

Protecting Vulnerable Adults from Harm

This leaflet tells you about adults who are vulnerable to harm, the different types of harm, how to report your concerns and the action that will be taken.

Who are people at risk?

People over 16 who are affected by disability, mental disorder, illness, infirmity or ageing

What is harm?

Harm may be -

- physical
- neglect or acts of omission
- financial or material
- sexual
- psychological
- discriminatory or information abuse.

Harm may happen anywhere, including in the person's own home.

Who may cause harm?

Adults may be harmed by a wide range of people, including:

- relatives and family members
- professional staff
- paid care workers
- volunteers
- other service users
- neighbours
- friends and associates
- people who deliberately exploit vulnerable people and strangers

What should you do?

Make sure the adult is safe.

Contact one of the services opposite.

If immediate help is needed dial 999 and ask for the appropriate emergency service.

What will they ask me?

You will be asked to give details of your concern. You may be asked how you know the vulnerable adult concerned and other relevant questions.

You do not need to give your name if you do not wish to.

What happens next?

Social Work has a duty to investigate an alleged incident of harm and will provide advice and support. Other professionals may be involved, NHS Grampian, Police or Care Commission.

The investigation will be handled as sensitively as possible and the adult's wishes will be taken into consideration.

If the concerns are serious then Social Work will act immediately to make sure that the vulnerable adult is safe.

Your concerns will be treated with the respect and attention they deserve.

Don't leave it to someone else to do - it might be too late!

Contact numbers and addresses

Social Work

Aberdeen City

Duty Team 8.30 - 5pm	01224 765220 or
Freephone	0800 7315520
Out of Hours Service	01224 693936

Aberdeenshire

Out of Hours Service	0845 840 0070
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Moray

Out of Hours Service	01343 562111/562114
	08457 565656

Grampian Police

	0845 600 5 700
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Care Commission

	01224 793870
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Do you have difficulty understanding the English language?

For help with understanding this leaflet please ask an English speaking friend or relative to phone or write to the NHS Grampian Equality and Diversity Department:

Equality and Diversity Department

Room 7, Ashgrove House, Aberdeen Royal Infirmary, Aberdeen. AB25 2ZA.

Telephone 01224 552245

ভাষা/হিস্টরপ্রটিং এবং অন্যান্য ফরমেটের
যোগাযোগ সাহায্যের জন্য দয়া করে
:01224 523 542
নম্বরে যোগাযোগ করবেন।

如果需要語言/傳譯及其他形式的傳訊支援服務，
請聯絡:01224 523 542。

Если требуется помощь при выборе
языка / переводчика или других
способов общения, звоните по
телефону: 01224 523 542

للحصول على مساعدة بخصوص اللغة/ الترجمة
و وسائل الاتصال الأخرى، الرجاء الاتصال
بالرقم التالي: 01224 523 542

زبان / ترجمانی (انٹرنیٹنگ) میں مدد اور اپنی بات دوسروں
سے سمجھانے میں مدد کی دوسری طرزوں کیلئے، براہ کرم اس نمبر پر
رابطہ کریں: 01224 523 542

Jeśli potrzebujesz pomocy językowej /
tłumacza lub innej pomocy w
porozumiewaniu się, proszę zadzwonić
pod numer: 01224 523 542

Do you have a visual impairment?

This document is available
in large print format on request



Supporting and Protecting Adults from Harm

Advice on who to contact if you have concerns
about the safety of a vulnerable adult

