

Adult Protection Easy Read Newsletter 17

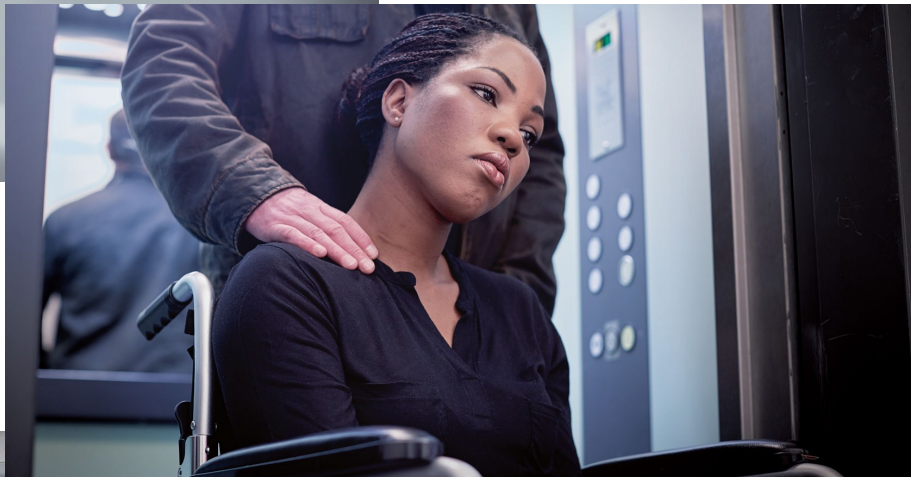


**Adult Protection
Phone Line
01383 602200**

www.fifedirect.org.uk/adultprotection



These are pictures from the new Scottish Government Adult Protection Campaign.





Seen Something? Say Something.

If you think an adult is being harmed, get it checked out.
Tell someone if you are worried.



The Scottish Government have an adult protection campaign.
It tells people what harm is.
It asks people to tell someone if they feel that someone is at risk of harm.



Sometimes people don't want to get involved.
They worry that they would be sticking their noses into other people's business.
They worry that they might be wrong about what is happening.

But it is really important that they tell someone.



We should all look out for people in our communities.

In Fife you can call the Adult Protection Phone Line on 01383 602200.

Harm can be:



- Physical: Slapping, punching, biting, hitting, shaking and kicking.



- Emotional: Being bullied, threatened, shouted at or always being told you are wrong.



- Neglect: When you are not looked after by a person or organisation that has a legal responsibility to look after you.



- Self-Neglect: When you harm yourself or don't look after yourself

- Sexual: Any sexual behaviour that a person doesn't feel comfortable with, doesn't or can't agree to, doesn't want, or doesn't understand.



- Financial: Being made to hand over money or things you own. Someone taking your benefits and using the money for themselves.
Being stopped from having your own money or things you own. Stealing, cheating or fraud.

Child Protection



The Child Protection Committee and the Children in Fife Group have been working together on services for children and young people.

They have made a new document called the 'Child Assessment Pathway Guidance' which is now used in Children's Services. It helps children stay safe.

The Committee are also working on a report about the Children's Services Plan, Child Protection and Corporate Parenting.



ContactSCOTLAND

NHS 24 are piloting an online BSL Video Interpreting Service to improve access to health services for people in Scotland who are Deaf or hard of hearing.



This project is going to be made bigger and will be called 'contactSCOTLAND'.

Service users can contact any public service they need using the BSL Video Relay Interpreting Service.



The new service will allow Deaf people throughout Scotland to use BSL to make contact (webcam/signing) with public services, such as, their Doctor, Police Scotland, Council Services, Housing, Social Work and NHS 24.



More information on how it works is on the contactSCOTLAND website at www.contactscotland-bsl.org.

The website has a BSL video clip.



Stealing Your Identity

Identity theft is when criminals steal your personal information such as your bank details.

How to stop it from happening:

- Know which billing statements you expect to receive every month, and if you are missing one, contact the company right away.
- Switch to online statements from your bank or building society.
- Check your account statements as soon as they arrive in the mail or online for any activity that isn't yours.
- Shred any cancelled cheques.
- Use PINs and passwords with numbers, symbols and upper and lowercase letters that are difficult to guess.
- Ensure your computer has anti-virus protection.



For details of free downloads go to: <http://www.moneysavingexpert.com/shopping/free-anti-virus-software>

If you believe your identity has been stolen:

- Contact the three credit bureaus, Experian, TransUnion and Equifax, and place a fraud alert on your credit reports if you suspect or know your identity has been stolen.
- Contact Police on 101 and report to Action Fraud on 0300 123 2040.
- Never pay a bill you don't owe.
- If you suspect someone else may be using your driver's license number, contact the DVLA (www.gov.uk/contact-the-dvla) and ask to speak with a fraud investigator.





Safe, Secure and Supported

'Safe, Secure and Supported' is a project that helps women and children affected by domestic abuse to live where they are supported and they feel safe.



'Fife Cares' is one part of the project. They do a security survey on the home and give personal safety advice. They can provide security equipment like door chains, letter box locks or security lighting.

Home security advice can be arranged for any woman with experience of domestic abuse.

Do it online at: www.fifedirect.org.uk/sssh or call Fife Council Contact Centre on 01383 441177.

To arrange a security visit call Bill Harley, Home Security Adviser on 03451 55 55 55 ext 450482 or mobile: 07801 548264.



Know Your Rights

There is a meeting for carers about sharing information on the Mental Health Act and the Adults with Incapacity Act.

The meeting is called 'Know your rights'.

It is being held by the Mental Welfare Commission, Support in Mind Scotland and the Carers Trust,

The meeting is on 25 March 2015, 10am-3pm, at COSLA Conference Centre, Edinburgh.

For more information visit: <http://www.mwcscot.org.uk/about-us/latest-news/know-your-rights-seminar/>





Safer Banking

Some people find using chip-and-pin cards in a shop or using the cashline difficult and many have to ask for help from strangers.



If you give someone your PIN number this breaks the terms and conditions of many accounts.

This means if you have been a victim of fraud (meaning someone steals your money) and the bank finds out you gave your PIN code to someone else, you may not get your money back.



There is a new website: www.payyourway.org.uk which has advice about banking safely when someone does it for you. The 'Managing Payments Guide' explains how to use internet and phone banking, how to set up a joint account with someone you trust, and how to create a 'one time only' PIN code.



Prepaid cards can be bought at the Post Office and some supermarkets and you don't need a bank account. Money can be put onto them by text message, online and at the Post Office and because they are from a major credit card company they can be used anywhere.



Third party mandates are also a good idea.

They give a person you trust access to your main bank account so they can withdraw money or pay bills for you.



Banking Text Alerts

Brian Rosie of the Adult Protection Committee told us about a text alert system he uses on his bank account.

We asked Lisa Marriage from the Community Protection Team of the Royal Bank of Scotland (RBS) for more information. The Royal Bank of Scotland has been working with the Scottish Business Resilience Centre on ways to tackle financial harm.

The link: <http://personal.rbs.co.uk/personal/ways-to-bank-with-us/text-alerts.html?extcam=furl-alerts> and the information below is just for RBS. Check with your own bank or building society to see if they do the same. Alerts can be:



- Activity Text Alerts. Tells you when something has happened on your account. For example when a payee (someone you are paying money to) is added or when a regular payment is changed.
- Balance Text Alerts. Tells you how much money you have either each week or when you ask. Tells you when your balance reaches a high or low limit, chosen by you.
- Email alert when your statement is available online.
- Act Now Alert (by text and/or email). Tells you when you need to pay money into your account so that you don't have to pay fees (costs) if you are going into overdraft.

Keeping Your Money Safe



The Adult Protection Committee have a new Easy Read booklet called 'Keeping Your Money Safe'.

People First have helped with this.

It gives advice about mate crime, bogus callers, Power of Attorney and keeping your financial information safe.



You can download it at: www.fifedirect.org.uk/adultprotection. Go to the 'Keeping Safe' Section and click on 'Financial Harm'.



Keeping Your Money Safe

The Adult Protection Committee have worked with Fife writers 'Suit and Pace' on a drama called 'Cuckoo's Nest.' It tells the story of financial harm within a family.



Suit and Pace have completed six performances and workshops across Fife to promote keeping safe from financial harm.



Dementia support

The Alzheimer's Society have a new booklet called: 'Accessing and sharing information: Acting on behalf of a person with dementia'.

There are times when families or friends may need to get or share information on behalf of a person with dementia.



This new booklet gives advice on this. It also gives advice on having a Lasting Power of Attorney.

A Lasting Power of Attorney means that if you ever lose the capacity to make certain decisions yourself, people you have chosen and trust can legally, quickly and easily step in and manage your affairs.



People needing advice on Lasting Power of Attorney and dementia can call the Alzheimer's Society Helpline on 0300 222 1122.



New Dementia app

Alzheimer Scotland have launched a new app called Pocket Pal.

The free app is a mobile (phone or tablet) application that helps to remind people when to use things around the home – for example the cooker, or the kettle.

The app breaks down any household task into a series of small steps using images, text and/or voice.

For information visit: http://www.alzscot.org/news_and_community/news/3242_pocket_pal_now_on_dementia_circle



Domestic Abuse

The Adult Protection Committee are working with Fife Domestic and Sexual Abuse Partnership on an Easy Read booklet about domestic abuse.

It is hoped that this will be launched at an awareness raising event later this year.



A video made with and for women with learning disabilities talks about domestic violence and tells women how to get help.

It is available at: <https://vimeo.com/116967832> .

When Dad hurts Mum



Two new books about domestic abuse help people who can't read, and people with learning disabilities, understand how to spot abuse and how to get help.

The books have no words, just pictures.

The books are called 'When Dad Hurts Mum' and 'Finding a Safe Place from Abuse'



They will help people of all ages and abilities to recognise the types of abuse that can happen in relationships, how to get help and how a safe and rewarding life can follow after abuse.

When Dad Hurts Mum is available at:

<http://www.booksbeyondwords.co.uk/news/when-dad-hurts-mum-now-available>



Pre-order 'Finding a Safe Place from Abuse'

<http://booksbeyondwords.co.uk/bookshop/paperbacks/finding-safe-place-abuse-pre-order>

Keeping Women Safe



The Women's Health Improvement Research Project (WHIR) wants to hear from women affected by domestic or sexual abuse and have become homeless as a result.

The information and views gathered will be used to make services better.

You do not need to give your name.

To take part:

- text WHIR to 80800 (texts are free)
- Email: whir@scottishwomensaid.org.uk
- Visit: <https://www.surveymonkey.com/s/womensquestionnaire>
- or get a copy from Fife Council offices or Fife Women's Aid





Internet Safety

As part of events to mark Safer Internet Day, Fife Adult Protection Committee reminded people about the SafetyNet booklet.



It's not just children and young people who need advice about the internet. Adults need support and protection too.

The SafetyNet booklet is available in an Easy Read format, and a BSL version.



BSL



Information is available at:
www.fifedirect.org.uk/internetsafety

www.safernet.org.uk gives advice on staying safe online for people with learning disabilities, and those who support them.

Visit: www.fifedirect.org.uk/adultprotection and go to our 'Keeping Safe' page where you'll find a link to 'Internet Safety.'



Carers Information

Carers Scotland has a new guide called 'Carers Rights Guide—Looking after someone', and a series of Factsheets to help carers find financial and practical support.

Visit: <http://www.carersuk.org/help-and-advice/get-resources/carers-rights-guide>



BSL

BSL Bill

There is more information on the British Sign Language (Scotland) Bill.

Visit: http://www.scottish.parliament.uk/ResearchBriefingsAndFactsheets/S4/SB_15-05_British_Sign_Language_Scotland_Bill.pdf



Adult Protection Committee Chair

John Myles has been Chair of Fife Adult Protection Committee since December 2010. He was already Chair of the Child Protection Committee and since early 2014 also chaired the Offender Management Group.

His job as Chair is coming to an end on 31st March 2015. The Committee would like to thank John for his thoughtful leadership during his time on the Committee. We wish him well for the future and trust he will enjoy his retirement.

Alan Small will be the new Committee Chair from 1st April. Alan was a Superintendent with Fife Constabulary and brings lots of experience of policy at a national level and the Committee look forward to working with him.



FGM

The Women's Support Project have new resources about FGM in Scotland at: www.fgmaware.org

Offenders with Learning Disabilities

The SOLD Network wants to stop crime and make things better for offenders with learning disabilities in Scotland.

The website is for people with learning disabilities and people who support them.

Visit: www.soldnetwork.org.uk





Neglect

The Scottish Government has asked people whether there should be a new crime for neglecting someone on purpose or treating them badly in a health and social care organisation.

For information visit: <http://www.gov.scot/Publications/2015/02/1780/0>



Duty of Candour

The Scottish Government has asked people whether there should be a 'Statutory Duty of Candour' for health and social care services.

This means that staff have to tell you if something has gone wrong.

For information visit: <http://www.gov.scot/Publications/2015/02/6913>



Training and Development

The APC Training and Development Working Group have changed the Inter-agency Working Together adult support and protection one day course.

The new dates are on the Council and NHS intranets and on FifeDirect.

The course is for staff from any agency who has done some Adult Protection training before, like the Fife APC e-learning module, for example).



Care Opinion

Care Opinion is a website about your experience of adult social care services, good or bad.

Fife is one of the first areas in Scotland to try out the website.

If you have an experience of health or social care in the last 3 years, either as a service user or as a carer or friend of someone else, they want to hear about it.

Your story is shared with the staff who run the services, so that they know what is good and what should be improved.

Your name is not included in your story.

When stories are shown on the website, everyone knows what happened and how the service replies to your story.

You can visit: www.careopinion.org.uk or share your story by phone on 0800 122 31 35.



Age and feeling lonely

There is an inquiry into Scottish older and younger people being lonely.

The inquiry is by the Scottish Parliament's Equal Opportunities Committee.

There will be a report published in the summer.

Visit: <http://www.scottish.parliament.uk/newsandmediacentre/85778.aspx>





Self-Injury

Self-injury is when someone hurts themselves on purpose and harms themselves.

Some people do this to make themselves feel better.



If you or someone you know is experiencing self-injury, call Breathing Space on 0800 83 85 87 or Samaritans on 08457 90 90 90.



Life Signs is a user-led organisation which gives support to those who rely on self-injury as a coping mechanism.

Their information is at: fifedirect.org.uk/adultprotection on the 'Keeping Safe' page.



If you are worried about someone who self-harms call the Adult Protection Phoneline on 01383 602200.

New Websites



The Health and Social Care Alliance Scotland (ALLIANCE) has two new websites.

The websites will help people to share new ideas and to help people make support and services better.

The websites are:

<http://pphw.alliance-scotland.org.uk/?iru=GQLC86XPE7>

<http://www.alliance-scotland.org.uk/>

STOP HARM. SPEAK UP!



If you or someone you know is being harmed or is not being looked after, call the

**Adult Protection Phone Line on:
01383 602200**