

### **What is abuse?**

#### **Answer**

Abuse is the violation of an individual's human or civil rights by any other person or persons. Any or all types of abuse may be perpetrated as the result of deliberate intent, negligence, discrimination or ignorance. Abuse may be physical, emotional, sexual, financial, neglect or institutional.

### **What is psychological abuse?**

#### **Answer**

Psychological abuse includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks, withholding affection, shouting, or depriving the person of the right to choice, information and privacy. It is behaviour that has a harmful effect on the vulnerable adult's emotional health and development.

### **What is neglect or omission?**

#### **Answer**

Neglect or omission includes ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition, heating and undermining personal beliefs.

### **What is financial abuse?**

#### **Answer**

Financial abuse includes theft, fraud, exploitation and pressure in connection with wills, property, financial transactions, or the misuse or misappropriation of property, possessions or benefits.

### **Give two signs or symptoms of psychological abuse.**

#### **Answer**

Signs and symptoms of psychological abuse include: changes in mood/responsiveness/appetite/behaviour/sleep patterns/continence/use of eye contact, withdrawal, tearfulness.

### **Give two signs or symptoms of physical abuse.**

#### **Answer**

Signs and symptoms of physical abuse include: bruises, lacerations, abrasions, fractures, bites, burns, scalds, hair loss in one area, cowering, flinching.

### **What is physical abuse?**

#### **Answer**

Physical abuse includes hitting, slapping, pushing, kicking, misuse of medication, restraint, inappropriate sanctions, rough handling, pinching, punching, shaking, burning, forced feeding, or the use of force which results in pain, injury or change in individual's natural physical state.

### **What is sexual abuse?**

#### **Answer**

Sexual abuse includes rape and sexual assault or sexual acts to which the vulnerable adult has not consented, could not consent or was pressured into consenting. It also includes inappropriate touching and fondling, indecent exposure, penetration (or attempted penetration) of vagina, anus or mouth by penis, fingers or other objects.

**Name two voluntary organisations that work with vulnerable individuals.**

**Answer**

Voluntary organisations that may help vulnerable adults include: Salvation Army, Age Concern, Help the Aged, Citizens' Advice Bureau, Samaritans, Scope, Mencap and the Leonard Cheshire Foundation.

**Why is it important to keep detailed records when there is a case of suspected abuse?**

**Answer**

It is important to keep detailed records in cases of suspected abuse because these may be used to establish whether or not the abuse is a fact and may be referred to in criminal prosecutions and produced in a court.

**What is the role of the Commission for Social Care Inspection?**

**Answer**

The role of the Commission for Social Care Inspection is to appoint inspectors to inspect and report on care services and councils to improve social care and stop bad practice.

**What is the rule of optimism?**

**Answer**

The professional accommodation syndrome, also known as the rule of optimism, highlights the need for social care professionals to be aware of their own feelings in cases of abuse. It is natural for people to deny, ignore or retract that abuse is taking place, but it is important to be aware that anyone has the potential to be an abuser.

**Give two signs or symptoms of self-harm.**

**Answer**

Signs and symptoms of self-harm include: bruises, lacerations, bites, scratches, hair loss in one area, unusual non-healing sores, evidence of substance misuse.

**What is the responsibility of the care worker when abuse is suspected?**

**Answer**

If abuse is suspected, the social care worker has a duty to bring this to the attention of their supervisor or manager. You will also need to make a factual written record of what you have observed.

**What does the Criminal Records Bureau do?**

**Answer**

The Criminal Records Bureau is an executive agency of the Home Office. Its aim is to help organisations in the statutory and independent sectors by checking potential employees who may be unsuitable to work with vulnerable members of society.

**What is a whistle-blower?**

**Answer**

A whistle blower is a staff member or former staff member who reports misconduct in the public interest. The Public Interest Disclosure Act 1998 protects individuals who disclose this information from victimization and dismissal. See Guidance on Developing and Implementing Multi-agency Policies and Procedures to protect vulnerable adults from abuse – 'No secrets' (Department of Health 2000).

### **What is institutional abuse?**

#### **Answer**

Institutional abuse is the failure of an organisation to protect clients from abuse by:

- tolerating or encouraging unprofessional behaviour
- not providing proper staff training or supervision
- not properly meeting an individual's needs.

### **What is self-harm?**

#### **Answer**

Self-harm is where the individual inflicts harm upon themselves and includes biting, scratching, picking at existing wounds or sores (which causes non-healing), pulling out hair, or substance misuse.

### **Give two signs or symptoms of sexual abuse.**

#### **Answer**

Signs and symptoms of sexual abuse include: changes in mood and behaviour, attention-seeking, withdrawal, uninhibited sexual behaviour and/or language, reluctance to undress, anxiety, evidence of infection or injury to the genital or rectal area.

### **Give two signs or symptoms of neglect/omission.**

#### **Answer**

Signs and symptoms of neglect/omission include: lack of cleanliness for the person and their environment, lack of aids to support daily life, malnutrition.

### **Give two signs or symptoms of financial abuse.**

#### **Answer**

Signs and symptoms of financial abuse include: anxiety about money and payments, change in the ability to pay for goods and services, loss of personal possessions (especially of value).

### **Give two signs or symptoms of institutional abuse.**

#### **Answer**

Signs and symptoms of institutional abuse include: evidence of abuse in more than one person. Individuals may appear unkempt, dirty, unusually subdued, have lack of aids to support daily life, anxiety and fear in the presence of social care workers, drowsiness.