Are you worried about an adult?

1. Every adult has the right to be treated with dignity, have their choices respected and live a life free from fear
2. Disability, illness or frailty means that many adults over the age of 18 have to rely on other people to help them in their day-to-day living.
3. It is because they have to depend on others that they become vulnerable and at risk of abuse, very often from people they know such as a relative, friend, neighbour or paid carer.
4. If you see, or know of, a worrying situation, please do not ignore it. Tell us about your concerns by calling us on telephone number 0300 456 1111, Out-of-hours telephone number 01492 515777, Fax: 01492 576330, E-mail: [wellbeing@conwy.gov.uk](mailto:wellbeing@conwy.gov.uk), Text message (for general enquiries): 07797 870361
5. Get in touch with us about your concerns, and we will do something about it. This may mean acting directly on your information and/or contacting other services to put an end to an abusive or neglectful situation.
6. There are different forms of abuse or neglect.  Physical abuse, Sexual abuse, Emotional abuse, Financial abuse, Neglect, Discriminatory abuse, organisation abuse, Domestic abuse, Self-neglect, Modern Slavery
7. Abuse can happen in a person's own home, in a residential or nursing home or a day centre or hospital
8. We take all concerns about safeguarding seriously.
9. When you contact us we will listen to you and agree a possible action plan to keep the vulnerable person safe.
10. We will consider whether we need to carry out an assessment or an investigation.
11. We may also speak to the person at risk about what has happened to them, so that they can make an informed choice about any help they might need, or any action they may wish to take.
12. If they are unable to make an informed choice, we will take care to support and protect them.
13. We will keep you informed about what is happening