Easy Read

Comisiynydd Pobl Hŷn Cymru
Older People's Commissioner for Wales

Get Help Stay Safe

Help for older people in Wales experiencing abuse

This document was written by the **Older People's Commissioner for Wales.** It is an easy read version of '**Get Help Stay Safe**'.

March 2023

How to use this document

This is an easy read document. But you may still need support to read it. Ask someone you know to help you.

Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 17**.

Where the document says **we**, this means the **Older People's Commissioner for Wales** and her team. For more information contact:

Website: www.olderpeople.wales

Email: ask@olderpeople.wales

Phone: 03442 640 670

This document was made into easy read by **Easy Read Wales** using **Photosymbols**. To tell us what you think about this easy read version, click here.

Photosymbols Licence number 403527247

Mae'r ddogfen hon ar gael yn Gymraeg // This document is available in Welsh

Contents

Page

About the Older People's Commissioner for Wales 4

Stopping Abuse Action Group 5

Introduction 6

What is abuse 7

What types of abuse are there 8

Physical abuse 8

Sexual abuse 9

Neglect 9

Financial abuse 11

Coercive control 12

What if I am worried about someone? 13

How to get help 15

Hard words 17

About the Older People's Commissioner for Wales

The **Older People's Commissioner for Wales** protects and promotes the rights of older people across Wales.

The Commissioner and her team make sure older people:

- can share their views
- have choice and control
- do not feel lonely
- get the support and services that they need.
- are not **discriminated** against.

Being **discriminated** against is when you are treated badly or unfairly because of your age, sex, race, religion, disability or sexual identity.

The **Commissioner** and her team work to make Wales a good place to grow older.

How to contact the Commissioner

The Older People's Commissioner for Wales
Cambrian Buildings
Mount Stuart Square
Cardiff
CF10 5FL

Phone: 03442 640 670

Email: ask@olderpeople.wales

Website: www.olderpeople.wales

Twitter: @talkolderpeople

Stopping Abuse Action Group

We made this booklet with the help of our **Stopping Abuse Action Group**.

To find out more about it visit: https://olderpeople.wales/stopping-abuse-action-group/

Introduction

If you are reading this booklet, we know you might feel scared, hurt or alone.

You might worry about someone you care about.

You might need help and support, but not know where to turn.

Please remember you are not alone. Help is available.

Getting help can be hard, but it is important to get the help you need.

What is abuse

Abuse is when someone hurts you or treats you badly. There are lots of different types of **abuse**.

Abuse can be from someone you know, like a family member, friend, or carer.

Or it can be from a stranger.

Abuse can affect you at any age. It is not something that only happens to younger people.

What types of abuse are there

There are different types of **abuse**.

Physical abuse

Physical abuse is when someone hurts your body.

It is when someone:

- Hits or slaps you.
- Kicks you.

- Bites you.
- Burns you.
- Pinches you.

- Pushes you.
- Holds you down.

Sexual abuse

Sexual abuse is when someone carries out a sexual act out on someone else who has not agreed to it.

It is when someone tries to touch, cuddle, kiss or have sex with you when you do not want it.

Neglect

Neglect is when someone does not look after you properly. Neglect is a type of **abuse**.

It is when someone:

- Ignores your care needs.
- Does not give you help when you should have it.

- Does not give you medicine, food, or heating.

Emotional abuse

Emotional abuse is when 1 person or a group of people controls you by using emotions or feelings. They may embarrass you, shame you, talk down to you and blame you.

It is when someone:

- Says things to you that make you feel sad.
- Says they will do bad things to you or someone you care about.

- Shouts at you.

- Leaves you out of activities.
- Stops you seeing your family and friends.

Financial abuse

Financial abuse is when someone uses your money and property in a way that you do not want them to.

It includes when someone:

- Steals your money.

- Makes you give them money.

- Tells you what to spend your money on.

- Forces you to change your **Will**. A **Will** is a legal document that says what you want to happen to everything you own after you die.

Coercive control

Coercive control is when someone makes you do what they want you to do by:

- Hurting you or saying they will hurt you.
- Shouting at you.
- Making you feel scared.
- Making you feel bad about yourself.

They do this to control you and make you do things that you do not want to do.

Recognising abuse

If you have experienced any of the things we have described, please ask for help from the organisations on **page 15**.

What if I am worried about someone?

We can all help to protect older people from **abuse**. It is important that we know what the signs of **abuse** are:

- Bruises or injuries that they cannot explain.

- Changes in their behaviour, like becoming quieter.

- Not leaving the house.

- Changes in their contact with family or friends.

- Changes in the way they use social media.

- Changes in their spending. Things like not paying bills, not buying food or not using heating.

If you are worried that a person is experiencing **abuse**, or is at risk, you should contact your **Council's Safeguarding Team**, or contact the **Police** by phoning **101**.

Or you can contact one of the organisations on **page 15**.

How to get help

If you:

- Are experiencing **abuse.**
- Think you might be at risk.
- Or are worried about someone else.

Please contact one of the organisations below, who will be able to help.

Hourglass Cymru

Help for older people.

They can help you if you are experiencing **abuse** or are worried about someone else.

Phone:	0808 808 8141 Free 24 hours a day, 7 days a week.
Text:	07860 052906
Email:	helpline@wearehourglass.org
Live chat service:	https://www.wearehourglass.cymru/wales

Live Fear Free Helpline

Help if you are experiencing abuse or are worried about someone.

Phone:	0808 8010 800 Free 24 hours a day, 7 days a week.
Text:	07860 077333
Email:	info@livefearfreehelpline.wales
Live chat service:	https://gov.wales/live-fear-free

999

If you think that you or someone else is in danger of harm right now, contact the police by phoning 999.

999 Silent Solution

Sometimes speaking to a 999 operator may put you in more danger.

When you need help but are unable to talk, you should phone 999 and press 55 when the operator asks you to.

They will send help to where you are.

Hard words

Abuse

Abuse is when someone hurts you or treats you badly. There are lots of different types of abuse.

Coercive control

Coercive control is when someone makes you do what they want you to do by:

- Hurting you or saying they will hurt you.
- Shouting at you.
- Making you feel scared.
- Making you feel bad about yourself.

Discriminated

Being discriminated against is when you are treated badly or unfairly because of your age, sex, race, religion, disability or sexual identity.

Emotional abuse

Emotional abuse is when 1 person or a group of people controls you by using emotions or feelings. They may embarrass you, shame you, talk down to you and blame you.

Financial abuse

Financial abuse is when someone uses your money and property in a way that you do not want them to.

Neglect

Neglect is when someone does not look after you properly. Neglect is a type of abuse.

Physical abuse

Physical abuse is when someone hurts your body.

Sexual abuse

Sexual abuse is when someone carries out a sexual act out on someone else who has not agreed to it.