

SPOTTING THE SIGNS OF

NEGLECT

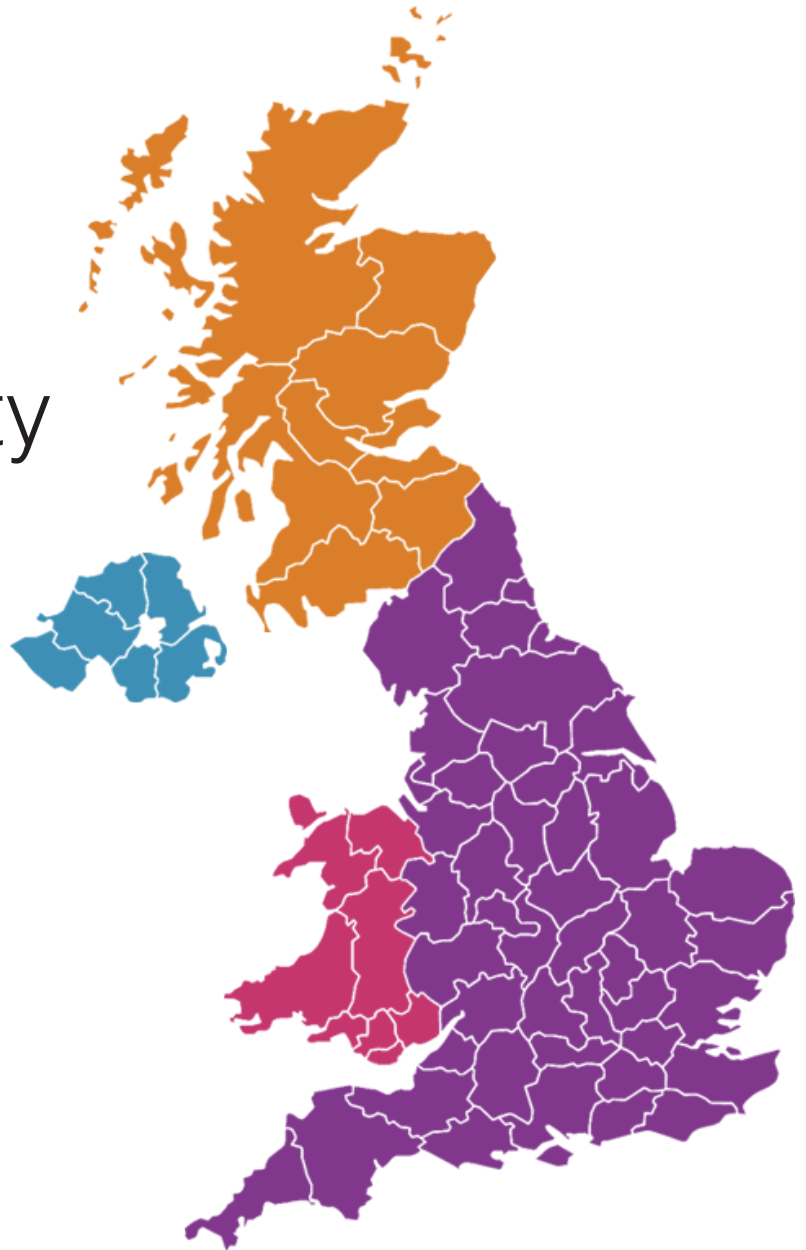
NEGLECT IS A CRIME.
RECOGNISE IT. REPORT IT. STOP IT.

CALL OUR FREE 24/7 HELPLINE

0808 808 8141



Hourglass
is the only
UK-wide charity
dedicated to
calling time
on the harm
and abuse of
older people.



Keeping You and Your Loved Ones Safe from Neglect

Neglect is abuse and can take many forms, it can be subtle and hard to spot. If you or an older person you know are experiencing this you are not alone. Sadly, this type of abuse can affect anyone, regardless of gender, ethnicity, sexual orientation, disability, or gender identity.

Hourglass is here to help. This guide provides you with information about what neglect is, how to identify it when it is happening, and some tips on how to protect yourself and others.



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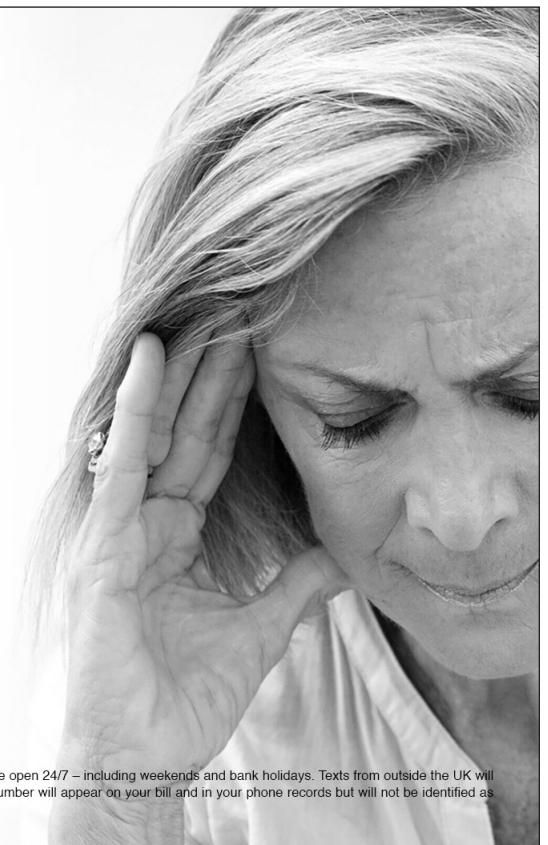
If you're concerned about the abuse of an older person call our

24/7 Helpline: 0808 808 8141

SCAN TO DONATE £20



Our Helpline is entirely confidential and free to call from a landline or mobile. The number will not appear on your phone bill. Our lines are open 24/7 – including weekends and bank holidays. Texts from outside the UK will be charged at their standard international rate which will differ depending on location and service charges of your phone provider. The number will appear on your bill and in your phone records but will not be identified as Hourglass.

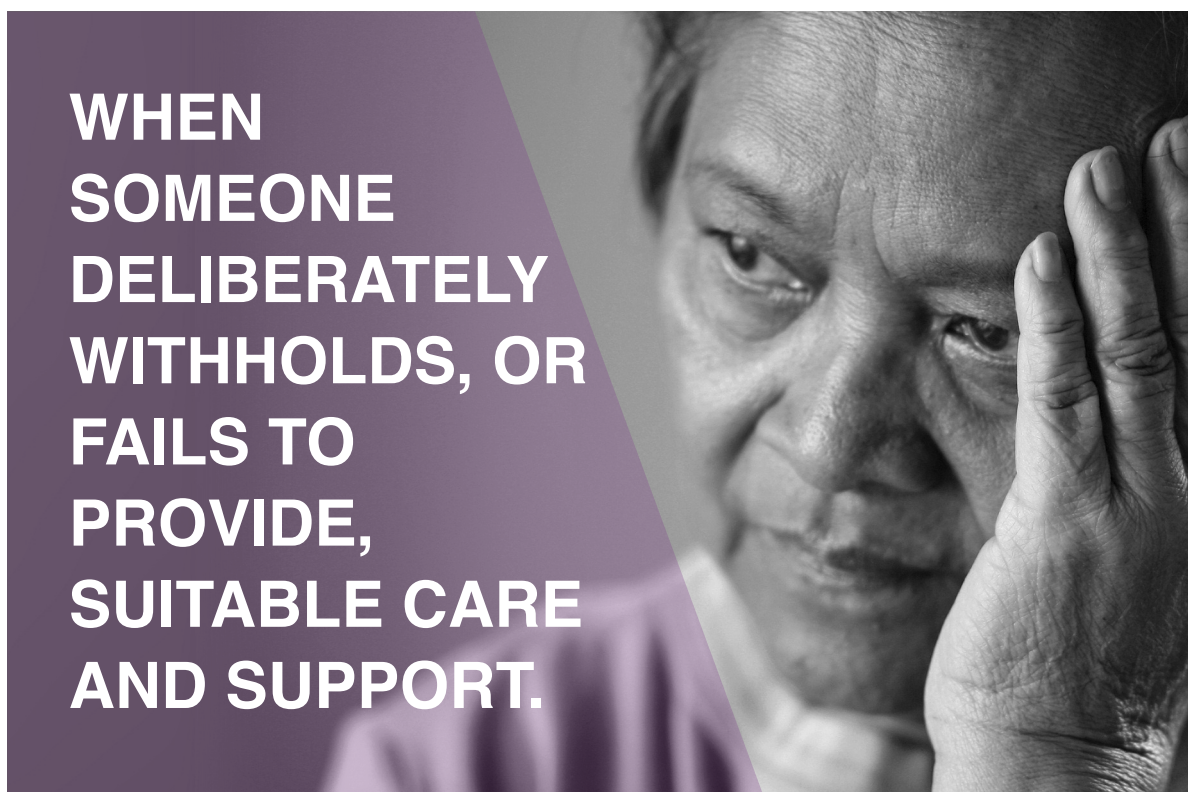


What is Neglect?

Neglect occurs when someone deliberately withholds, or fails to provide, suitable care and support needed for an older person. It may be through a lack of knowledge or awareness, or through a deliberate decision not to act when they know the older person in their care needs help. Neglect can negatively impact the health and the well-being of an older person.

Neglect can also be self-inflicted, whether through a lack of knowledge in how to look after oneself or purposely not looking after oneself. If someone is unable to look after themselves they may need extra support or help in order to support them to do so. There can be a fine line between self-neglect and the right to independence and privacy.

This can be very difficult for family members, friends, carers, or anyone concerned. Self-neglect must be considered alongside the Mental Capacity Act. Some people may not agree with decisions being made because they are not similar to their own views, opinions, or ways of thinking.



**WHEN
SOMEONE
DELIBERATELY
WITHHOLDS, OR
FAILS TO
PROVIDE,
SUITABLE CARE
AND SUPPORT.**

Neglect can include:

- Not being provided with enough food or drink.
- Being denied access to working and hygienic facilities.
- Being left in soiled clothing, not having access to appropriate clothing.
- Being denied access to medicines or health care services such as: GP, dentist, optician.
- Being denied shelter that is appropriate for individual's needs.
- Restricting or not having heating as needed.
- Being denied access to appropriate sleeping arrangements or being left in a bed/chair for long periods if not appropriate.
- Being denied access to services for wellbeing.
- Being deprived of stimulation, emotional warmth, nurturing behaviour.
- Not being allowed to see visitors.
- Not being provided with privacy and dignity.
- Someone not taking account of someone's cultural, religious beliefs, or individual needs when providing care.



TAKE THE OATH:
CREATE A SAFER AGEING SOCIETY BY 2050
FREE FROM ABUSE, HARM, EXPLOITATION AND NEGLECT.

#TAKETHEOATH

Hourglass is the working name of Hourglass (Safer Ageing), a charity registered in England and Wales (reg. no. 1140564), and also in Scotland (reg. no. SC046276). Hourglass (Safer Ageing) is registered as a company in England and Wales under number 07200002.



Self-neglect can include:

- Not keeping oneself clean, living in unhygienic accommodation.
- Not eating enough, eating too much, allowing self to become malnourished or dehydrated.
- Lack of self-care to an extent that it threatens safety of self or others.
- Not attending medical appointments, deliberately not taking medication that is needed, failure to collect prescriptions or attend appropriate services for support.
- Unable or unwilling to manage own personal affairs, pay bills, keep up to date with own finances, resulting in debt.



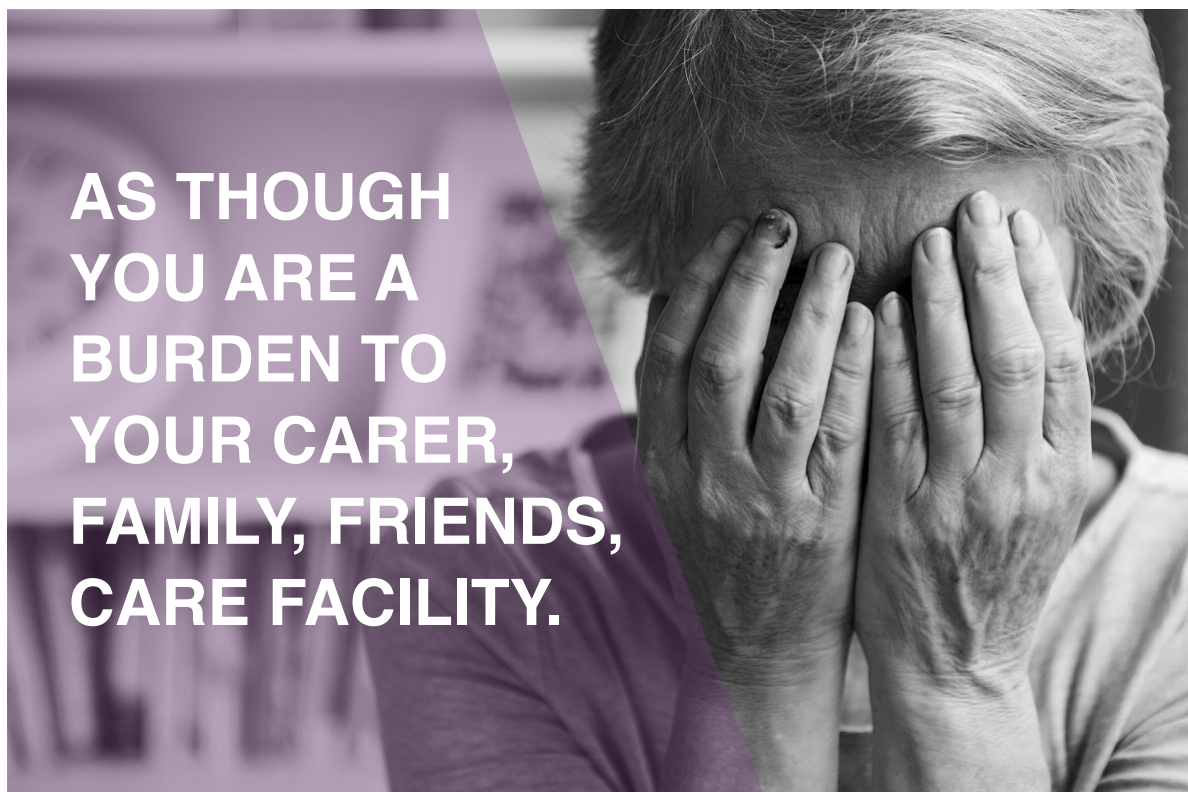
Possible Indicators of Neglect:

- Weight loss, becoming thinner.
- Dishevelled appearance, stained, unwashed clothing.
- Poor personal and dental hygiene.
- Untreated injuries.
- Bed sores
- Untidy, dirty living environment.
- Lack of heating.
- Change in personality- becoming distressed, withdrawn, tearful, anxious, confused.
- Changes in behaviour, sleeping pattern, eating habits, toileting.



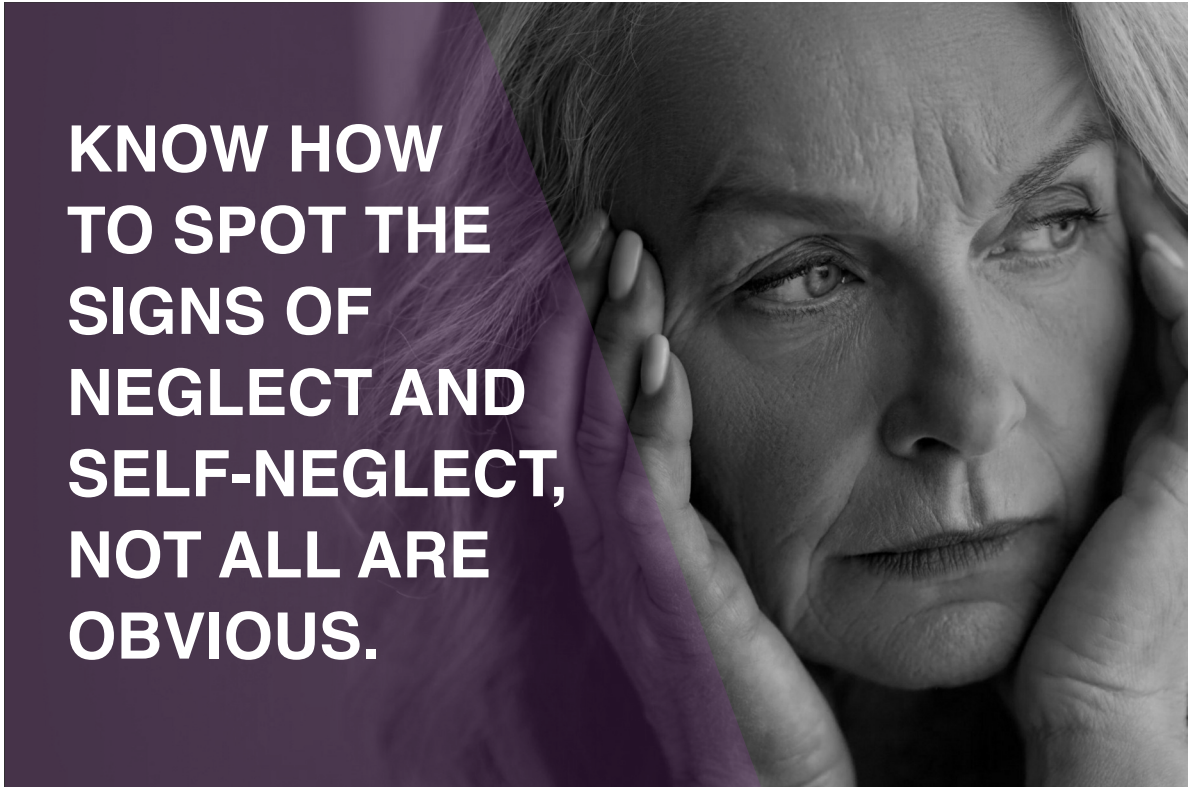
You May be Feeling:

- As though you are a burden to your carer, family, friends, care facility.
- Hopeless, depressed, suicidal, useless.
- Unsure of what to do or who to speak to.
- Confused, fearful of the abuser.
- Scared the person may leave if you speak up and you will be left without support.
- Humiliated, embarrassed, helpless.
- Reduced motivation to partake in activities, see friends.
- Isolated, lonely, irritable, angry.
- Out of control, unable to make choices for yourself.
- As though you are missing out on social stimulation with friends, family or from activities.
- Worried that you don't want the person hurting you to get into trouble, you just want the abuse to stop.
- Hopeless, if you have experienced a negative response from agencies before when reporting the abuse.



Tips and advice for you:

- If you're worried an older person may be experiencing neglect, it can help to let them know you're there to help, just listening to them can make a huge difference.
- Stay calm if an older person tells you they are being abused and be sensitive to the emotional impact of disclosing abuse.
- Know how to spot the signs of neglect and self-neglect, not all are obvious.
- If someone is struggling to cope with tasks or self-care there are agencies that may be able to provide support to meet their needs.
- Contact Hourglass for further advice and support.
- Provide Hourglass' contact details to the person you are worried about, if it is safe to do so.



**KNOW HOW
TO SPOT THE
SIGNS OF
NEGLECT AND
SELF-NEGLECT,
NOT ALL ARE
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Tips and advice if you are concerned about someone else:

- Know how to spot the signs of neglect, not all are obvious.
- If you're worried about someone experiencing neglect, and if it is safe and appropriate to do so, have an open conversation about this with them.
- It can help to let them know you're there to help, just listening to them can make a huge difference.
- Stay calm if an older person tells you they are being abused and be sensitive to the emotional impact of disclosing abuse.
- Support them to seek out the support that is needed.
- Provide Hourglass' contact details to the person you are worried about, if it is safe to do so.



How we can support you:

Hourglass Advice and Support:

- Talk directly to a trained individual to provide emotional support, compassion. Our staff have experience with addressing complex, distressing situations.
- Free, confidential, non-judgemental advice and guidance to older victims/survivors of abuse and anyone concerned about an older person's safety and wellbeing.
- Over the phone, text, and Instant Messenger services.
- Signposting to the caller's local safeguarding and/or police, older people's services, pro-bono legal or financial support etc. for expert help as appropriate.

Hourglass Casework Domestic Abuse Support:

- Low to medium risk casework support for older people, or those supporting an older person, utilising our specialist expertise in supporting older victims of abuse.
- Community-based support, including pop-up advice and support clinics, seminars and events, and training.

Hourglass Casework (IDVA/ISVA support):

- Specialist self and group advocacy, taking account of the unique nature and dynamics of domestic abuse and sexual violence in older age.
- One-to-one and group-based peer support, to support victims of domestic/sexual abuse to recover from their experience, regain independence and build resilience.
- Community-based support, including pop-up advice and support clinics, seminars, events and training.



All our contact details can be found on the back of this brochure.



Hourglass

Safer Ageing • Stopping Abuse

You can contact us in many ways:

24/7 Helpline: 0808 808 8141

Our helpline is entirely confidential and free to call from a landline or mobile, and the number will not appear on your phone bill.

Text message: 07860 052906

Texts from outside the UK will be charged at their standard international rate which will differ depending on location and service charges of your phone provider. The number will appear on your bill and in your phone records but will not be identified as Hourglass.

INSTANT MESSAGING service: www.wearehourglass.org

Get information from our CHATBOT - www.wearehourglass.org

Get information from our KNOWLEDGE BANK - knowledgebank.wearehourglass.org

Email: helpline@wearehourglass.org

Hourglass England

Office 8, Unit 5,
Stour Valley Business Centre,
Brundon Lane, Sudbury,
Suffolk, CO10 7GB.

T: +44 (0) 20 8835 9280
E: enquiries@wearehourglass.org
W: www.wearehourglass.org

 [@wearehourglass_](https://twitter.com/wearehourglass_)
 facebook.com/wearehourglass

Hourglass Cymru

C/o - Office 8, Unit 5,
Stour Valley Business Centre,
Brundon Lane, Sudbury,
Suffolk, CO10 7GB.

T: +44 (0) 20 8835 9280
E: cymru@wearehourglass.org
W: www.wearehourglass.cymru

 facebook.com/hourglasscymru

Hourglass Scotland

PO Box 29244,
Dunfermline, KY12 2EG.

T: +44 (0) 20 8835 9280
E: scotland@wearehourglass.org
W: www.wearehourglass.scot

 facebook.com/HourglassScotland

Hourglass Northern Ireland

PO Box 216,
Newry, BT35 5DH.

T: +44 (0) 20 8835 9280
E: nireland@wearehourglass.org
W: www.wearehourglass.org/ni

 facebook.com/hourglassNI

