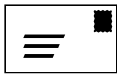


Dorset Supporting People  
 Dorset County Council  
 County Hall  
 Colliton Park  
 DORCHESTER  
 Dorset DT1 1XJ

for tenants in  
 supported  
 accommodation



01305 251000



Dorset Social Services  
 Dorset County Council  
 County Hall  
 Colliton Park  
 DORCHESTER  
 Dorset DT1 1XJ

for anyone



01305 251000

If you want, you can ask your Support Worker/  
 Key Worker or someone else you trust to help  
 you to write to or telephone the people you  
 would like to contact.

We will always take your concerns seriously and  
 do all we can to sort them out.



# A Resident's/Tenant's Guide to

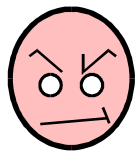


**ABUSE**

## WHAT IS ABUSE?

Abuse is behaviour towards you by one or more people which makes you “feel bad”. Abuse can hurt you (eg: someone hits you), or makes you feel bad (eg: someone saying nasty things to you).

Behaviour towards you that could be upsetting might include:



Being shouted at or spoken to unkindly in any way

Being threatened and making you feel afraid

Being treated roughly or being hurt in any way

Being made to feel left out or unimportant

Being touched in a way that makes you feel uncomfortable

Having your things used or taken without you saying it's OK

Being refused help when you need it

Not being listened to when you have something important to say

Being refused something you want or need without good reason, such as tablets, drink, food or an outing

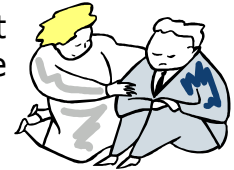
Being forced to do something that makes you frightened or upset



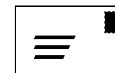
## WHAT CAN I DO IF I FEEL I AM BEING ABUSED?

Everyone gets upset sometimes and abuse doesn't happen often, but if you feel that you have been badly treated by anyone, we would like to know about it.

Firstly, try talking to your Support Worker/Key Worker or your Home Manager.



If you do not want to talk to the people who work with you or you are not happy with what they have done about it, you can contact any of the following:

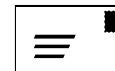


Seán Gray, Chief Executive  
Dorset Residential Homes  
Connaught House  
22 Cornwall Road  
DORCHESTER  
Dorset DT1 1RU

for anyone



01305 267483



Care Quality Commission  
National Correspondence  
Citygate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4PA

for residents in a Care Home or Independent Hospital



03000 616161