

Please contact us if you want this information in another format or another language, or if you need an interpreter.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

اگر این مدرک را به زبانی دیگر یا در فرمتی دیگر میخواهید و یا اگر احتیاج به سرویس مترجم دارید، لطفاً با ما تماس بگیرید

Si vous souhaitez obtenir ce document dans une autre langue ou sous un autre format ou si vous avez besoin des services d'un interprète, veuillez nous contacter.

நீங்கள் தேவையில்லாத மொழிகளில் அல்லது வேறு வடிவத்தில் அல்லது ஒரு மொழிபெயர்ப்பாளரின் சேவையை தேவையில்லாமல் பெற வேண்டாம்.

Jeżeli chciałoby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.

ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਕੋਈ ਸਮਝਾਉਣ ਵਾਲੀ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕृਪਾ ਕਰਕੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو براہ مہربانی ہم سے رابطہ کیجئے۔

Longhurst & Havelok Homes is committed to equality and diversity and recognises diversity in all areas of our work. We seek to treat people with respect and deliver services that meet individual need.

This leaflet is also available in:



large print

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audio



braille



Lāngüagê Liñè

other languages

Customer Service Centre

**0800 111 4013**

[service.centre@longhurst-group.org.uk](mailto:service.centre@longhurst-group.org.uk)

[landh.org.uk](http://landh.org.uk)



## Help us to help you tackle Adult Abuse

April 2010

## What is Adult Abuse?

'A single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person.'

### Definition of abuse:

- **Physical**  
for example, hitting, slapping, burning, pushing, restraining or giving too much medication or the wrong medication.
- **Psychological**  
for example, shouting, swearing, frightening, blaming, ignoring or humiliating a person.
- **Financial**  
for example, the illegal or unauthorised use of a person's property, money, pension book or other valuables.
- **Sexual**  
for example, forcing a person to take part in any sexual activity without his or her consent - this can occur in any relationship.
- **Neglect** (from care providers)  
for example, where a person is deprived of food, heat, clothing or comfort or essential medication.

***An older person may suffer from only one or different types of abuse at the same time.***

**If you think this is happening to a friend, neighbour or a relative, don't hesitate to speak to your Scheme Manager. They are trained to help you. You can also ring the number on the Elder Abuse Response line shown below.**

We are here to support you and those being abused

### Telephone Numbers

L&H Homes - **Freephone 0800 111 4013**

Elder Abuse Response - **0808 808 8141**

***In emergencies ring the police.***

For more information on Adult Abuse look on the Action for Elder Abuse website: [www.elderabuse.org.uk](http://www.elderabuse.org.uk)