



**THORNAGE HALL**  
**INDEPENDENT LIVING**  
**LIVE | LEARN | WORK**

# **Thornage Hall Independent Living Policy and Procedure Safeguarding**



# What is Safeguarding?



Safeguarding means keeping you safe from Abuse, Harm or Neglect.



Thornage Hall Independent Living is committed to maintaining a safe, caring and supportive environment for all tenants and service users, staff, co-workers and volunteers in the community.



# What is abuse and neglect?

Abuse and neglect is always bad.  
There are different kinds of abuse.



**Physical** abuse includes hitting, kicking, burning, giving you the wrong medication or medication, you don't need.



**Neglect** is about not getting the help, food, or healthcare you need. Self-neglect is when you are not looking after yourself, or not wanting help given to you.





**Financial** abuse is about other people stealing money or things you own, not letting you have money or telling you what to spend it on.



**Domestic** abuse is any form of abuse from anyone that you live with, including ex partners.



**Sexual** abuse is unwanted sexual contact such as touching or kissing, taking or sending sexual pictures.



**Psychological/Emotional** abuse is shouting, threats, cyber bullying.



**Organisational** abuse is about poor care, neglect and not good enough help.



**Modern Slavery** is working without being paid or not being paid enough and can include other types of abuse too.



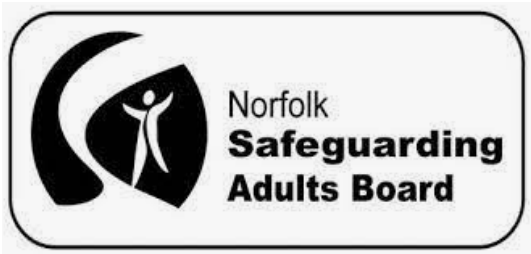
**Discrimination** is about any type of abuse because of disability, age, ethnicity, gender, religion, or sexuality.



If you feel that you need to speak to somebody about a **Safeguarding** concern then please tell a member of Thornage Hall Staff that you trust.



The staff member will take a factual written record of what you have told them.



We may need to work with **Norfolk Safeguarding Adults Board (NSAB)** to investigate your concern and to work towards the best outcome for all involved.



We will keep you informed about what is happening and what will happen next.



We will tell you when it is over and make sure that you feel **safe** and are happy with the outcome.