

## Coronavirus information

# Safeguarding Advice

**Age UK recognise that for many people this is a challenging and difficult time, being asked to remain inside and stop face-to-face contact with family and friends will be a situation that most people will never have faced before and one that many people may find difficult to adhere to.**

**For a small group of people, the Government-led response to Covid-19, may increase their susceptibility to the risk of abuse or neglect. The information below seeks to provide you with information on who to contact should you feel at risk of abuse or neglect and unable to protect yourself.**

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### Financial Abuse

It has been hugely positive to see communities coming together to offer support to people who require assistance. A large number of people are offering to help their neighbours through this difficult time and do so genuinely and for good reasons, however unfortunately there may be some people who aim to take advantage of this situation and it is important to be aware of these potential scams.

If someone you don't know offers you help, try to find out more about them. You don't need to accept an offer from someone who turns up on your doorstep, instead ask where they live and how you can contact them should you decide you need help.

- Don't feel pressured to accept help from a stranger.
- Never hand-over money, bank details or bank cards to someone you don't know who is offering to help you. Offers of help for most things should be free of charge, for example dog walking.

- If someone offers to do your shopping, ask for a receipt so that you can pay them on their return to cover the cost of the items.
- If someone claims to be from a recognised organisation, then don't be afraid to ask to see proof or check with the organisation itself.
- If you think you have been a victim of a scam and would like further information you can contact Action Fraud or contact your local police force to report a theft.
- If possible, call a friend or family member to discuss the help you've been offered.

#### **Action Fraud**

0300 123 2040

[www.actionfraud.police.uk](http://www.actionfraud.police.uk)

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## Domestic Abuse

Domestic abuse is any form of abuse committed by a partner, former partner or family member (this includes adult children harming older parents).

People often think of domestic abuse affecting younger people, but any person, any age, any gender can experience domestic abuse.

Living in close proximity with someone for a prolonged period can exacerbate existing issues. If you live with someone who you feel at risk from, seeking help may be difficult especially if you are reliant on them for your care and support needs.

### You can get support and advice from:

#### Domestic Abuse helpline

0808 2000 247

[helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

#### Action on Elder Abuse helpline

0808 808 8141

#### The Police

You can call the local police on the 101 non-emergency number or call 999 immediately

in an emergency.

## Neglect

If you usually receive care and support in your own home this should continue as normal. Care staff have received additional information and guidance about how to look after people and ensure the virus doesn't spread.

Care services may be busier than usual and will no doubt need to deal with the fact that staff need to take time off unwell. As a result you might experience some changes to your normal services such as seeing different care workers or receiving visits at different times of the day.

If your usual visits don't take place and/or you don't receive your medication or other necessary supplies contact your care provider and/or the Adult Social Care team at your local council for help.

If you are reliant on a voluntary carer (usually a friend or family member) for your health and care needs, and they are no longer able to support you, please contact the Adult Social Care team at your local council.

## Helpful contact numbers:

If you are worried that you or someone you know is at risk of abuse or neglect you can speak with:

- Age UK Advice Line (8am –7pm 7 days a week)  
0800 678 1174 [contact@ageuk.uk](mailto:contact@ageuk.uk)
- Adult Social Care at your local council
- Your GP or other NHS health providers
- The Silver Line 0800 4 70 80 (24 hours a day)
- Action on Elder Abuse helpline: 0808 808 8141
- The Police - You can call the local police on the 101 non-emergency number or call 999 immediately in an emergency.