

# Together, we can make it stop!

**Emotional abuse: 90 cases investigated in Cumbria last year**

Cumbria Adults Safeguarding Board is campaigning to raise awareness of adults in need of care and support who are experiencing or are at risk of abuse and neglect in Cumbria.

## Emotional abuse

This includes bullying and threatening behaviour that humiliates, belittles, undermines and tries to control individuals. It can cause a person to be distressed, withdrawn, anxious and frightened.

### Whinne's story...

Whinne is 91 and has been living in a care home for the last year because she couldn't manage to live on her own any more. Last year Whinne had a fall and broke her hip. Since then she's been frightened of being on her own.

To start with Whinne thought the care home was okay - most of the staff were friendly and she was quite happy. However, some of the night staff were nasty with her and they would often ignore the residents. If Whinne asked for help to go to the toilet, the staff would ignore her or make her wait a long time. They would then laugh at her when she wet or soiled herself.

Whinne decided to tell her daughter that she wanted to move to another care home. When she asked her why she wanted to move Whinne became very distressed eventually explained. Her daughter was very upset and reported the problems to the care home manager who then contacted Adult Social Care. Meetings were held at the care home, which Whinne attended with her daughter as support.

The night staff who had been nasty to Whinne have now left and she is now very happy at the home.

### How to report a concern

If someone is at-risk, or you suspect someone is at risk, you should tell someone as soon as possible. In the first instance, you can contact your local adult social care office:

<b>South Lakeland</b>	<b>01539 713378</b>
<b>Furness</b>	<b>01229 407446</b>
<b>Eden</b>	<b>01768 812243</b>
<b>Allerdale</b>	<b>01900 706301</b>
<b>Copeland</b>	<b>01946 506352</b>
<b>Carlisle</b>	<b>01228 221590</b>

In an emergency, people can contact the adult social care duty team (out of hours) on **01228 526690**, or call **999** for the police.

For more information visit [www.cumbriamakeitstop.org.uk](http://www.cumbriamakeitstop.org.uk)

