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# Factsheet 5 of 6: Direct Payments Safeguarding & Complaints

## Safeguarding from Abuse

You can use your Direct Payment to employ a personal assistant, to engage the services of a carer who is self employed or to access support from an agency of care staff. When you use a Direct Payment to employ someone to support you, it is important that they look after you well.

### What is Abuse?

Abuse is mistreatment by any other person or persons that violates a person’s human and civil rights. The abuse can vary from treating someone with disrespect in a way which significantly affects the person’s quality of life, to causing actual physical suffering.

Abuse can happen anywhere - in your own home, a residential or nursing home, a hospital, in the workplace, at a day centre or educational establishment, in supported housing or in the street.

### Types of Abuse

- Physical Abuse
- Sexual Abuse
- Psychological or Emotional Abuse
- Financial or Material Abuse
- Neglect
- Institutional Abuse

Any of these forms of abuse can be either deliberate or as a result of lack of training, knowledge or understanding.

### Reporting Concerns

You can report any concerns you may have to the Safeguarding Vulnerable Adults Team. They will listen to your concerns and may ask you some necessary questions to ensure that they understand the circumstances fully.

**Safeguarding Adults Helpline:**

**Telephone:** 0300 300 8122

**Email:** Adult.Protection@centralbedfordshire.gov.uk

**If immediate action is needed the emergency services should be contacted dialling 999**

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# Safeguarding & Complaints

## Complaints

If you are experiencing difficulties with a support service you receive from a care agency i.e. a carer or payroll service you should contact the manager of the agency in the first instance. If you are not satisfied with the outcome of any complaint made to the support agency, you can contact the Direct Payments Team for additional guidance/information.

If you experience any issues or have questions about someone you have employed to support you i.e. a Personal Assistant (PA) you can contact the Direct Payments Team or the service that helped you with the recruitment of the PA; however as the employer you are ultimately responsible for resolving any issues or disputes.

Additional information on dealing with recruitment and resolving issues can be found via the Skills for Care website, [www.skillsforcare.org.uk](http://www.skillsforcare.org.uk).

If you have full insurance cover you may also be able to contact your Employers Liability Insurance provider for further employment advice.

### How do I find out more?

#### Direct Payments are your choice.

Further Direct Payment Factsheets are available

For more information contact the Direct Payments Team:

Telephone 0300 300 8341

or e-mail [direct.payments@centralbedfordshire.gov.uk](mailto:direct.payments@centralbedfordshire.gov.uk)