

What Dimensions does about... Abuse



Easy Read

What Dimensions does
about... series



Our policies help us be fair to everyone everywhere by



- supporting people in the way they want to be supported
- helping people to be more independent



- respecting what people want

We need to make sure that no one is treated differently because of:



Gender - This means if you are a man or a woman



Race - This means where you are from or the colour of your skin.



Age - This means how old you are.



Sexual orientation - This means if you are a gay man, gay woman/lesbian or straight



Your religion or belief - This means what you believe in.



Disability - This means you have needs that other people might not

About these books



The [What Dimensions does about...](#) booklets talk about the rules that the staff at Dimensions should be following.



If staff are not doing things as we describe in these booklets you can tell a support worker or a manager or you can make a complaint.



If you would like to find out how to make a complaint, please ask for the [Making a Complaint or Speaking Out](#) booklet.



Thinking about abuse



Abuse can be lots of different things. Abuse is when someone hurts you or treats you badly. Abuse is always wrong and should not happen.



Abuse is when someone hurts you. This could be hitting, kicking, biting.



Abuse is when someone touches your body or your private parts in ways you do not like or want. This includes kissing you, making you touch them, having sex with you when you do not want them to.



Abuse is when people talk to you in nasty ways. This could be teasing, threatening, swearing, ignoring you, shouting, putting you down or treating you like a child.



Abuse is when people take or control your money or things which belong to you.



Abuse is when people who are supposed to help you do not look after you properly. This could be not giving you enough food, not keeping you warm and safe, not giving you medication or taking you to the doctors if you are ill.



Abuse is when people treat you badly because of the colour of your skin, your religion, your disability or because you are gay.



Abuse is when staff put their needs first when thinking about your support.



The person who abuses you could be someone you know or they could be a stranger.



Abuse can happen anywhere, at any time.



If these things happen to you or your friends, you should tell someone you trust.

You could tell...



a member of staff



someone in your family



a friend or neighbour



a nurse, doctor or social worker



an advocate



the police

Supporting you and your family



If you have been abused in any way, your staff will do all they can to help you feel better. If a Dimensions employee steals from you, we will give you your money back



They will also do all they can to support your family. If you do not want your family to know what has happened, you should tell a member of staff.

Other organisations that might be able to help you are:



Respond

They help people with learning disabilities and their families and supporters deal with abuse.



Victim Support

They are a charity giving free and private help to victims of crime, their family friends and anyone else who needs help. They also help people who have seen a crime.

Safeguarding



Safeguarding is what staff do to keep people safe. Your Local Authority has a **Safeguarding Team**.



If anybody thinks you have been hurt or might be hurt in the future, they can tell the **Safeguarding Team**. We call this raising a **Safeguarding alert**. The **Safeguarding Team** will investigate anybody's concerns about you.



We train all our staff about **Safeguarding**. We teach our staff when they should tell the **Safeguarding Team** if they are worried about you. We have told them that they must put your safety first.



This means that they might have to tell the **Safeguarding Team** about something even if you do not want them to. They will always tell you when they do this and they will always ask you if you want them to tell your family.



If staff think somebody has committed a crime against you, they will support you to report this to the police.

Investigations



Our staff will always help with any investigation. They will always help other members of staff or the police.



If somebody is worried that one of your staff members has hurt you or may hurt you, we will stop that staff member working with you.



If somebody raises a **Safeguarding alert** about you, staff must tell other people at Dimensions. This is to help us make sure you and others keep safe in the future.



If somebody has said someone has hurt you, we might have to tell the **Care Quality Commission or the Care & Social Services Inspectorate Wales**. These are the people who come and check that we are doing a good job.



We will share information about you only with the people who really need to know. Where possible we will not tell them your name.

Julie's Story



Julie thought that a member of staff was stealing her money.



Julie spoke to the manager.



The manager told the police.



The manager called the safeguarding team.



Paula from the safeguarding team asked Julie some more questions and made sure that she was safe.



The manager told the member of staff not to come to work again while we were finding what happened.



The manager filled in a form to say what happened.



Paula from the safeguarding team found out that the member of staff had been stealing from Julie.



The member of staff was sacked.