprotection@hounslow.gov.uk](mailto:adultprotection@hounslow.gov.uk)

### Hounslow Community Services

**For older people, people with a learning disability and people with a physical or sensory disability:**

Social Care Advisors, Adult Access Team  
41 New Heston Road, Heston TW5 0LW

Tel: 020 8583 3100

Minicom: 020 8583 3186

Email: [adultsocialcare@hounslow.gov.uk](mailto:adultsocialcare@hounslow.gov.uk)

Emergency Out of Hours Service: 020 8583 2222

**For people with mental health needs:**

Community Mental Health Teams  
Brentford, Chiswick and Isleworth: 020 8583 3365  
Feltham: 020 8321 3959  
Hounslow: 020 8583 3496

### People in West Middlesex Hospital

Social Work Team: 020 8321 5609

### Police

Community Safety Unit: 020 8721 9104  
In emergency dial 999

### Patient Advocacy Liaison Service (PALS)

Hounslow Primary Care Trust  
Tel: 0800 953 0676

West Middlesex Hospital Trust  
Tel: 020 8321 6260

### Voluntary Groups

Age UK Feltham, Hanworth and Bedfont  
Tel: 020 8751 5829

Age UK Hounslow  
Tel: 020 8560 6969

Speak Out in Hounslow  
Advocacy for adults with learning disabilities  
Tel: 020 8758 2048

Disability Network Hounslow  
Tel: 020 8758 2048  
Minicom: 020 8578 2065

Action on Elder Abuse  
Elder abuse response helpline  
FREEPHONE: 0808 808 8141

Domestic Violence Outreach Service  
Tel: 020 8754 3319

For details of all our services, visit our website at: [www.hounslow.gov.uk](http://www.hounslow.gov.uk)

Translations and accessible formats:

ترجمہ کی مفت سہولت  
भाषांतरनी भईत सेवा  
अनुवाद की मुफ्त सेवा उरजमे दी भुद्ध सेवा



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