

# Keeping you safe from abuse



## Neglect

This booklet has information about  
neglect

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You can find Easy Read documents on keeping safe from abuse on the Surrey Safeguarding Adults Board website.

[www.surreysab.org.uk/leaflets-resources](http://www.surreysab.org.uk/leaflets-resources)



You can read this booklet alone or with someone to support you.

## Acknowledgements

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# What is neglect?



Neglect is when someone who is meant to support you doesn't support you properly.



You could be neglected by your support worker, a family member, friend or carer.



You could be neglected anywhere. For example in your own home, at a day service or out in the community.



It is a crime to neglect someone on purpose.

# Examples of neglect



Ignoring you when you need help.



Giving you the wrong medication, even if it is an accident.



Not supporting you to stay warm or cool.

Not giving you enough food or drink.



Leaving you on your own for a long time when you need support.



Not giving you the support you need to stay clean

# Signs that you have been neglected



You could get a pressure sore if you are left alone without support to move around.



You could get a bruise if someone is not following your care plan properly.



You could smell bad if you don't have support to wash your body or clothes.



You might get poorly.



You could become worried that you aren't being looked after properly.

# Who to tell



If you aren't sure or are too nervous to call anyone, **tell someone you trust.**



## **In an emergency**

Dial 999 for the police.

If you can't speak and are calling on a mobile, press 55 to have you call transferred to the police.



**SURREY**  
COUNTY COUNCIL

## **9-5 Monday to Friday**

Telephone: 0300 470 9100 (option 2 then 1)

## **Out of Hours**

Emergency Duty Team: 01483 517898



## **Reporting abuse online**

[www.surreycc.gov.uk/adultatrisk](http://www.surreycc.gov.uk/adultatrisk)



# Contact us, other formats and language

To contact us or if you would like this information in an alternative format or language:



Telephone: 0300 200 1005



Text (SMS): 07527 182 861 (for deaf or hard of hearing community)



Textphone (via Relay UK): 18001  
0300 200 1005



British Sign Language:  
[www.surreycc.gov.uk/bsl](http://www.surreycc.gov.uk/bsl)



Email:  
[asc.infoandadvice@surreycc.gov.uk](mailto:asc.infoandadvice@surreycc.gov.uk)